

### Baggage Information (Continued)

- Pleasant Holidays will not accept responsibility or liability for loss or damage to passenger baggage, including baggage checked through to final destination.
- Baggage rules regarding fees and size, weight, and quantity allowances vary by airline and destination. Please consult with your travel professional and/or the airline for its policies.

## ASSISTANCE DURING YOUR STAY

### During Your Trip

When you arrive in Japan, if you have pre-purchased ground transportation through Pleasant Holidays, please follow the instructions printed on your itinerary or voucher.

### Electricity

The standard electrical service in Japan is 100 Volt while the USA is 120 Volt. Japan's outlets are identical to USA, but some of them are not polarized (one slot is slightly wider than the other). Converters are not required and some equipment will work fine without an adapter, however, certain equipment, especially heating tools such as curling irons, may not work appropriately or may become damaged.

### Optional Tours and Activities

If you purchased optional tours and activities as part of your Pleasant Holidays vacation package, please note that pick-up stations for these excursions are located throughout the city, based on the location of your hotel; pick-up for optional activities may not be at your hotel. Some pick-up stations may be within a short walk of your hotel while others will require that you arrange for a taxi transfer with the hotel's concierge. Transfers are not included in the tour and activity rates unless specified and 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).

### Returning Home

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 us.

Each person returning from Japan is required to go through U.S. Customs when re-entering the country. Your travel professional will be happy to provide you with the latest information concerning U.S. Customs policies and procedures.

Thank you for traveling with Pleasant Holidays. We hope to have the pleasure of serving you again during your next vacation to Japan, Caribbean, Central America, Europe, Hawaii, Mexico, Tahiti, Fiji, Cook Islands, the United States & Canada and Cruises.

Thank you for selecting Pleasant Holidays. We look forward to showing you this beautiful destination with its rich culture and breathtaking scenery.

Please take a few moments to review these travel tips to ensure you have a truly Pleasant Holiday.

## MAY WE HELP?

### Assistance Prior to Departure

If general assistance is needed any time prior to your departure, please contact your travel professional or our Japan specialists at 1-800-448-3333.

### Assistance on Day of Departure or During Trip

Although unlikely, if you encounter difficulties on the day you depart the U.S. or during your trip, please call Pleasant Holidays at 1-877-295-1855 for assistance using your cell phone. Please note that a fee will be charged when dialing toll-free numbers while in Japan.

For assistance with transfers and tours while in destination, contact JTB GMT at +81 3 5796 5454 from U.S. cell phones or (03) 5796 5454 when using local telephones in Japan.

## BEFORE YOUR TRIP

### U.S. Citizens

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 for the entire length of stay in Japan. All foreign nationals entering Japan are required to provide fingerprint scans and to be photographed at the port of entry.

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.

## Non-U.S. Citizens

Citizens of all other countries may need a visa in addition to a valid passport and should consult the nearest Japanese Consulate or visit [www.travel.state.gov](http://www.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 to customers who do not have proper documentation.

Before you leave on your trip, please take the time to visit the U.S. Customs and Border Protection website at: <https://www.cbp.gov/travel>

## HELPFUL TIPS FOR YOUR TRAVEL DAY

### Flight Times – Day of Departure

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

### 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 for assignment 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.

### Immigration & Customs Forms

Complete your paperwork before you leave the airplane and be sure to sign the immigration and customs declaration forms. If you receive a stub of the form, be sure to put it in a safe place — ideally with your passport — and return it to immigration when you leave the country.

When you arrive at your destination you will proceed through Immigrations Control, where your paperwork will be inspected. Proceed to the baggage claim area to get your luggage prior to going through customs, which may inspect travelers' luggage.

### Your Pleasant Holidays Representative

If you have pre-purchased transfers through Pleasant Holidays, your transportation will be located outside the customs and baggage claim areas. Look for an escort holding a sign with your name. They will escort you to your prearranged transportation. If transportation is provided by your hotel, please look for your hotel's representative.

### Checking in to your Hotel

If purchased through Pleasant Holidays, your accommodations will be 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.

### Currency Exchange

The currency in Japan is Yen. It is recommended to exchange some currency prior to exiting the airport where there are exchange windows. Major credit cards and traveler's checks are accepted; however, some smaller stores and remote areas may not accept either one.

Most bank ATMs in Japan accept only cards issued by Japanese banks. The easiest way to obtain cash is at 7-Eleven convenience stores ATMs or the chain's ATM machines (called 7-Bank), which are found throughout Japan and often available 24 hours. Local post offices also have ATMs that accept foreign bank cards operating on the Cirrus and PLUS systems. Many post offices are located near main train stations and are generally open 7:00 A.M. – 11:00 P.M. week days and 9:00 A.M. – 7:00 P.M. on weekends; small post offices may have only limited hours.

### Baggage Information

All passenger carry-on and checked baggage will be subject to screening and inspection. Please visit [www.tsa.gov](http://www.tsa.gov) for the latest security policies as the security procedures listed below are subject to change without notice.

- Liquids, gels and aerosols are allowed on airplanes, but must be in three-ounce (3 oz.) or smaller containers. Items must fit in one clear, re-sealable, quart-sized plastic bag, in containers of 3 oz. or less. Each traveler must remove their quart-sized plastic bag from their carry-on for X-ray screening.
- Passengers must leave all firearms, cutting instruments, sharp or dangerous articles, hazardous liquids (lighter fluid or flammable solids/liquids), etc. at home. If in doubt, leave it at home.
- Airlines may charge fees for checked and carry-on baggage. Consult with your airline for its policy.
- The Transportation Security Administration (TSA) permits one carry-on bag per person plus one personal item to be taken on board the plane. Most airlines require that the carry-on bag fit under your seat or in the overhead bin. The dimensions should not be more than 22x14x9 (length x height x width) or 45 linear inches (length + height + width all added together) and weigh no more than 15 pounds. The airline may require that a carry-on item be checked as baggage if it cannot be safely stowed on a particular flight.
- Checked luggage may be opened on a random basis and contents thoroughly inspected; others will be screened using various forms of security technology.
- Each checked bag must have the name of the person traveling on the outside of the bag, and identification on the inside is recommended as well.

