

TRAVEL INFORMATION ASIA



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 1-805-744-6251 Or email last.minute@pleasant.net

During Your Stay

To schedule activities and excursions, please call:

CAMBODIA *Tour East*

+855-17-767-168 from U.S. cell phones
+855-12-229-101 after hours and weekends

HONG KONG..... *CTYS International*

+852 9096 2361 from U.S. cell phones and after hours and weekends

INDONESIA *Tour East*

+62 361 708761 from U.S. cell phones
+62 8124 6502400 after hours and weekends

JAPAN..... *JTB GMT*

+81 3 5796 5454 from U.S. cell phones

MALAYSIA *Tour East*

+60 3 2148 9802 from U.S. cell phones
+60 16 601 8696 after hours and weekends

MALDIVES *your hotel will assist*

SINGAPORE *Tour East*

+65 9030 3357 from U.S. cell phones
+65 9030 3356 after hours and weekends

THAILAND *Tour East*

+66 2 230 0405 from U.S. cell phones
+66 81 819 3641 after hours and weekends

VIETNAM *Tour East*

+84 902 907 797 from U.S. cell phones
+84 902 907 797 after hours and weekends

Should you need assistance during your stay with hotel, land or air services, please call 1-877-295-1855 or email last.minute@pleasant.net. Please note that a fee will be charged when dialing toll-free numbers while in Asia.

TRAVEL WISELY

U.S. Citizens

Entry, Exit and Visa Requirements

A valid U.S. passport is required for people of all ages who travel to Cambodia, Hong Kong, Indonesia, Japan, Malaysia, Maldives, Singapore, Thailand and Vietnam. Please visit 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.

For travel to Hong Kong, Japan, Malaysia, Singapore, or Thailand a valid U.S. passport and an onward/return ticket for tourist/business “visa free” stays of up to 90 days are required for all U.S. citizens regardless of age. Note that U.S. tourists may stay in Thailand only up to 30 days without a visa.

For travel to Cambodia and Vietnam, a tourist visa is required for all visitors and it is recommended that travelers obtain a visa directly from an embassy or consulate prior to arrival rather than try to obtain a “visa upon arrival” at the airport. U.S. Citizens can apply online for a single-entry E-visa on the immigration websites. For travel to Indonesia, Malaysia and Maldives, a tourist visa can be issued upon arrival. Tourist visas are valid for one month from the date of entry.

For all countries, passports must be valid at least six months beyond intended stay. You must have at least one blank page in your passport when entering Malaysia, Maldives and Thailand. For travel to Indonesia, you must have at least 2 blank passport pages.

All foreign nationals entering Japan and Cambodia are required to provide fingerprint scans and to be photographed at the port of entry. Those entering Hong Kong are only required to complete a landing document.

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

Non-U.S. Citizens

When visiting Asia, 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. Visas are required for all visitors to Cambodia and Vietnam.

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.

Customs and Import Restrictions

Many countries have restrictions and prohibitions on what you can bring into a country including produce, chewing gum, tobacco and religious literature. Be sure to check with the foreign embassies and consulates in the U.S. for your destination country before your departure.

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.

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

If you have pre-purchased transfers through Pleasant Holidays, your transportation will be located outside the customs and baggage claim areas. Look for an escort holding a Pleasant Holidays sign or a sign with your name. He/she will escort you to your prearranged transportation. If transportation is provided by your hotel, please look for your hotel’s representative.

Checking In to Your Hotel

Your accommodations are pre-paid. Please show your itinerary to the front desk upon check-in. You will be asked to provide a credit card or cash deposit 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 note that pick-up stations for these excursions are located throughout the city, based on the location of your hotel; pick-up for optional activities may not be at your hotel. Some pick-up stations may be within a short walk of your hotel while others will require that you arrange for a taxi transfer with the hotel’s concierge. Transfers are not included in the tour and activity rates unless specified and are additional, at your own expense. Your travel documents include an activity voucher that identifies the excursion(s) you purchased as well as pick-up information, including location(s).

VISITOR INFORMATION

Currency

The currency in Cambodia is the Riel; in Hong Kong, the HK dollar; in Indonesia, the Rupiah; in Japan, the Yen; in Malaysia, the Ringgit; in Maldives, the Rufiyaa; in Singapore, the SGD dollar; in Thailand, the Baht; and in Vietnam, the Dong. It is recommended to exchange some currency before you leave home or prior to exiting the airport on arrival. Major credit cards and traveler’s checks are accepted; however, some smaller stores and remote areas may not accept either one.

Most bank ATMs in Japan accept only cards issued by Japanese banks. The easiest way to obtain cash is at 7-Eleven convenience store’s ATMs or the chain’s ATM machines (called 7-Bank), which are found throughout Japan and often available 24 hours. Local post offices also have ATMs that accept foreign bank cards operating on the Cirrus and PLUS systems. Many post offices are located near main train stations and are generally open 7:00 A.M. – 11:00 P.M. weekdays and 9:00 A.M. – 7:00 P.M. on weekends; small post offices may have only limited hours.

In Hong Kong and Singapore, ATMs are conveniently located everywhere and operate on the Cirrus or PLUS systems.

Cambodia, Indonesia, Malaysia, Thailand and Vietnam are cash heavy societies and major cities will have ATMs widely available that operate on the Cirrus and PLUS networks. Credit cards will be accepted primarily at hotels and restaurants.

In Maldives, U.S. dollars are widely accepted.

Tipping

Japan

In general, tipping is not customary in Japan – in fact, it could be construed as mildly rude. However, there are exceptions, particularly regarding tour guides. It is recommended to prepare ahead of time and present a tip in the form of a gift by placing it in an envelope and offering it with a respectful, slight bow rather than pulling money from your wallet or pocket and handing it directly to the recipient.

Hong Kong

In restaurants, the customary practice is to add a 10 percent service charge to your bill, and no other gratuity is expected. However, some restaurants, especially Western brands, do not follow this practice, so you should check your bill and leave an appropriate tip if no charge appears. At the hotel, a small tip of up to HK\$20 (US\$2.50) is the standard for bellhops, valets and room service. Spa treatments may be accompanied by a tip up to HK\$50 (US\$6.50). It is not necessary to tip taxi drivers, but rounding your cash payment up to the nearest dollar is appreciated.

Cambodia, Indonesia, Malaysia, Maldives, Singapore, Thailand & Vietnam

These are generally not tipping cultures with the exception of Indonesia where tipping is more common but not mandatory. In restaurants and hotels, a 5 – 10 percent service charge is often automatically added to your bill. If a bill in a hotel or restaurant catering to tourists does not include a service charge, a 10 – 15 percent tip is appreciated. It is not necessary to tip taxi drivers, but rounding your cash payment up is appreciated.

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 will be a note in your room if this is the case.

Electricity

Standard electrical service in Cambodia is 230 volt; Hong Kong and Indonesia are 220 volt; Japan is 100 volt; Malaysia is 240 volt; Maldives is 230 volt; Singapore is 220-240 volt; Thailand and Vietnam are 220 volt. A converter may be necessary for all countries for voltage compatibility. With many countries differing in their use of round or square, 2-pronged or 3-pronged plugs, it is highly recommended that travelers carry an ‘all-in-one’ travel adapter.

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 Pleasant Holidays.

Each United States citizen returning from foreign countries is required to go through U.S. Customs when re-entering the country. Your travel professional 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 Asia. We also provide complete vacation packages for Caribbean, Central & South America, Europe, Hawaii, Mexico, South Africa, South Pacific (Cook Islands, Fiji and Tahiti), United States & Canada and cruise vacations.