

TRAVEL INFORMATION CARIBBEAN



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

During Your Stay

To schedule activities and excursions, please call:

Anguilla Accessfun LLC/SST Tours 599-545-2990
 9:00 A.M. – 5:00 P.M.
 After Hours Contact: 599-553-7414

Antigua

St. James Travel & Tours 268-764-0682 or 268-764-0683
 Mon-Fri: 9:00 A.M. – 5:00 P.M., Sat: 9:00 A.M. – 1:00 P.M.
 After Hours Contact: 268-764-0684

Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

Aruba De Palm Tours 297-522-4400

Mon-Fri: 8:00 A.M. – 5:00 P.M.
 After Hours Contact: 5:00 P.M. – 9:00 P.M. 297-522-4500

Bahamas

Great Exuma & Harbour Island Contact your hotel for assistance
Nassau/Paradise Island

Bahamas Experience Tours 242-397-5007 or 242-397-5013
 5:00 A.M. – 12:00 A.M.

Barbados St. James Travel & Tours 246-280-0214 or 246-280-0216
 Mon-Fri: 9:00 A.M. – 5:00 P.M., Sat: 9:00 A.M. – 1:00 P.M.
 After Hours Contact: 246-280-0240

Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

Bermuda Contact your hotel for assistance or visit the taxi stand at the arrival hall of the Bermuda airport.

Bonaire Contact your hotel for assistance

British Virgin Islands

Virgin Gorda & Peter Island Contact your hotel for assistance

Curaçao Curaçao Actief 5999-433-8858
 4:00 A.M. – 10:00 P.M.
 After Hours Contact: 5999-433-8858

Dominica Decide on Dominica 767-255-1104 or 767-448-2181
 Mon-Fri: 8:00 A.M. – 4:30 P.M.
 After Hours Contact: 767-295-6135

Dominican Republic BD Experience +52 1 998 109 5413
 9:00 A.M. – 6:00 P.M.
 After Hours Contact: 849-200-1208 or 833-574-2560 (from the United States)

Grand Cayman

Webster's Tours Ltd 345-945-1433
 7:30 A.M. – 4:30 P.M.
 After Hours Contact: 345-928-1333 or 345-917-6111
 Emergency: 345-916-3289

Majestic Tours

8:30 A.M. – 5:00 P.M. 345-949-7773 or 345-949-7774
 After Hours Contact: 345-324-1321 or 345-516-3126

Grenada St. James Travel & Tours 473-459-0003 or 473-459-0005
 Mon-Fri: 8:30 A.M. – 4:30 P.M.
 After Hours Contact: 473-459-0003

Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

Jamaica

Caribbean World Enterprises 876-952-0400 or 876-952-6404
 8:00 A.M. – 6:00 P.M.
 After Hours Contact: (6:00 P.M. – 10:00 P.M.) 876-815-0829 or 876-772-2667

Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

Puerto Rico Rico Suntuors 787-722-2080
 7:00 A.M. – 6:00 P.M.

After Hours Contact: 787-506-2080

Dragonfly 787-362-6426 or 787-447-4440
 Mon-Fri: 8:30 A.M. – 6:00 P.M. (7:30 P.M. Nov - May), Sat: 8:30 A.M. – 5:00 P.M.,
 Sun: 10:00 A.M. – 5:00 P.M.

Emergency 24-Hours: 787-637-0044

St. Barts Contact your hotel for assistance

St. Kitts & Nevis Tropical Tours 869-465-4167 or 869-465-4039
 Mon-Fri: 8:30 A.M. – 4:30 P.M., Sat: 8:00 A.M. – 10:00 A.M.

After Hours Contact: 869-662-7090, 869-664-1111 or 869-662-5338

Saint Lucia

Barefoot Holidays 758-450-0507

Mon-Fri: 8:00 A.M. – 5:00 P.M. Sat & Holidays: 8:30 A.M. – 12:30 P.M.,
 Sun: 9:00 A.M. – 3:00 P.M.

After Hours Contact: 758-720-8383

Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

St. Martin/Sint Maarten St Maarten Sightseeing Tours 954-985-1339

9:00 A.M. – 6:00 P.M.
 After Hours Contact: 721-522-7407

Turks and Caicos

TCI Escapes 649-332-1092

9:00 A.M. – 9:00 P.M.
 After Hours Contact: 649-232-0830

Island Routes 800-744-1150

8:00 A.M. – 8:00 P.M., In-Destination: 1-877-581-2498 & 1-877-768-8370

U.S. Virgin Islands

St. Croix Contact your hotel for assistance

St. Thomas/St. John IMI 340-779-2755
 9:00 A.M. – 5:00 P.M.

After Hours Contact: 340-998-7905

St. Vincent & The Grenadines Contact your hotel for assistance

TRAVEL WISELY

U.S. Citizens

A valid U.S. passport is required for all U.S. citizens regardless of age when traveling between the United States and the Caribbean with the exception of Puerto Rico and the U.S. Virgin Islands.

Any person under 18 years of age 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 in the Caribbean.

Non-U.S. Citizens

A valid passport is required. Green cards are not acceptable as a sole means of identification. Citizens of some countries may require a tourist visa. Check with your local consulate or go online to travel.state.gov for more details.

Airport Check-In

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

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

Immigration Processing

You will be given a tourist card and customs declaration form during your flight to complete before you exit the airplane.

When you arrive at your destination you will first process through Immigration Control where your paperwork will be inspected and stamped. The immigration officer will return the tourist card to you as you will need to submit it to Immigration when you depart the Caribbean. Keep your tourist card with your passport in a safe place throughout your stay. Next, continue to baggage claim to get your luggage, then proceed through customs where your luggage will be scanned and a customs officer will obtain your customs declaration form. Once you have cleared customs, proceed to the exit.

Your Pleasant Holidays Representative

If your vacation package includes transfers, look for your representative, who will be holding a "Pleasant Holidays" sign. Your representative will assist you with your luggage, ground transportation and any other needs you may have, as well as confirm the pick-up time for your return transfer to the airport.

Checking In to Your Hotel

Your accommodations are pre-paid. Please show your itinerary to the front desk. No hotel voucher is required. You will be asked to provide a credit card or cash deposit to cover any personal charges.

RETURNING HOME

Each U.S. citizen returning from the Caribbean is required to go through U.S. Customs when re-entering the country. Visit the U.S. Customs and Border Protection Web site at help.cbp.gov for details regarding items that may be brought into the United States from the Caribbean.

For U.S. citizens returning to the United States from Aruba, the Bahamas and Bermuda, the United States Customs and Border Protection (USCBP) facilities in Aruba, Freeport, Nassau and Bermuda Airports are purpose-built facilities that allow U.S.-bound passengers to undertake all immigration, customs and agriculture inspections 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. These are some of only a handful of airports outside North America that offer the USCBP facility.

VISITOR INFORMATION

Currency

U.S. dollars are accepted virtually everywhere, especially in the resort areas. Major credit cards and travelers checks are widely accepted throughout the Caribbean.

Water

All major hotels and restaurants use purified water throughout. Most hotels provide bottled water in all rooms, and many hotels now have potable water delivered through their taps using an on-site purification system; there will be a note in your room if this is the case.

Electricity

The standard electrical service in the Caribbean is 110 volts (same as United States and Canada). Some electrical sockets do not accept three-prong or polarized plugs so it is recommended that you bring your own adapter.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

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