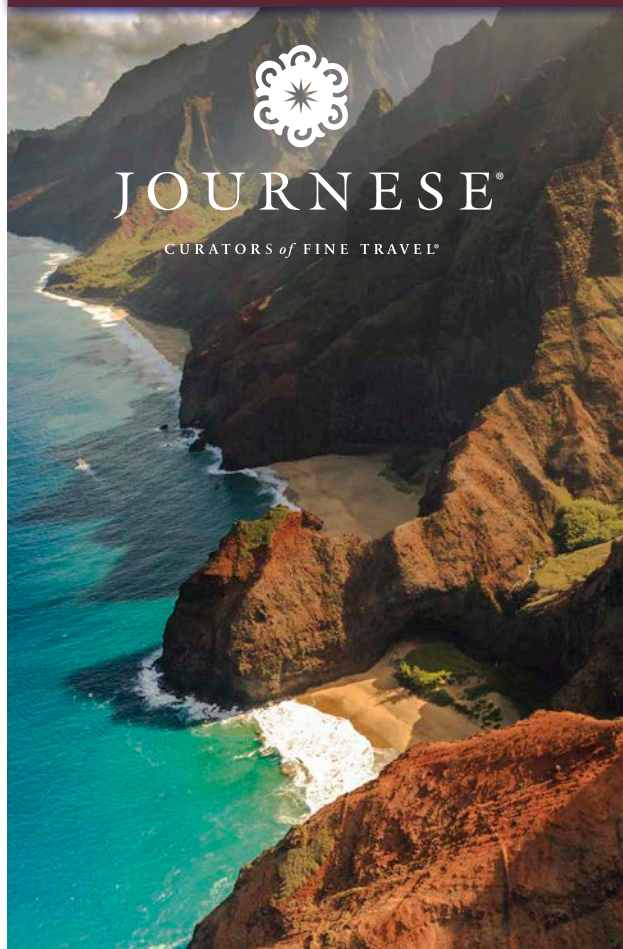


## THE HAWAIIAN ISLANDS



### THE JOURNESE® EXPERIENCE

Welcome to Journese – Curators of Fine Travel®. When you travel with us, you not only receive superior service and an exquisite vacation, you also enjoy peace-of-mind and the assurance of a luxury brand serving travelers since 1977. We make sure your journey is memorable and seamless – from beginning to end. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your vacation. Enjoy fine travel made easy – enjoy the Journese experience.

### PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared. That's why we created a list of tips and reminders to help:

- Ensure your government-issued photo ID is current, signed, and your name matches your boarding pass
- Review and prepare required travel protocol documents and forms; information can be found at [journese.com/travelersupport](http://journese.com/travelersupport)
- Check your flight seating and contact your travel advisor if you need to request changes
- Talk with your travel advisor to add activities
- Leave a copy of your ID and itinerary with family
- Prepare small bottles for carry-on – the TSA only allows 3.4 oz. bottles, fitting in a quart-size bag
- If you booked your Hertz car with Journese, visit [Journese.com/cars](http://Journese.com/cars) to preregister your Hertz car rental and expedite service at the counter

### 24 HOURS UNTIL DEPARTURE

- Confirm your flight's time with your airline, and if possible, check in online, paying any baggage fees
- Call your travel advisor or airline if you have questions about check-in times (generally 1.5 hours before flight), baggage limits or other regulations
- Check against your packing list to include:
  - ☐ Valid government-issued photo ID
  - ☐ Valid driver's license (for car rentals)
  - ☐ Confirm required travel documents or forms (including online forms) are prepared
  - ☐ Cell phone and charger
  - ☐ Wallet, credit cards and cash (spread among multiple locations)
  - ☐ Toothbrush, toothpaste, make-up, toiletries
  - ☐ Layered clothing for diverse weather
  - ☐ Swimsuits, sandals, sunglasses and sunscreen
  - ☐ Paper and pens, magazines or reading material
  - ☐ Vitamins and snacks
  - ☐ Medications and doctor information

