

# TRAVEL INFORMATION EUROPE & UNITED KINGDOM



## IMPORTANT CONTACT INFORMATION

### Pleasant Holidays Customer Service

Prior to Departure Call ..... 1-800-448-3333  
Day of Travel Call ..... 1-800-247-4958  
In Destination Call ..... 1-805-744-6251 Or email [last.minute@pleasant.net](mailto:last.minute@pleasant.net)

## TRAVEL WISELY

### U.S. Citizens

#### Entry, Exit and Visa Requirements

A valid United States passport with a minimum six months' validity remaining is required for U.S. citizens of all ages who travel to Europe, Turkey and the United Kingdom, and when re-entering the United States.

For further information, visit: [travel.state.gov](http://travel.state.gov)

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

A visa may be required to enter some countries. Some visas require payment well in advance of travel dates.

Beginning April 25, 2024, day visitors to the Old City of Venice will be required to pay an entry fee of €5 at [cda.ve.it/en/](http://cda.ve.it/en/). The fee will only apply on certain dates, primarily high season and weekends, and between the hours of 8:30am to 4:00pm. Guests overnighing in the municipality of Venice are exempt from paying the entry fee but will need to register on the site in order to receive an exemption code.

Beginning January 8, 2025, visitors to the United Kingdom (England, Wales, Scotland, Northern Ireland) are required to have an Electronic Travel Authorization prior to entry. The cost is £16 and is valid for multiple entries over two years. Visit [gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta](http://gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta).

Please verify the most current document and entry requirements with each country's consulate or immigration office, or online at [travel.state.gov](http://travel.state.gov).

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 documentation.

### Non-U.S. Citizens

When visiting various countries in Europe, citizens of other countries may need a visa in addition to a valid passport and should consult 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.

### 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.

### Baggage

Baggage handling fees vary by airline. Please contact your carrier regarding the size, weight and number of bags you can check or carry on, the applicable charges and exceptions, charges for additional checked baggage, waivers for military personnel, guidelines for sports and specialty items and more.

### Traveler Support Portal

Visit our [Traveler Support](#) portal for access to the latest information on destination travel guidelines, supplier health and safety protocols, traveler resources and more.

## DURING YOUR STAY

### Your Pleasant Holidays Representative

When you arrive in Europe or the United Kingdom, if you have pre-purchased

ground transportation through Pleasant Holidays, please follow the instructions printed on your itinerary or voucher.

### Checking In to Your Hotel

Your accommodations are pre-paid. Please show your itinerary and hotel voucher (if applicable) to the front desk upon check-in. You will be asked to provide a credit card to cover any incidental charges.

### Optional Tours and Activities

If you purchased optional tours and activities as part of your Pleasant Holidays vacation package, please refer to your travel documents for the activity voucher, excursion and pick-up information. Please note that not all excursions include hotel pick-up.

### Rental Cars

Drivers must have a valid driver's license and a major credit card for the deposit. Minimum and maximum age limits for renting a car vary by country, type of car and rental company. Generally, the minimum age is 25 years of age but you should confirm with your travel agent prior to departure. Parking charges and rural drop-off fees may apply. You are responsible for any additional time charges for late return, which must be paid directly to the car rental company.

Should you need assistance during your stay with hotel, land or air services, please call 1-805-744-6251 or email [last.minute@pleasant.net](mailto:last.minute@pleasant.net)

### Currency Exchange

Major credit cards and travelers checks are accepted in Europe and the United Kingdom. Banks have ATMs or currency exchange services to convert U.S. dollars into local currency. We suggest that you do not exchange all your money. Be sure to inquire about any applicable exchange fees/commissions in advance.

### Electricity

North America and Europe & the United Kingdom use different plug configurations. It is recommended that you purchase a small adapter that allows American-style plugs (two flat prongs) to fit into British or Irish outlets (which take three rectangular prongs) or continental European outlets (which take two round prongs). These adapters will not have any impact on voltage — they simply change the plug style so you can physically plug in your devices to an electrical socket.

## 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 Europe and the United Kingdom is required to go through U.S. Customs when re-entering the country. Your travel advisor will be happy to provide you with the latest information concerning U.S. Customs policies and procedures.

For U.S. citizens returning to the United States from Ireland, the United States Customs and Border Protection (USCBP) facilities in Shannon Airport and Dublin Airport are purpose-built facilities that allow U.S.-bound passengers to undertake all immigration, customs and agriculture inspections in Ireland prior to departure.

Having cleared USCBP, passengers arriving in the United States are treated as domestic arrivals, which allows for a faster processing through their arrival airport in the United States, including checking through of any baggage to the traveler's final destination. Dublin and Shannon Airports are two of only a handful of airports outside North America that offer the USCBP facility.

### Departure Taxes

A departure tax may be required upon airport check-in for some flights. The amount of this tax varies between countries and is not included in your package price for most countries. Some countries do not allow this tax to be included on an international airline ticket in advance, thus it must be paid locally. Most departure taxes must be paid in the local currency.

Upon arrival in each country, please check if there will be a departure tax that you will need to pay upon departure.

## THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS.

We look forward to serving you again during your next vacation to Europe & the United Kingdom. We also provide complete vacation packages for Africa (Egypt & South Africa), Asia, Australia, Canada, Caribbean, Central America, Europe, Hawaii, Maldives, Mexico, Middle East (Jordan & United Arab Emirates), New Zealand, South America, South Pacific (Tahiti, Fiji & Cook Islands), United States and cruise vacations.