

TRAVEL INFORMATION AUSTRALIA & NEW ZEALAND

IMPORTANT CONTACT INFORMATION

Pleasant Holidays Customer Service

Prior to Departure 1-800-448-3333

Day of Travel..... 1-800-247-4958

Or email last.minute@pleasant.net

Australia In Destination 1-800-638-040

New Zealand In Destination 0-800-442-979

TRAVEL WISELY

U.S. Citizens

Entry, Exit and Visa 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 Australia or New Zealand and when re-entering the United States.

Please verify the most current document and entry requirements with each country's consulate or immigration office, or online at travel.state.gov.

A Green Card is not acceptable as the sole means of identification for U.S. residents.

An ETA (Electronic Travel Authority) is required for travelers entering Australia. All ETA-eligible passport holders must apply for an ETA using the Australian ETA app which is available free on the Apple App Store and Google Play Store. An ETA is also required for transit passengers. For more information, visit: usa.embassy.gov.au/visas-and-migration.

An NZeTA (New Zealand Electronic Travel Authority) is required for travelers entering New Zealand (including transit passengers). Travelers can request their NZeTA via the NZeTA mobile app or the Immigration New Zealand website at nzeta.immigration.govt.nz.

Travelers will pay their International Visitor Conservation and Tourism Levy (IVL) at the same time they request their NZeTA. Fees apply to receive NZeTA and IVL.

Ask your travel advisor about special laws regarding minors traveling without both parents, if applicable.

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.

Non-U.S. Citizens

When visiting Australia and New Zealand, citizens of other countries may need a visa in addition to a valid passport and should consult the nearest Consulate or visit travel.state.gov to confirm entry requirements.

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 documents.

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.

Baggage

Baggage handling fees vary by airline. Please contact your carrier regarding the size, weight and number of bags you can check or carry on, the applicable charges and exceptions, charges for additional checked baggage, waivers for military personnel, guidelines for sports and specialty items and more.

Traveler Support Portal

Visit our [Traveler Support](#) portal for access to the latest information on destination travel guidelines, supplier health and safety protocols, traveler resources and more.

DURING YOUR STAY

Your Pleasant Holidays Representative

When you arrive in Australia or New Zealand, if you have pre-purchased ground transportation through Pleasant Holidays, please follow the instructions printed on your itinerary or voucher.

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.

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, but you should confirm with your travel advisor 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

Currency Exchange

Australia and New Zealand's official currencies are the Australian dollar and New Zealand dollar. Major credit cards are widely accepted, but you can obtain local currency through an ATM, airport currency exchange facility, bank or most hotels. Be sure to inquire about any applicable exchange fees/commissions in advance.

Electricity

Electrical outlets in Australia and New Zealand fit V-shaped prongs and offer 220-240 volts. To use American electrical appliances, you will need a converter and adapter, which we suggest you purchase prior to your vacation.

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 Australia and New Zealand 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.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

We look forward to serving you again during your next vacation to Australia and New Zealand. We also provide complete vacation packages for Africa, Asia, Caribbean, Central & South America, Europe, Hawaii, Mexico, Middle East, South Pacific (Cook Islands, Fiji and Tahiti), United States & Canada and cruise vacations.