



## 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.

## TRAVEL DOCUMENTS

For travel to United Arab Emirates, a valid U.S. passport and an onward/return ticket for tourist/business “visa-free” stays of up to 30 days are required for all U.S. citizens regardless of age. Passports must be valid at least six months beyond intended stay and have at least one blank page when entering United Arab Emirates.

For travel to South Africa, a valid U.S. passport and an onward/return ticket for tourist/business “visa-free” stays of up to 90 days are required for all U.S. citizens regardless of age. Passports must be valid at least six months beyond intended stay and have at least two blank pages when entering South Africa.

For travel to Egypt, U.S. citizens must have a visa to enter. U.S. citizens can obtain either a renewable single-entry 30-day tourist visa for approximately \$25 USD or a multiple-entry visa for approximately \$60 USD. The visa on arrival must be paid for in cash in one of three accepted currencies (USD, EUR or GBP). Card payment is not accepted. The alternative to the visa on arrival and what the Egyptian government recommends is the Egypt “e-visa.” Visit [vis2egypt.gov.eg](http://vis2egypt.gov.eg) several weeks in advance of your trip. Passports must be valid at least six months beyond intended stay. You must have at least one blank page in your passport when entering Egypt.

For travel to Jordan, visitors with a valid passport may obtain a visa upon arrival at Amman's Queen Alia International Airport through Jordanian immigration officials. Visas are available for single entry valid for one month but easily extended at the nearest police station or for a six month, non-extendable visa. A passport with a validity of at least six months is required and have at least one blank page when entering Jordan. Travelers who fail to properly register themselves incur a fine which is usually assessed at departure.

**Visit [travel.state.gov](http://travel.state.gov) for more information.**

A Green Card is not acceptable as the sole means of identification for U.S. residents.

Any person younger than 18 is considered a minor for travel purposes. Minors traveling with only one parent must have a notarized written permission statement from the other parent. In the case of deceased or divorced parents, legal proof of custody must be carried to accept just one signature on the letter. Minors traveling unaccompanied or with anyone other than their legal parents or guardians must obtain an original notarized letter of permission signed by both parents. Airlines will also require the name, address and phone number of the person meeting the unaccompanied minor upon arrival. Ask your travel advisor about special laws for minors traveling without one or both parents, if applicable.

## NON U.S. CITIZENS

Citizens of other countries may need a visa in addition to a valid passport and should contact the nearest Consulate or visit [travel.state.gov](http://travel.state.gov) to confirm entry requirements.

It is each customer's sole responsibility to provide all appropriate documents in accordance with his or her country of origin, destination and any countries in which a stop is scheduled. No refunds will be made in cases where travelers did not provide appropriate documents.

## CUSTOMS

Many countries have restrictions and prohibitions on what you can bring into a country including currency, produce, chewing gum, tobacco and religious literature. Be sure to check with the foreign embassies and consulates in the U.S. for your destination country before your departure. For details, visit [cbp.gov/travel](http://cbp.gov/travel), call 877.227.5511, or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

## FLIGHT TIMES & SEAT ASSIGNMENTS

Please reconfirm your flights at least 24 hours prior to departure by contacting your airline directly. 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.

## AIRPORT CHECK-IN

Arrive at the airport at least three hours prior to departure to ensure a smooth check-in process. You will need this time for documentation, luggage and security screening. Place all valuables or personal necessities in your carry-on luggage.

## ATMS & CREDIT CARDS

Contact your bank before departure for information on using your ATM and credit cards while abroad. Notify your bank of your travel dates so your cards will not be suspended due to “suspicious” charges. You may want to leave a photocopy of your cards with someone at home.

## LANGUAGE

In South Africa, Zulu, Xhosa and Afrikaans are widely spoken and the official language in Egypt, Jordan and United Arab Emirates is Arabic, however English is widely spoken and understood.

## TRANSFERS

If you confirmed a private or shared transfer with Journese, transportation will be located outside the customs and baggage claim areas. Look for an escort holding a Journese sign or a sign with your name. You will be escorted to your prearranged transportation. If transportation is provided by your hotel, please look for your hotel's representative.

## HOTELS

Your accommodations are pre-paid. Please show your itinerary to the front desk upon check-in. You will be asked to provide a credit card or cash deposit to cover any incidental charges.

## TOURISM TAXES

Some destinations may required a Tourism Tax per night, which is paid directly to the resort at check-out. Please refer to your itinerary to advise if tourism taxes apply.

## ELECTRICITY

The standard electrical service in Abu Dhabi, Dubai, South Africa, Egypt and Jordan is 220/230 volts AC 50Hz, while the USA is 120 volts AC 60Hz.

Therefore, you may need a voltage converter to charge some American electronic appliances. However, these days, the vast majority of personal electronics are dual-voltage, which enables them to run on either system. A common exception is a portable hairdryer, which often uses a fixed 120V. Always check the label should you have any doubts.

With many countries differing in their use of round or square, 2-pronged or 3-pronged plugs, it is highly recommended that travelers carry an 'all-in-one' travel adapter.

## WATER

In Egypt it is advisable to purchase bottled water or drink treated or purified water. Bottled water is readily available for sale everywhere. Peel fruit before eating and avoid ice in drinks.

