



# TRAVEL INFORMATION HAWAII



## IMPORTANT CONTACT INFORMATION

### Pleasant Holidays Customer Service

Prior to Departure Call ..... 1-800-448-3333  
Day of Travel Call ..... 1-800-247-4958  
In Destination Call ..... 1-800-342-1566 Or email [last.minute@pleasant.net](mailto:last.minute@pleasant.net)

### During Your Stay

To schedule activities and excursions, please call:

### Oahu, Maui, Kauai and Island of Hawaii

**Pleasant Activities** ..... 1-888-229-7770  
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 prepaid for a tour or activity, please call the number above or scan the Live Concierge Anywhere QR code to start a live chat at least 24 hours prior to your tour date to have your vouchers emailed to you for contactless assistance.

If you have not booked excursions prior to arrival in the islands, 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.

**Transportation Desk** ..... 1-808-945-1875  
Mon – Sat 7:30 A.M. – 4:30 P.M.  
Sunday: Contact Customer Service  
After Hours: please refer to your travel itinerary for the phone number of your transportation vendor

**Hertz Customer Service** ..... 1-800-654-3131

## TRAVEL WISELY

### Identification

The Transportation Security Administration (TSA) requires adult passengers (18 and older) to show a federal or state-issued photo ID that contains the following: name, date of birth, gender, ID expiration date and a tamper-resistant feature. Individuals whose identity cannot be verified by TSA will not be allowed to enter the screening checkpoint or onto an airplane. Please visit [www.tsa.gov](http://www.tsa.gov) for more details.

### 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.

### 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

### Arrival in Hawaii

#### Lei Greeting

If you included lei greeting as part of your vacation package, a Hospitality Specialist holding a Pleasant Holidays 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. Call the Transportation Desk listed earlier in this information sheet for details.

Hertz #1 Club Gold members may take full advantage of the Hertz service benefits with their Pleasant Holidays car rental. Please provide your Gold number to your travel advisor or Pleasant Holidays representative. Non-members may check in online to expedite their rental processing. Visit [www.hertz.com](http://www.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 Pleasant Holidays travel itinerary.

For those travelers with either Alamo Rent A Car or Dollar 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 PLEASANT HOLIDAYS

We look forward to serving you again during your next vacation to Hawaii, the Caribbean, Central & South America, Europe, Japan & Asia, Mexico, the South Pacific, the United States & Canada and Cruise vacation packages.