

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

BEFORE YOUR TRIP

Government Document 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: <https://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. 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 online 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 in cases where travelers did not provide appropriate 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/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.

Airport Arrival

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

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.

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.

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 advisor and/or the airline for its policies.

ASSISTANCE DURING YOUR STAY

During Your Trip

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.

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

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.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS.

We look forward to serving you again during your next vacation to Europe & the United Kingdom, the Caribbean, Central & South America, Hawaii, Japan & Asia, Mexico, the South Pacific, the United States & Canada, and Cruise vacation packages.