

## THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

We look forward to serving you again during your next vacation to Hawaii, the Caribbean, Central America, Europe, Japan, Mexico, the South Pacific, the United States & Canada and Cruises.

## THE PLEASANT HOLIDAYS DISTINCTION

The vacation experts since 1959, Pleasant Holidays has assisted more than 10 million travelers, creating memorable travel experiences through personalized service and exceptional product value. Enjoy the ultimate peace of mind with round-the-clock customer service and in-destination assistance available when you need it. This booklet contains travel tips, contact numbers and helpful information to ensure that your vacation is an extraordinary experience from start to finish.

## IMPORTANT CONTACT INFORMATION

### Prior to Departure

For general assistance call **1-800-448-3333**.

### Day of Travel

For assistance call Pleasant Holidays at **1-800-247-4958**.

### During Your Stay

For changes in your travel plans, please call our Customer Service Consultants.

### Customer Service

Monday - Friday: 7:00 A.M. – 4:00 P.M.

Saturday and Sunday: 7:00 A.M. – 3:00 P.M.

From all islands ..... **1-800-342-1566**

Emergency after hours ..... **1-800-247-4958**

### Concierge Department (Activities & Tours)

Daily 7:00 A.M. – 5:00 P.M.

From all islands ..... **1-888-229-7770**

### Transportation Desk

Monday - Saturday 7:30 A.M. – 4:30 P.M.

Sunday: Contact Customer Service

Transportation Desk ..... **1-808-945-1875**

### After Hours

For after-hours assistance please refer to your travel itinerary for the phone number of your transportation vendor.

Hertz Customer Service ..... **1-800-654-3131**

## TRAVEL WISELY

### Identification

The Transportation Security Administration (TSA) requires adult passengers (18 and older) to show a federal or state-issued photo ID that contains the following: name, date of birth, gender, ID expiration date and a tamper-resistant feature. Individuals whose identity cannot be verified by TSA will not be allowed to enter the screening checkpoint or onto an airplane. Please visit [www.tsa.gov](http://www.tsa.gov) for more details.

### Airport Check-In

Arrive at the airport at least two hours prior to departure to ensure a smooth check-in process.

### Baggage

If you are making a flight connection in Hawaii to a neighboring island, please inform the originating air carrier when you check-in and ask them to check your baggage through to your final destination.

## DURING YOUR STAY

### Arrival in Hawaii

#### Lei Greeting

If included in your vacation, Hospitality Specialists in tropical print shirts or muumuus holding a Pleasant Holidays sign will greet you with a flower lei in the baggage claim area.

### Transfer Option

Please refer to your travel itinerary as transportation on each island varies. Due to limited baggage space, ground transportation companies may not be able to accommodate oversized items such as surfboards, bicycles, golf clubs and boxes. Transfer of these items may be at an additional cost payable directly to the ground transportation company or moved separately at owner's expense. Call the Transportation Desk listed on the cover of this booklet for details.

### Rental Car Option

Hertz #1 Club Gold members may take full advantage of the Hertz service benefits with their Pleasant Holidays car rental. Please provide your Gold number to your travel professional or Pleasant Holidays representative. Non-members may check in online to expedite their rental processing. Visit [www.hertz.com](http://www.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

### Rental Car Option *(continued)*

to the regular line and present your Pleasant Holidays travel itinerary.

For those travelers with either Alamo Rent A Car or Dollar Rent A Car, please proceed to their airport check-in desk to complete your car rental procedures.

## PLEASANT ACTIVITIES VACATION CENTERS

To get the most out of your stay, visit a Pleasant Activities Vacation Center. Locations and phone numbers are listed on [PleasantActivities.com](http://PleasantActivities.com). Pleasant Activities Consultants will assist you with making arrangements for the many activities available on each island. Pleasant Activities Vacation Centers are open from 7:30 A.M. – 5:30 P.M. daily unless noted otherwise.

### Hawaii Tours and Activities

If you have prepaid for a tour or activity, please be sure to stop by one of the Pleasant Activities Vacation Centers at least 24 hours prior to your tour date to exchange your voucher for your ticket to the event. Call us at 1-888-229-7770 for the nearest location.

### Island Orientation Breakfast

We encourage and welcome all Pleasant Holidays guests to attend our complimentary Island Orientation Breakfast on the morning after arrival. Learn the island customs and the many exciting attractions that Hawaii has to offer. Join us for a chance to win a valuable door prize.

For the time and location of the Island Orientation Breakfast nearest your hotel, please see your travel vouchers. Be sure to bring your travel vouchers booklet to the orientation breakfast for specials on island activities.

## RETURNING HOME

### Departure from your Hotel

If the last segment of your vacation includes the Transfer Option, please refer to your travel itinerary for important details regarding your pick-up.

### Airport Check-in

Recommended check-in prior to departure is 1.5 hours for inter-island flights and two hours for transpacific flights. Please allow sufficient time to clear security and agricultural inspections when traveling to the continental United States.