

## TRAVEL INFORMATION CENTRAL & SOUTH AMERICA



### IMPORTANT CONTACT INFORMATION

#### Pleasant Holidays Customer Service

Prior to Departure ..... 1-800-448-3333  
 Day of Travel..... 1-800-247-4958  
 In Destination ..... 1-805-744-6251 or email [last.minute@pleasant.net](mailto:last.minute@pleasant.net)

#### During Your Stay

To schedule activities and excursions, please call:

#### Central America

##### BELIZE

**Discovery Belize** ..... 672-4741  
 Mon – Fri 8:00 A.M. – 5:00 P.M. • Sat & Sun 10:00 A.M. – 4:00 P.M.  
 After hours/emergency ..... 672-5123

##### COSTA RICA

**Guanacaste Central American Tours (CAT)** ..... 40101004  
 8:00 A.M. – 5:00 P.M.

After hours/emergency ..... 88819096

**San José Central American Tours (CAT)** ..... 40101004

Mon – Fri 8:00 A.M. – 5:00 P.M. • Sat 8:00 A.M. – noon

After hours/emergency ..... 88819096

(for all other Costa Rica destinations please call San José)

##### GUATEMALA

**Grupo Sostavisa** ..... 502-2308 5223  
 8:00 A.M. - 5:00 P.M.

After hours/emergency ..... 502-3034 5176

##### PANAMA

**Panamazing** ..... 340-9875 & 206-8876

Mon – Fri 8:00 A.M. – 5:00 P.M.

After hours/emergency ..... 6981-4549

#### South America

##### ARGENTINA

**Eurotur Argentina** ..... 1143126077

9:00 A.M. – 6:00 P.M.

After hours/emergency ..... 91168781562

[247@eurotur.tur.ar](mailto:247@eurotur.tur.ar)

##### COLOMBIA

**Metropolitan Touring Colombia** ..... 6180244

Sat – Thurs 8:30 A.M. – 5:30 P.M. • Fri 8:00 A.M. – noon

After hours/emergency ..... 3214528268

[24hourscolombia@metropolitan-touring.com](mailto:24hourscolombia@metropolitan-touring.com)

##### PERU

**Metropolitan Touring Peru** ..... 1 7155515

Mon – Fri 9:00 A.M. – 6:00 P.M.

After hours/emergency ..... 989 258 179/984 765 296

[24h@metropolitan-touring.com.pe](mailto:24h@metropolitan-touring.com.pe)

*All times noted are local to the destination.*

### TRAVEL WISELY

#### U.S. Citizens

A valid U.S. passport is required for people of all ages who travel to Central and South America. Please visit [travel.state.gov](http://travel.state.gov) for more details.

Any person younger than 18 is considered a minor for travel purposes. Minors traveling with only one parent must have a notarized written permission statement from the other parent. In the case of deceased or divorced parents, legal proof of custody must be carried to accept just one signature on the letter. Minors traveling unaccompanied or with anyone other than their legal parents or guardians must obtain an original notarized letter of permission signed by both parents. Airlines will also require the name, address and phone number of the person meeting the unaccompanied minor upon arrival.

#### Non-U.S. Citizens

A valid passport is required. Green cards are not acceptable as a sole means of identification. Citizens of some countries may require a tourist visa. Check with your local consulate or go online to [travel.state.gov](http://travel.state.gov) for more details.

#### Airport Check-In

Arrive at the airport at least three hours prior to departure to facilitate check-in.

#### 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

##### Immigration Processing

You will be given a customs declaration form during your flight to complete before you exit the airplane. When you arrive at your destination you will first process through Immigration Control where your paperwork will be inspected and stamped. Next, continue to baggage claim to get your luggage, then proceed through customs where your luggage will be scanned and a customs officer will obtain your customs declaration form. Once you have cleared customs, proceed to the exit.

##### Your Pleasant Holidays Representative

If your vacation package includes transfers, look for your representative, who will be holding a “Pleasant Holidays” sign. Your representative will assist you with your luggage, ground transportation and any other needs you may have, as well as confirm the pick-up time for your next destination or return transfer to the airport. In Peru, a Pleasant Holidays representative will require ID to issue train tickets to Machu Picchu.

##### Checking In to Your Hotel

Your accommodations are pre-paid. Please show your itinerary to the front desk representative. No hotel voucher is required. You will be asked to provide a credit card or cash deposit to cover any personal charges. The hotel check-in representative will ask to see and/or copy your passport at check-in.

#### RETURNING HOME

Each United States citizen returning from Central or South America is required to go through U.S. Customs when re-entering the country. The departure tax per person for Costa Rica, Belize, Guatemala, Panama, Argentina, Colombia and Peru is included in your airline ticket.

#### VISITOR INFORMATION

##### Currency

In Belize, the national currency is the Belize dollar; in Costa Rica, it is the colon; in Panama, U.S. dollars are the standard currency; in Argentina, it is the Argentinian peso; in Colombia, it is the Colombian peso; in Guatemala, it is the quetzal and in Peru, it's the sol. U.S. dollars can be exchanged at banks and hotels. Major credit cards are accepted in most larger establishments and using local currency is suggested at smaller establishments.

##### Tipping

Tipping is not only customary throughout Central & South America, it is appreciated in return for good service. Service employees rely heavily on tips as their wages are very low. Tipping guidelines are: \$1 – \$2 (USD) per bag for porters and \$2 – \$5 per day (based on room type) for housekeeping staff. Usually a tip is not included in your restaurant bill in Belize; a customary amount to tip is 15%. By law, tipping is included in any restaurant bill in Costa Rica, but additional gratuities for good service are welcomed. The standard tipping rate in Guatemala is 10%. The standard tipping rate in Panama is around 10% of the bill, though in small cafés and more casual places, tipping is not necessary. Tipping is not mandatory in Argentina, but 10% – 20% is customary. Most restaurants in Colombia include a 10% voluntary gratuity on the bill. While you are not required to pay it, your server or manager should ask if you want this amount added to the bill. Tipping guidelines for Peru are 10% when dining out; \$5 – \$10 (USD) per day for tour guides; and \$3 – \$5 per day for porters, cooks and the like.

##### Water

All major hotels and restaurants use purified water throughout. Most hotels provide bottled water in all rooms, and many hotels now have potable water delivered through their taps using an on-site purification system; there should be a note in your room if this is the case.

##### Electricity

Electrical voltage in Belize, Costa Rica, Guatemala, Panama and Colombia is 110/120 (same as in the United States). Some electrical sockets do not accept three-prong or polarized plugs, so it is recommended that you travel with an adapter. Electricity is 220 volts in Argentina and Peru; converters are required for appliances and electronics.

#### THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

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