

## Guest Essentials



## Caribbean

### THE EVOKE | INSPIRE EXPERIENCE

Welcome to EVOKE | INSPIRE. Every remarkable journey begins with a moment, sometimes small, sometimes unexpected, that quietly shifts the way we see the world. At EVOKE | INSPIRE, we believe those moments are what transform travel into something far more meaningful. To that end, we ensure your entire journey is memorable and seamless. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your journey. Enjoy fine travel made easy – enjoy the EVOKE | INSPIRE experience.

### PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared. That's why we created a list of tips and reminders to help:

- Ensure your passport is signed, valid at least six months past your return date and your name matches your boarding pass. If you need a new passport, you may choose expedited service. Call 877.487.2778 or visit [travel.state.gov/passport](https://travel.state.gov/passport) for more information
- Review and prepare required travel protocol documents and forms – ask your travel advisor for guidance on what is required
- Check your flight seating and contact your travel advisor if you need to request changes
- For travelers to Jamaica – Customs and Immigration: access the online C5 card submission form at [enterjamaica.gov.jm](https://enterjamaica.gov.jm)
- Talk with your travel advisor to add destination experiences
- Leave a copy of your ID and itinerary with family
- Prepare small bottles for carry-on – the TSA only allows 3.4 oz. bottles, fitting in a quart-size bag

### 24 HOURS UNTIL DEPARTURE

- Confirm your flight's time with your airline, and if possible, check in online, paying any baggage fees
- Call your travel advisor or airline if you have questions about check-in times (generally three hours before flight), baggage limits or other regulations
- Check against your packing list to include:
  - › Valid passport (details above) or REAL ID if traveling domestically
  - › Valid driver's license (if renting a car)
  - › Confirm required travel documents or forms (including online forms) are prepared
  - › Power adapter, cell phone and charger
  - › Wallet, credit cards and cash (spread among multiple locations)
  - › Toothbrush, toothpaste, make-up, toiletries
  - › Layered clothing for diverse weather
  - › Swimsuits, sandals, sunglasses and sunscreen
  - › Paper and pens, magazines or reading material
  - › Medications and doctor information

### TRAVEL DOCUMENTS

American citizens need a passport valid at least three months after their return, except for Puerto Rico and U.S. Virgin Islands, where a valid REAL ID is accepted. Dominican Republic requires a tourist card which you can purchase at the airport upon arrival, in addition to a passport. Save the tourist card you receive as you'll need it for departure. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws for minors traveling without both parents, if applicable.

### DOMESTIC AIRLINE TRAVEL

#### Real ID Requirements for U.S. Citizens

Every air traveler 18 years of age and older must present a REAL ID-compliant driver's license, state-issued enhanced driver's license, or

other acceptable form of identification, such as a valid passport or U.S. Military ID, to fly within the United States. Standard, i.e., non-REAL ID compliant or non-enhanced, driver's licenses are not accepted by the Transportation Security Administration (TSA) at airport security checkpoints. Individuals for whom the TSA is unable to verify identity will not be able to clear TSA checkpoints at airports and fly. For more information about REAL ID, visit [tsa.gov/real-id](https://tsa.gov/real-id).

### CUSTOMS

Your bags will go through customs upon entry and return. Each country has its own customs laws, but generally travelers may not bring plants or produce. Upon return to the U.S. you'll declare the goods you acquired; the duty-free exemption per traveler is usually \$800, plus there are limits on importing alcohol and tobacco products. For details, visit [cbp.gov/travel](https://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.

### 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 in advance.

### 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 an EVOKE | INSPIRE or supplier sign with your name on it. If your hotel provides a transfer, look for your hotel representative or resort kiosk in the arrival terminal

### CAR RENTALS

Present your itinerary, valid driver's license and a major credit card to the rental desk. The driver must be 21 or older. Adding navigation and car rental insurance is recommended. Please allow sufficient time to return your car.

### 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 time 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.

### EXPERIENCES

Don't just visit the Caribbean – fully experience it. We offer everything from snorkeling, river rafting and jeep safaris to cultural experiences and sunset cruises. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive.

### CELL PHONES

Please contact your mobile phone carrier to determine whether your cell phone service extends to the islands you plan to visit. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card for use abroad.

