

ASSISTANCE DURING YOUR STAY**During Your Trip**

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

Rental Cars

Drivers must have a valid driver's license, be at least 24 years of age and have a major credit card for the deposit. Parking charges and rural drop-off fees may apply. Any additional time charges for late return must be paid by traveler directly to the car rental company.

Should you need assistance during your stay with hotel, land or air services, please call 1-877-295-1855.

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 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.

For U.S. citizens returning to the United States from Ireland, the United States Customs and Border Protection (USCBP) facility at Terminal 2 in Dublin Airport is a purpose built facility that allows U.S.-bound passengers to undertake all immigration, customs and agriculture inspections at Dublin 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 Airport is one of only a handful of airports outside North America that offer the CBP facility.

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

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 Europe 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.

BEFORE YOUR TRIP**Government Document Requirements**

A valid United States passport is required for U.S. citizens of all ages who travel to Europe and the United Kingdom, and when re-entering the United States.

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. E-visas for Turkey can now be purchased online at www.evisa.gov.tr/en/

Please verify the most current document and entry requirements with each country's consulate or immigration office, or via the Internet at www.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 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: www.cbp.gov/xp/cgov/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. 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 and hotel voucher (if applicable) 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

Major credit cards and travelers checks are accepted in Europe. Banks and most properties 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.

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.

Baggage Information

All passenger carry-on and checked baggage will be subject to screening and inspection. Please visit 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.
- Many airlines 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 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.
- 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.