

## Guest Essentials



### United States & Canada

#### 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
- 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
- For Canada, 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

#### 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 1.5 hours before flight), baggage limits or other regulations
- Check against your packing list to include:
  - › Valid REAL ID
  - › For Canada, valid passport (details above)
  - › Valid driver's license (if renting a car)
  - › Confirm required travel documents or forms (including online forms) are prepared
  - › Power adaptor, 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

For travel within the United States, a government-issued ID or valid driver's license is required. American citizens traveling to Canada need a passport valid at least six months after their return. 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).

Travel to Canada for all U.S. citizens requires a valid passport. For additional information, visit [travel.state.gov](https://travel.state.gov).

#### CUSTOMS

Each U.S. citizen returning from Canada is required to go through U.S. Customs when re-entering the country. Visit the U.S. Customs and Border Protection Web site at [help.cbp.gov](https://help.cbp.gov) for details regarding items that may be brought into the United States from Canada.

For U.S. citizens returning to the United States from Canada, the United States Customs and Border Protection (USCBP) facilities in Calgary, Toronto, Edmonton, Halifax, Montreal, Ottawa, Vancouver and Winnipeg Airports and the Victoria ferry terminal are purpose-built facilities that allow U.S.-bound passengers to undertake all immigration, customs and agriculture inspections 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. These are some of only a handful of airports outside the United States that offer the USCBP facility.

#### 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 your vacation package includes transfer, please refer to your travel itinerary as transportation in each destination varies. Due to limited baggage space, ground transportation companies may not be able to accommodate oversized items such as surfboards, bicycles, golf clubs, ski equipment and boxes. Transfer of these items may be at an additional cost payable directly to the ground transportation company or moved separately at owner's expense. Call the applicable toll-free assistance number listed below for details.

#### CAR RENTALS

##### Pre-Registration & Rental Car Pick Up for U.S. Destinations:

Hertz #1 Club Gold members may take full advantage of the Hertz service benefits with their EVOKE | INSPIRE car rental. Please provide your Gold number to your travel advisor or EVOKE | INSPIRE representative. Non-members may check in online to expedite their rental processing. Visit [hertz.com](https://hertz.com) at least two hours prior to pick-up time and follow the instructions provided. After claiming your bags at the baggage claim area, proceed to the Hertz shuttle. When you arrive at the Hertz rental location, proceed to the Hertz #1 Club Express Check-In line and present your online check-in confirmation page for fast, efficient service. If you have not checked in online, proceed to the regular line and present your EVOKE | INSPIRE travel itinerary. All taxes, service charges and local airport and license fees were collected at time of booking. In addition, Hertz requires a deposit paid either by credit card, cash, or travelers check. Drivers must have a valid driver's license and be at least 20 years old. Hertz will charge a daily surcharge for drivers age 20-24, which is payable directly to Hertz.

#### HOTELS

Your accommodations are pre-paid. Please show your EVOKE | INSPIRE travel itinerary to the front desk agent. A hotel voucher is not required. You will be asked to provide a credit card or cash deposit to cover any personal charges. Standard check-in time at most hotels is 4:00 P.M. If your room is not available upon your arrival, you may store your luggage with the bell desk at most hotels. Standard check-out time at most hotels is 11:00 A.M. If you plan to travel with a pet, be sure to verify in advance that pets are accepted at the hotel and if fees or restrictions apply.

#### CURRENCY & EXCHANGE RATES

Canada's national currency is the Canadian dollar, but U.S. dollars may be accepted in border and tourist areas. Change is generally given in Canadian currency. Major credit and debit cards are widely accepted as well. ATMs are available in most areas and are a convenient way to get local currency. Find the latest exchange rates at [xe.com](https://xe.com).

#### EXPERIENCES

Fully experience everything America and Canada have to offer. From spectacular daytime excursions to mesmerizing evening entertainment, plan your itinerary with your travel advisor before departure, to ensure access to the finest experiences available.

#### 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)**.

Please have your booking number available.

#### TERMS & CONDITIONS

Please visit [evokeinspire.com](https://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.