### DOMESTIC AIRLINE TRAVEL

#### Real ID Requirements for U.S. Citizens

Beginning May 3, 2023, every air traveler 18 years of age and older must present a REAL ID-Compliant driver's license, state-issued enhanced driver's license, or other acceptable forms of identification, such as a valid passport or U.S. Military ID, to fly within the United States. Standard driver's licenses will no longer be accepted by the Transportation Security Administration (TSA) at airport security checkpoints effective May 3, 2023. Individuals who are unable to verify their identity will not be permitted to enter TSA checkpoints at airports and will not be permitted to fly. For more information about REAL ID, visit [tsa.gov/real-id](http://tsa.gov/real-id).

### SEAT ASSIGNMENTS

Whenever possible, our system will assign your airline seats in advance. Please contact the air carrier directly if you wish to change your seat assignments. Airline seats are subject to change and may not be available in advance.

### ARRIVING IN HAWAII

Aloha! Welcome to the inviting spirit of The Hawaiian Islands. If you confirmed a lei greeting, a local Journese representative will greet you at your gate or baggage claim, depending on the arrival airport.

### TRANSFERS

**Private transfers:** Transportation services vary on each island. Please refer to your itinerary for details for any transportation services you have confirmed.

**Taxi transfers (Oahu):** Find the taxi stand outside baggage claim and let the dispatcher know you are a Journese client. Then give your voucher to the driver. When returning to the airport from your hotel, call the number on your voucher or itinerary, identifying yourself as a Journese client. Then present your voucher to the driver.

## CAR RENTALS

Locate the car rental counter at the airport or take the courtesy shuttle to Hertz. Present your itinerary, valid driver's license and a major credit card. Adding navigation and car rental insurance with your travel advisor before your vacation is recommended. Please allow sufficient time when returning your car.

## HOTELS

Simply show your itinerary and photo ID to the front desk. Your room and taxes are prepaid, though hotels require a credit card for resort fee and incidentals. The standard check-in time is 4pm and check-out is 11am. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

## ACTIVITIES

Don't just visit The Hawaiian Islands – fully experience it. Please review our Experiences booklet for options such as:

- **Adventure:** ziplining, rafting, sailing
- **Culture:** luaus, Polynesian Cultural Center
- **Exploration:** eco-tours, helicopter adventures
- **Nature:** volcanoes, waterfall hikes, canyons
- **Romance:** sunset cruises, dinner shows

We recommend adding excursions prior to departure through your travel advisor to ensure access to the most sought-after activities and to fully enjoy your vacation. Visit [journese.com/experiences](https://www.journese.com/experiences) for a sample of the options available to you. If you are already in Hawaii and would like to add an activity, please call

**Journese Concierge: 800.259.3190**

## CUSTOMER SERVICE

From start to finish, we want to make your vacation seamless and memorable. If there are questions before your vacation, your travel advisor will assist you. The day of your journey we are available anytime at **800.247.4958**. While in Hawaii including after hours, call **805.744.6251** or email [last.minute@journese.com](mailto:last.minute@journese.com).

*Please have your booking number available.*

Visit [Journese.com/travelersupport](https://www.journese.com/travelersupport) for information on airline, resort and cruise health and safety protocols, COVID-19 testing, travel protection plans and more.



## RETURN TIPS

- Please note, bags will go through agriculture inspection before check-in
- Ensure that your ID and credit card are accessible, and when possible, print your boarding pass in advance

## TERMS & CONDITIONS

Please visit [Journese.com](https://www.journese.com) or reference your itinerary for full terms and conditions.

## ABOUT JOURNESE

The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, crafting customized vacations to more than ten countries on four continents. As the luxury brand of Pleasant Holidays, Journese embodies the promise of an immersive vacation experience, with fine travel made easy through world-class concierge service and innovative travel planning. Our vacationers enjoy the world's top resorts, villas, luxury homes, cruises and trains through an unforgettable journey of the senses.

*Thank you for choosing Journese.*