### CURRENCY & EXCHANGE RATES

U.S. dollars and major credit cards are widely accepted. You can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. Find the latest exchange rates at [xe.com](https://xe.com).

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### 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.

### WATER

All major resorts use purified water in the restaurants and most provide bottled water in guestrooms. At some hotels it is fine to drink from the tap – if so, there will likely be a note in your room.

### ELECTRICITY

Electrical outlets in most of the Caribbean output 110–120 volts and are similar to U.S. outlets. Discuss with your travel advisor whether you need a converter or adapter at your particular destination.

### CUSTOMER SERVICE

From start to finish, we want to make your vacation seamless and memorable. If there are questions before your vacation, your travel advisor will assist you.

We are available any time at **866.602.8650** or email [last.minute@evokeinspire.com](mailto:last.minute@evokeinspire.com).

Our local representatives below can assist you. Local representative daytime hours are approximately 8:30 A.M. – 5:00 P.M.

### ANGUILLA

Accessfun LLC/SST Tours 721.577.0232  
(Text or WhatsApp)  
Emergency text only 721.587.3376  
Mon–Fri: 9:00 A.M. – 5:00 P.M., Sat–Sun: 9:00 A.M. – 4:00 P.M.

### ANTIGUA

St. James Travel & Tours 268.764.0682  
After hours 268.764.0683  
Island Routes 800.744.1150

### ARUBA

De Palm Tours 297.522.4400  
After hours 297.522.4500

### BAHAMAS

**Great Exuma & Harbour Island**  
Contact your hotel for assistance

### Nassau/Paradise Island

Bahamas Experience Tours 242.397.5007  
After hours 242.397.5013

### BARBADOS

St. James Travel & Tours 246.432.0774  
After hours 246.280.0240  
Island Routes 800.744.1150

### BERMUDA

Contact your hotel for assistance

### BRITISH VIRGIN ISLANDS

Contact your hotel for assistance

### CURAÇAO

Curaçao Actief 954.800.9015

### DOMINICA

Decide on Dominica 767.255.1104  
After hours 767.295.6135

### DOMINICAN REPUBLIC

W2M\*BDX 829.954.8133  
WhatsApp (Text messages only) +52.998.161.6398

### GRAND CAYMAN

Majestic Tours 345.949.7773  
After hours 345.342.1321  
Webster’s Tours Ltd. 345.945.1433  
After hours 345.928.1333

### GRENADA

St. James Travel & Tours 473.459.0003  
After hours 473.459.0003  
Island Routes 800.744.1150

### JAMAICA

Caribbean World Enterprises 876.952.0400  
After hours 876.815.0829  
Island Routes 800.744.1150

### PUERTO RICO

Dragonfly 787.362.6426  
After hours 787.637.0044

### ST. BARTS

Contact your hotel for assistance

### SAINT LUCIA

Barefoot Holidays 758.450.0507  
After hours 758.720.8383  
Island Routes 800.744.1150

### ST. KITTS & NEVIS

Tropical Tours 869.465.4039  
After hours 869.662.7090

### ST. MARTIN/SINT MAARTEN

Accessfun LLC/SST Tours 721.577.0232  
(Text or WhatsApp)  
Emergency text only 721.587.3376  
Mon–Fri: 9:00 A.M. – 5:00 P.M., Sat–Sun: 9:00 A.M. – 4:00 P.M.

### TURKS & CAICOS

TCI Escapes 649.332.1092  
After hours 649.232.0830 or  
305.633.4364  
Island Routes 877.768.8370

### U.S. VIRGIN ISLANDS

#### St. Croix

Contact your hotel for assistance

#### St. John & St. Thomas

TropicTours 340.744.1855  
After hours 340.774.5674

### ST. VINCENT & THE GRENADINES

Contact your hotel for assistance  
Please have your booking number available.

### TERMS & CONDITIONS

Please visit [evokeinspire.com](http://evokeinspire.com) or reference your itinerary for full terms and conditions.

### ABOUT EVOKE | INSPIRE

At EVOKE | INSPIRE, we craft journeys shaped by memorable moments, tailored experiences designed with intention, sophistication, and a deep understanding of what moves today’s discerning traveler. Because luxury isn’t found in extravagance alone; it’s found in meaning, in authenticity, and in the details that elevate every step of your journey. Thank you for choosing EVOKE | INSPIRE.