In Abu Dhabi, Dubai and Jordan, it's considered safe to drink treated or purified water. Bottled water is readily available for sale everywhere. Peel fruit before eating and avoid ice in drinks.

Drinking water in South Africa is safe to drink and cook with when taken from taps in urban areas. Not all tap water in rural areas is safe for consumption, so it is advised you take precautions if necessary.

## ACTIVITIES

If you confirmed a private or shared excursion or activity, you will find the details and a voucher with your itinerary. If you would like to add experiences, please call your travel advisor before leaving the United States. Please note that pick-up stations for some excursions may be located throughout the city and may not be at your hotel. Some pick-up stations may be within a short walk while others may require that you arrange for a taxi transfer with the hotel's concierge. Transfers which are not included in your activity rates are additional, at your own expense. Your travel documents include an activity voucher that identifies the excursion(s) you purchased as well as pick-up information, including location(s).

## CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to the Middle East and Africa. You may be able to purchase a SIM card for use abroad.

## CURRENCY & EXCHANGE RATES

The official currency for the United Arab Emirates is the Dirham. Major credit cards are widely accepted, and you can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels.

The currency in South Africa is the South African Rand (ZAR). It is recommended to exchange some currency prior to exiting the airport where there are exchange windows. Major credit cards are widely accepted here, and debit cards and cheque cards, which give you access to your bank account in your home country, can generally be used over the counter and at ATMs wherever there's a MasterCard or Visa sign.

Egypt's national currency is the Egyptian Pound. Currency is readily available throughout the country with currency exchanges in just about every hotel and airport, as well as banks. While major credit cards are widely accepted at larger businesses such as hotels and restaurants, many smaller shops do not accept credit cards. It is useful to keep small change on you, as tipping, locally known as baksheesh, is expected in cafes and restaurants, and for guides and taxi drivers.

Jordan's national currency is the Jordanian Dinar. Major credit cards are accepted at hotels, restaurants and larger shops. Please note that many smaller shops still prefer cash payment in the Jordanian currency, and it's essential for shopping in the local souks. Currency is readily available throughout the country with currency exchanges in just about every hotel and airport, as well as banks and ATMs.

As a rule of thumb, it is always best to have some local currency on hand when traveling to another country.





## TIPPING

In the United Arab Emirates, tipping is not expected but is commonly practiced. Gratuities to hotel and restaurant staff are at your discretion. Many fine dining and high-end restaurants may add a service charge (usually around 10%) and a tourism levy of 6% to your bill. These charges are often included in the menu prices and the menu will denote when they are. If you are very happy with the service, it is not expected but quite common to leave a tip on top of the already included fees and service charges. If these charges are not included, then you may like to add a 10-15% tip to the total bill.

South Africa has a tipping culture, and the general rule is to start at 10%. Many people who work in the service industry rely on these tips to make a living wage, so often tips are higher than 10%. In some restaurants, you will notice that the tip is included in the total.

In Egypt, tipping is very much expected and asked for directly. You will even find that some people request baksheesh (tip) without offering any service: The average tip percentage for waitstaff, tour guides, and taxi drivers is between five and 10%.

Tipping is part of the culture in Jordan and leaving a tip is good etiquette throughout the country. A 10% tip is pretty standard across the board in the service industry. Always be sure to check your bill for any added service charges which can be common. In this case, it is always a nice gesture to leave an additional small tip for the workers as they rarely get any of the added service charges.



## ETIQUETTE

Predominantly Islamic countries, Abu Dhabi, Dubai, Egypt and Jordan are relatively conservative nations, and travelling there - as anywhere - you should do your best to respect local customs and norms to avoid awkward moments or offending anyone. We recommend attire that covers backs, shoulders and knees, especially in rural areas or religious sites.

Mosques are considered sacred ground, and you should remove your shoes before entering - most places provide foot covers and shoe storage. On Ramadan and other fasting days, refrain from eating and drinking in public out of respect.

Public displays of affection are deemed offensive.

Do not photograph anything to do with the military or government buildings — also avoid photographing bridges and canals, or anything that could be construed as having strategic significance. Ask people if they mind before photographing them.

Alcohol is available at hotels and licensed bars in Abu Dhabi and Dubai and drinking alcohol within these establishments is perfectly legal for tourists.

## EXIT REQUIREMENTS

Please be certain to check out of your room and be in the hotel lobby at the designated time if you have pre-purchased transfers through Pleasant Holidays. Each United States citizen returning from foreign countries is required to go through U.S. Customs when re-entering the country.

If travelers attempt to depart Egypt after the expiration of their visa, they may be required to pay a fine at the airport.

An exit fee of 10 JD (approximately 14 USD) is assessed to all visitors departing through the King Hussein/Allenby Bridge in Jordan.

Your travel professional will be happy to provide you with the latest information concerning U.S. Customs policies and procedures.

## 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 the Middle East and Africa, including after hours, call **805.744.6251** or email **last.minute@journese.com** or call our local representatives from your U.S. cell phone for assistance.

### EGYPT

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### JORDAN

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### SOUTH AFRICA

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### UNITED ARAB EMIRATES

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*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, travel protection plans and more.

## TERMS & CONDITIONS

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

## ABOUT JOURNESE

*The Luxury Brand of Pleasant Holidays*

Journese is a boutique travel provider, creating customized journeys across the globe. 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 inspiring journey of the senses.