



## THE JOURNESE® EXPERIENCE

Welcome to Journese – Curators of Fine Travel®. When you travel with us, you not only receive superior service and an exquisite vacation, you also enjoy peace-of-mind and the assurance of a luxury brand serving travelers since 1977. We make sure your journey is memorable and seamless – from beginning to end. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your vacation. Enjoy fine travel made easy – enjoy the Journese 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 three months past your return date (suggested six months or longer), 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.
- You only need a valid U.S. photo ID for Puerto Rico and the U.S. Virgin Islands; ask your travel advisor for details
- For travelers to Jamaica - Customs and Immigration: access the online C5 card submission form at <https://enterjamaica.com/>
- Review and prepare required travel protocol documents and forms; information can be found at [journese.com/travelersupport](https://journese.com/travelersupport)
- Check your flight seating and contact your travel advisor if you need to request changes
- 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)
  - Valid driver's license (see car rentals)
  - Confirm required travel documents or forms (including online forms) are prepared
  - Converter, 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 three months after their return, except for Puerto Rico and U.S. Virgin Islands, where a valid U.S. government photo ID is accepted. Dominican Republic requires a tourist card in addition to a passport which you can purchase at the airport upon arrival. Save the tourist card you receive as you'll need it for departure. 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

Beginning May 7, 2025, 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 forms of identification, such as a valid passport or U.S. Military ID, to fly within the United States. Standard driver's licenses will no longer be accepted by the Transportation Security Administration (TSA) at airport security checkpoints effective May 7, 2025. Individuals who are unable to verify their identity will not be permitted to enter TSA checkpoints at airports and will not be permitted to fly. For more information about REAL ID, visit [tsa.gov/real-id](https://tsa.gov/real-id).

## CUSTOMS

Your bags will go through customs upon entry and return. Each country has its own customs laws, but generally travelers may not bring plants or produce. Upon return to the U.S. you'll declare the goods you acquired; the duty-free exemption per traveler is usually \$800, plus there are limits on importing alcohol and tobacco products. For details, visit [cbp.gov/travel](https://cbp.gov/travel), call 877.227.5511, or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

## 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 a Journese 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.

## CAR RENTALS

Present your itinerary, valid driver's license and major credit card to the rental desk. The driver must be 21 or older. Adding navigation and car rental insurance is recommended. Please allow sufficient time to return your car.

## 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 3pm and check-out is 11am. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

## ACTIVITIES

Don't just visit the Caribbean – fully experience it. We offer everything from snorkeling, river rafting and jeep safaris to cultural experiences and sunset cruises. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive.

## CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to the Caribbean. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card for use abroad.

## CURRENCY & EXCHANGE RATES

U.S. dollars and major credit cards are widely accepted. You can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. Find the latest exchange rates at [xe.com](http://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 resorts use purified water in the restaurants and most provide bottled water in guestrooms. At some hotels it is fine to drink from the tap – if so, there will likely be a note in your room.

## ELECTRICITY

Electrical outlets in the Caribbean range from 110 to 120 volts. Discuss with your travel advisor whether you need a converter or adapter at your particular destination.

## TERMS & CONDITIONS

Please visit [Journese.com](http://Journese.com) or reference your itinerary for full terms and conditions.

## ABOUT JOURNESE

The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, creating customized vacations to more than ten countries on four continents. As the luxury brand of Pleasant Holidays, Journese embodies the promise of an immersive vacation experience, with fine travel made easy through world-class concierge service and innovative travel planning. Our vacationers enjoy the world's top resorts, villas, luxury homes, cruises and trains through an unforgettable journey of the senses.

*Thank you for choosing Journese.*

Visit [Journese.com/travelersupport](http://Journese.com/travelersupport) for more information.



## 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. The day of your journey we are available anytime at 800.247.4958. While in the Caribbean, including after hours, call 805.744.6251, email [last.minute@journese.com](mailto:last.minute@journese.com) or our local representatives below can assist you. Local representative daytime hours are approximately 8:30am – 5:30pm.

### ISLAND

### PHONE/AFTER HOURS

#### ANGUILLA/

St Maarten Sightseeing Tours 954.985.1339/721.522.7407

#### ANTIGUA/

St. James Travel & Tours 268.764.0682/764.0683  
Island Routes. 800.744.1150

#### ARUBA/De Palm Tours

297.522.4400/522.4500

#### BAHAMAS/Bahamas Experience Tours

242.397.5007/397.5013

#### BARBADOS/

St. James Travel & Tours 246.280.0214/280.0216  
Island Routes. 800.744.1150

#### BERMUDA/CEO Transport

441.234.4366

#### CURAÇAO/Curaçao Actief

5999.433.8858

#### DOMINICA/Decide on Dominica

767.255.1104/295.6135

#### DOMINICAN REPUBLIC/

BD Travel 849.200.1208/833.574.2560  
Whatsapp +52 998 109 5413

#### GRAND CAYMAN/

Majestic Tours 345.949.7773/342.1321  
Webster's Tours Ltd. 345.945.1433/928.1333

#### GRENADA/

St. James Travel & Tours 473.459.0005/459.0003  
Island Routes 800.744.1150

#### JAMAICA/

Caribbean World Enterprises 876.952.0400/815.0829  
Island Routes 800.744.1150

#### MARTINIQUE/Coeur des Iles

596.596.908.353/590.690.339.018

#### PUERTO RICO

Dragonfly 787.362.6426/637.0044  
Rico Suntours 787.722.2080/506.2080

#### SAINT LUCIA/

Barefoot Holidays 758.450.0507/720.8383  
Island Routes. 800.744.1150

#### ST. KITTS & NEVIS/Tropical Tours

869.465.4039/662.7090

#### ST. MARTIN/Sightseeing Tours

954.985.1339/721.522.7407

#### TURKS & CAICOS/

TCI Escapes 649.332.1092/232.0830/305.633.4364  
Island Routes 877.768.8370

#### U.S.VIRGIN ISLANDS

St. Croix/Sweeny's Tours 340.773.6700/773.9561  
St. John & St. Thomas/TropicTours 340.744.1855/774.5674

Please contact your hotel for assistance in Bahamas (Great Exuma & Harbour Island), British Virgin Islands, St. Barts, and St. Vincent & the Grenadines.

*Please have your booking number available.*