



MEMBER FIRST<sup>SM</sup>

# Hawaii

## TRAVEL TIPS



Thank you for booking your vacation with Member First. This guide contains helpful information and answers to many of the questions you may have as you prepare to travel. Enjoy your Member First vacation!

### IMPORTANT CONTACT INFORMATION

Member First Customer Service  
866-602-8631  
Or email [last.minute@memberfirsttravel.com](mailto:last.minute@memberfirsttravel.com)

### DURING YOUR STAY

For assistance with excursions or transfers, please call:

OAHU, MAUI, KAUAI AND  
ISLAND OF HAWAII

**Pleasant Activities**..... 888-229-7770

6:00 A.M. – 5:00 P.M. Mon – Fri and  
8:00 A.M. – 5:00 P.M. Sat – Sun HST



If you have not booked excursions prior to arrival in the islands, please call your travel advisor or let a Pleasant Activities Consultant assist you with making arrangements for the many activities available on each island. Call the number above or scan the Live Concierge Anywhere QR code to start a live chat.

### TRAVEL WISELY

#### Identification

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).

#### Airport Check In

Arrive at the airport at least two hours prior to departure to ensure a smooth check-in process.

#### Baggage

If you are making a flight connection in Hawaii to a neighboring island, please inform the originating air carrier when you check-in and ask them to check your baggage through to your final destination.

### DURING YOUR STAY

#### Arrival in Hawaii

##### Lei Greeting

If you included lei greeting as part of your vacation package, a Hospitality Specialist holding a Member First sign will greet you in the baggage claim area of the airport with your flower lei.

##### Transfer Option

If your vacation package includes transfers, please refer to your travel itinerary as transportation on each island varies. Due to limited baggage space, ground transportation companies may not be able to accommodate oversized items such as surfboards, bicycles, golf clubs 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.

#### Rental Cars

Hertz #1 Club Gold members may take full advantage of the Hertz service benefits with their Member First car rental. Please provide your Gold number to your travel advisor or Member First 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 Member First travel itinerary. Hertz Customer Service 800-654-3131. For those travelers with Alamo Rent A Car, please proceed to their airport check-in desk to complete your car rental procedures.

### RETURNING HOME

#### Departure from your Hotel

If the last segment of your vacation includes the Transfer Option, please refer to your travel itinerary for important details regarding your pick-up.

#### Airport Check In

Recommended check-in prior to departure is 1.5 hours for inter-island flights and two hours for transpacific flights. Please allow sufficient time to clear security and agricultural inspections when traveling to the continental United States.

### THANK YOU FOR TRAVELING WITH MEMBER FIRST

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