



PLEASANT HOLIDAYS®



UNITED ARAB EMIRATES

TRAVEL TIPS

Thank you for booking your vacation with Pleasant Holidays. This guide contains helpful information and answers to many of the questions you may have as you prepare to travel. Enjoy your Pleasant Holidays vacation!

IMPORTANT CONTACT INFORMATION

Pleasant Holidays Customer Service 800-247-4958
Or email last.minute@pleasant.net

DURING YOUR STAY

For assistance with excursions or transfers, please call:

[UNITED ARAB EMIRATES](#)

Araban Adventures: +962-6566-686

TRAVEL WISELY

U.S. CITIZENS

Entry, Exit and Visa Requirements

For travel to United Arab Emirates, a valid U.S. passport and an onward/return ticket for tourist/business "visa-free" stays of up to 30 days are required for all U.S. citizens regardless of age. Passports must be valid at least six months beyond intended stay and have at least one blank page when entering United Arab Emirates. Visit travel.state.gov for more information.

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. Ask your travel advisor about special laws for minors traveling without one or both parents, if applicable.

NON-U.S. CITIZENS

Citizens of other countries may need a visa in addition to a valid passport and should contact the nearest Consulate or visit 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.

CUSTOMS

Many countries have restrictions and prohibitions on what you can bring into a country including currency, produce, chewing gum, tobacco and religious literature. Be sure to check with the foreign embassies and consulates in the U.S. for your destination country before your departure. For details, visit cbp.gov/travel, call 877-227-5511, or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

FLIGHT TIMES & SEAT ASSIGNMENTS

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

ATMS & CREDIT CARDS

Contact your bank before departure for information on using your ATM and credit cards while abroad. Notify your bank of your travel dates so your cards will not be suspended due to "suspicious" charges. You may want to leave a photocopy of your cards with someone at home.

See next page for additional information



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TRAVEL TIPS

TRAVEL WISELY (CONTINUED)

LANGUAGE

The official language in United Arab Emirates is Arabic, however English is widely spoken and understood.

TRANSFERS

If you confirmed a private transfer, please refer to your itinerary for details. For airport pickups, a driver will generally greet you outside the airport's main exit with a sign with your name on it. If your hotel provides a transfer, look for your hotel representative or resort kiosk in the arrival terminal.

HOTELS

Simply show your itinerary and photo ID to the front desk. Your room and taxes are prepaid, though hotels require a credit card for incidentals. The standard check-in time is 3:00 P.M. and check-out is 11:00 A.M. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

TOURISM TAXES

Some destinations may require a Tourism Tax per night, which is paid directly to the resort at check-out. Please refer to your itinerary to advise if tourism taxes apply.

ELECTRICITY

The standard electrical service in Abu Dhabi and Dubai is 220/230 volts AC 50Hz, while the USA is 120 volts AC 60Hz. Therefore, you may need a voltage converter to charge some American electronic appliances. However, these days, the vast majority of personal electronics are dual-voltage, which enables them to run on either system. A common exception is a portable hairdryer, which often uses a fixed 120V. Always check the label should you have any doubts.

With many countries differing in their use of round or square, two-pronged or three-pronged plugs, it is highly recommended that travelers carry an 'all-in-one' travel adapter.

WATER

In Abu Dhabi and Dubai, it's considered safe to drink treated or purified water. Bottled water is readily available for sale everywhere. Peel fruit before eating and avoid ice in drinks.

ACTIVITIES

If you confirmed a private or shared excursion or activity, you will find the details and a voucher with your itinerary. If you would like to add experiences, please call your travel advisor before leaving the United States. Please note that pick-up stations for some excursions may be located throughout the city and may not be at your hotel. Some pick-up stations may be within a short walk while others may require that you arrange for a taxi transfer with the hotel's concierge.

Transfers which are not included in your activity rates 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).

CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to the United Arab Emirates. You may be able to purchase a SIM card for use abroad.

CURRENCY & EXCHANGE RATES

The official currency is the Dirham. Major credit cards are widely accepted, and you can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. As a rule of thumb, it is always best to have some local currency on hand when traveling to another country.

TIPPING

In the United Arab Emirates, tipping is not expected but is commonly practiced. Gratuities to hotel and restaurant staff are at your discretion. Many fine dining and high-end restaurants may add a service charge (usually around 10%) and a tourism levy of 6% to your bill. These charges are often included in the menu prices and the menu will denote when they are. If you are very happy with the service, it is not expected but quite common to leave a tip on top of the already included fees and service charges. If these charges are not included, then you may like to add a 10-15% tip to the total bill.

ETIQUETTE

Predominantly Islamic countries, Abu Dhabi and Dubai are relatively conservative nations, and travelling there - as anywhere - you should do your best to respect local customs and norms to avoid awkward moments or offending anyone. We recommend attire that covers backs, shoulders and knees, especially in rural areas or religious sites.

Mosques are considered sacred ground, and you should remove your shoes before entering - most places provide foot covers and shoe storage. On Ramadan and other fasting days, refrain from eating and drinking in public out of respect.

Public displays of affection are deemed offensive.

Do not photograph anything to do with the military or government buildings — also avoid photographing bridges and canals, or anything that could be construed as having strategic significance. Ask people if they mind before photographing them. Alcohol is available at hotels and licensed bars in Abu Dhabi and Dubai and drinking alcohol within these establishments is perfectly legal for tourists.

EXIT REQUIREMENTS

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 Pleasant Holidays. Each United States citizen returning from foreign countries is required to go through U.S. Customs when re-entering the country. Your travel professional can provide you with the latest information concerning U.S. Customs policies and procedures.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

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