

## UNITED STATES AND CANADA



# 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 government issued 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
- For Canada, 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.

### 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
  - For Canada, valid passport
  - 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
  - Toothbrush, toothpaste, make-up, toiletries
  - Swimsuits, sandals, sunglasses and sunscreen
  - Paper and pens, magazines or reading material
  - Vitamins and snacks
  - Medications and doctor information

### TRAVEL DOCUMENTS

For travel within the United States, a government-issued ID or valid driver's license is required. American citizens traveling to Canada 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.

### 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).

### 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, seeds 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 with Journese, please refer to your itinerary for details. Due to limited baggage space, ground transportation companies may not be able to accommodate oversized items such as surfboards, bicycles, golf clubs, ski equipment and boxes. Transfer of these items may be at an additional cost payable directly to the transportation company or moved separately at owner's expense. Call the applicable toll-free assistance number listed on the cover of this booklet for details.

## CAR RENTALS

Present your itinerary, valid driver's license and a major credit card to the Hertz rental desk. The driver must be 20 or older; a surcharge will be charged for drivers 20 - 24, payable directly to Hertz. Adding navigation and car rental insurance is recommended. Please allow sufficient time to return your car.

Hertz #1 Club Gold members may take full advantage of the Hertz service benefits with their Journese car rental. Please provide your Gold number to your travel advisor. Non-members may check in online to expedite their rental processing. Visit [hertz.com](http://hertz.com) at least two hours prior to pick-up time and follow the instructions provided. After claiming your bags at the baggage claim area, proceed to the Hertz shuttle. When you arrive at the Hertz rental location, proceed to the Hertz #1 Club Express Check-In line and present your online check-in confirmation page for fast, efficient service.

If you have not checked in online, proceed to the regular line and present your Journese travel itinerary. All taxes, service charges and local airport and license fees were collected at time of booking. Hertz requires a deposit paid either by credit card, cash, or travelers check.

## 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.

## CURRENCY & EXCHANGE RATES

Canada's currency is the Canadian dollar, 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).

## ACTIVITIES

Fully experience everything America has to offer. From spectacular daytime excursions to mesmerizing evening entertainment, plan your itinerary with your travel advisor before departure, to ensure access to the finest experiences available.

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

