

Guest Essentials



Central & South America

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
- 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

TRAVEL DOCUMENTS

American citizens need a passport valid at least six months after their return and a return ticket to the United States. 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.

CUSTOMS & IMMIGRATION PROCESSING

Each U.S. Citizen returning from Central or South America is required to go through U.S. Customs when re-entering the country. The departure tax per person is included in your airline ticket. Allow at least three hours to clear customs when connecting to another flight.

You will be given a customs declaration form during your flight to complete before you exit the airplane. Visitors to Belize can visit ideclare.gov.bz/Belize_Digital_Forms/ to complete their customs declaration form. Visitors entering and exiting Honduras can complete the customs declaration form digitally to save time at: siglobal.aduanas.gob.hn/Pech/#/plataforma/otra_gestiones/formularioDJRV. When you arrive, go through Immigration Control where your paperwork will be inspected and stamped, then baggage claim and through customs where your luggage will be scanned and a customs officer will obtain your customs declaration form.

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.

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 Central & South America – fully experience it. We offer everything from snorkeling and stingray feeding to cultural experiences and jeep safaris. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive.

TIPPING

Tipping is not only customary throughout Central & South America, it is appreciated in return for good service. Service employees rely heavily on tips as their wages are very low. Tipping guidelines are: \$1 – \$2 (USD) per bag for porters and \$2 – \$5 per day (based on room type) for housekeeping staff. Usually a tip is not included in your restaurant bill in Belize; a customary amount to tip is 15%. By law, tipping is included in any restaurant bill in Costa Rica, but additional gratuities for good service are

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welcomed. The standard tipping rate in Panama is around 10% of the bill, though in small cafés and more casual places, tipping is not necessary. Tipping is not mandatory in Argentina, but 10% – 20% is customary. Most restaurants in Colombia include a 10% voluntary gratuity on the bill. While you are not required to pay it, your server or manager should ask if you want this amount added to the bill. Tipping guidelines for Peru are 10% when dining out; \$5 – \$10 (USD) per day for tour guides; and \$3 – \$5 per day for porters, cooks and the like.

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

In Belize, the national currency is the Belize dollar; in Costa Rica, it is the colon; in Panama, U.S. dollars are the standard currency; in Argentina, it is the Argentinian peso; in Colombia, it is the Colombian peso; and in Peru, it's the sol. U.S. dollars can be exchanged at banks and hotels. Major credit cards are accepted in most larger establishments and using local currency is suggested at smaller establishments. Find the latest exchange rates at xe.com.

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

Electrical voltage in Belize, Panama and Colombia is 110; Costa Rica is 120 (same as in the United States). Some electrical sockets do not accept three-prong or polarized plugs, so it is recommended that you travel with an adapter. Electricity is 220 volts in Argentina and Peru; converters are required for appliances and electronics.

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.

CENTRAL AMERICA

BELIZE

Muy-Ono Management
Mon – Fri 8:00 A.M. – 5:00 P.M.
and Sat and Sun 10:00 A.M. – 4:00 P.M.
After hours

011.501.822.1020

Call/WhatsApp at
011.501.672.4741

COSTA RICA

Guanacaste

Central American Tours (CAT) 506.40101004

8:00 A.M. – 5:00 P.M.

After hours 506.88819096

San José

Central American Tours (CAT) 506.40101004

Mon – Fri 8:00 A.M. – 5:00 P.M.

Sat 8:00 A.M. – NOON

After hours 506.88819096

(for all other Costa Rica destinations please call San José)

HONDURAS

Contact your hotel for assistance

PANAMA

Panamazing 507.340.9875 &
507.206.8876

Mon – Fri 8:00 A.M. – 5:00 P.M.

After hours 507.6981.4549

SOUTH AMERICA

ARGENTINA

Eurotur Argentina 54.1143126077

9:00 A.M. – 6:00 P.M.

After hours 54.91168781562

247@eurotur.tur.ar

COLOMBIA

Metropolitan Touring Colombia 800.557.4096

Sat – Thurs 8:30 A.M. – 5:30 P.M.

Fri 8:00 A.M. – NOON

After hours 3214528268

24hourscolombia@metropolitan-touring.com

PERU

Metropolitan Touring Peru 863.328.4049

Mon – Fri 9:00 A.M. – 6:00 P.M.

After hours

51.989.258.179/51.984.765.296

24h@metropolitan-touring.com.pe

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.