

## SOUTH PACIFIC



# JOURNESE®

CURATORS of FINE TRAVEL™



## 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 passport is signed, valid at least six months past your return date, and your name matches your boarding pass. If you need a new passport, you may choose expedited service. Call 877.487.2778 or visit [travel.state.gov/passport](http://travel.state.gov/passport) for more information.
- 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

## 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 three hours before flight), baggage limits or other regulations
- Check against your packing list to include:
  - Valid passport (details above)
  - Confirm required travel documents or forms (including online forms) are prepared
  - Cell phone and charger
  - Power adapter and converter
  - 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

## TRAVEL DOCUMENTS

American citizens need a passport valid at least six months after their return. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws for minors traveling without both parents, if applicable.

## CUSTOMS

Your bags will go through customs upon entry and return. Each country has its own customs laws, but generally travelers may not bring plants or produce. Upon return to the U.S., you'll declare the goods you acquired; the duty-free exemption per traveler is usually \$800, plus there are limits on importing alcohol and tobacco products. 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.

## 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.

## TRANSFERS

If you confirmed a private transfer, please refer to your itinerary for details. For airport pickups, a driver will generally greet you outside the airport's main exit with a Journese or supplier sign with your name on it. If you are arriving or transferring through Papeete and have included the airport welcome, look for your Journese representative. If your hotel provides a transfer, look for your hotel kiosk.

## 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 incidentals. The standard check-in time is 3pm 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 South Pacific – fully experience it. We offer everything from snorkeling and stingray feeding to cultural experiences and jeep safaris. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive. Visit [journese.com/experiences](http://journese.com/experiences) for a sample of the options available to you.

## CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to the South Pacific. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card for use in the South Pacific.

## CURRENCY & EXCHANGE RATES

Local currency varies through the South Pacific, but U.S. dollars and major credit cards are widely accepted. You can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. Find the latest exchange rates at [xe.com](http://xe.com).

## 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.

## ELECTRICITY

Electrical outlets in the South Pacific are generally 220 volts. Some hotels offer dual voltage plugs, but we suggest you bring a converter and adapter with you.

## DEPARTURE TAX

Some countries require departure taxes to be paid in local currency at the time of departure. Prices are generally \$10-\$45. Please consult your travel advisor so you can prepare accordingly.

## TERMS & CONDITIONS

Please visit [Journese.com](http://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, creating 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.*



## 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 South Pacific, including after hours, call **805.744.6251**, email [last.minute@journese.com](mailto:last.minute@journese.com) or our local representatives below can assist you.

## FRENCH POLYNESIA

Marama Tours	40.50.74.74
After hours	87.72.38.30

## FIJI

Rosie Holidays	6722.755
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## COOK ISLANDS

Island Hopper Vacations	22.026
After hours	55.035

*Please have your booking number available.*

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

