

Guest Essentials



Asia

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 for more information
- Secure necessary travel visas in advance of departure
- 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
- 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)
 - › 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

TIPPING

Tipping is not customary in Japan – in fact, it could be construed as mildly rude. However, there are exceptions, particularly regarding tour guides. It is recommended to present a tip in the form of a gift, place it in an envelope and offer it with a respectful, slight bow. In Hong Kong restaurants, it is customary to add a 10% service charge to your bill. However, some restaurants do not follow this practice, so you should check your bill and leave an appropriate tip if no charge appears. At hotels, a small tip of up to \$2.50 is standard for bellhops, valets and room service. Cambodia, Indonesia, Malaysia, Maldives, Singapore, South Korea, Thailand and Vietnam are generally not tipping cultures with the exception of Indonesia, where tipping is more common but not mandatory. In restaurants and hotels, a 5 – 10% service charge is often automatically added to your bill. If a bill in a hotel or restaurant does not include a service charge, a 10 – 15% tip is appreciated. In South Korea, tipping hired drives and guides is encouraged.

BAGGAGE

For international travel, most airlines allow a maximum length of 62 inches and 50 pounds per bag, according to the United States Tour Operators Association. Each airline sets the requirements for the size and weight of checked baggage and carry-ons and determines how many checked bags are allowed. All passenger carry-ons and checked baggage will be subject to screening and inspection on a random basis. Please visit tsa.gov for the latest security policies as procedures are subject to change.

TRAVEL DOCUMENTS

A valid U.S. passport is required for people of all ages who travel to Cambodia, Hong Kong, Indonesia, Japan, Malaysia, Maldives, Singapore, South Korea, Thailand and Vietnam. Please visit tsa.gov for details. 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.

For travel to Hong Kong, Japan, Malaysia, Singapore and Thailand, a valid U.S. passport and an onward/return ticket for tourist/business "visa free" stays of up to 90 days are required regardless of age. Note that U.S. tourists may stay in Thailand up to 30 days without a visa.

For travel to Cambodia, South Korea and Vietnam, a tourist visa is required for all visitors, and it is recommended that travelers obtain a visa prior to arrival rather than try to obtain a "visa upon arrival" at the airport. Apply online for a single-entry E-visa on the immigration websites or visit a consulate or embassy.

For travel to Indonesia, Malaysia and Maldives, a tourist visa can be issued upon arrival. Tourist visas are valid for one month from the date of entry. For all countries, passports must be valid at least six months beyond intended stay. You must have at least one blank page in your passport when entering Malaysia, Maldives and Thailand. For travel to Indonesia, you must have at least two blank passport pages.

All foreign nationals entering Japan and Cambodia are required to provide fingerprint scans and to be photographed at the port of entry. Those entering Hong Kong are only required to complete a landing document. A Green Card is not acceptable as the sole means of identification for U.S. residents.

Beginning February 14, 2024, visitors to Bali must pay a Tourist Levy upon arrival. Alternately, the levy can be paid in advance on the website or via the LoveBali app. For details, please visit lovebali.baliprov.go.id/

CUSTOMS & IMPORT RESTRICTIONS

Many countries have restrictions and prohibitions on what you can bring into a country including 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.

Travelers are required to go through U.S. Customs when re-entering the country. Your travel advisor will provide you with the latest information concerning policies and procedures.

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.

Guest Essentials



Asia

TRANSFERS

If you confirmed a private transfer, please refer to your itinerary for details. For airport pickups, a driver will generally greet you with a sign with your name outside customs or baggage claim and will escort you to your prearranged transportation. Luggage allowance is one piece per person. If your luggage cannot fit in the assigned car resulting in separate delivery, an additional charge may apply. If transportation is provided by your hotel, please look for your hotel's representative. In the Maldives, a representative from your resort will greet you at Malé airport to assist in your speedboat or seaplane transfer to your resort.

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.

EXPERIENCES

Don't just visit Asia – fully experience it. If you confirmed an excursion or activity, you will find the details on your itinerary. Please bring your itinerary with you for verification. Transportation may or may not be included with your activity, refer to your itinerary for details. In some cases, activity transfers may pick up from central locations throughout the city and not at your hotel. If you would like to add experiences, please call your travel advisor before leaving the United States.

CELL PHONES

Please contact your mobile phone carrier to determine whether your cell phone service extends to the country of your destination. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card or rent a pocket Wi-Fi for use abroad.

CURRENCY & EXCHANGE RATES

The currency in Cambodia is the riel; in Hong Kong, the hk dollar; in Indonesia, the rupiah; in Japan, the yen; in Malaysia, the ringgit; in Maldives, the rufiyaa; in Singapore, the sgd dollar; in South Korea, the won; in Thailand, the baht; and in Vietnam, the dong. It is recommended to exchange some currency prior to exiting the airport where there are exchange windows. Major credit cards are accepted; however, some smaller stores and remote areas may not accept either one. Most bank ATMs in Japan accept only cards issued by Japanese banks. The easiest way to obtain cash is at 7-Eleven convenience store's ATMs or the chain's ATM machines (called 7-Bank), which are found throughout Japan and often available 24 hours. Local post offices also have ATMs that accept foreign bank cards operating on the Cirrus and PLUS systems. Many post offices are located near main train stations and are generally open 7:00 A.M. – 11:00 P.M. weekdays and 9:00 A.M. – 7:00 P.M. on weekends; small post offices may have limited hours. In Hong Kong and Singapore, ATMs are conveniently located everywhere and operate on the Cirrus or PLUS systems. Indonesia, Malaysia, Vietnam, Thailand and Cambodia are cash heavy societies and major cities will have ATMs widely available that operate on the Cirrus and Plus network. Credit cards will be accepted primarily at hotels and restaurants. In Maldives, U.S. dollars are widely accepted.

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 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

Standard electrical service in Japan is 100 volt; Hong Kong, Indonesia, South Korea, Thailand and Vietnam are 220 volt; Singapore is 220-240 volt; Cambodia and Maldives are 230 volt; Malaysia is 240 volt. A converter may be necessary for all countries for voltage compatibility. With many countries differing in their use of round or square, 2-pronged or 3-pronged plugs, it is highly recommended that travelers carry and "all-in-one" travel adapter.

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, or our local representatives below can assist you (all numbers below may be dialed from U.S. mobile phones):

CAMBODIA

Tour East +855.17.767.168
After hours +855.12.229.101

HONG KONG

CTYS International +852.9096.2361

INDONESIA

Tour East +62.361.708761
After hours +62.8124.6502400

JAPAN

JTB GMT +81.3.5796.5422
My Circle +81.080.9495.8441

MALAYSIA

Tour East +603.2148.9802
After hours +6016.6018.969

MALDIVES

Contact your hotel for assistance

SINGAPORE

Tour East +65.9030.3357
After hours +65.9030.3356

SOUTH KOREA

Tour East Korea +82.02.6313.8102
After hours +82.10.4146.8391

THAILAND

Tour East +66.2.2300405
After hours +66.81.8193641

VIETNAM

Tour East +84.902.907.797
Please have your booking number available.

TERMS & CONDITIONS

Please visit 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.