

TRAVEL INFORMATION UNITED STATES & CANADA



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: 1-800-247-4958

TRAVEL WISELY

Identification

For travel within the United States, 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 tsa.gov for more details.

Travel to Canada for all U.S. citizens requires a valid passport. For additional information, visit travel.state.gov.

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.

Airport Check-In

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

Baggage

Baggage handling fees vary by airline. Please contact your carrier regarding the size, weight and number of bags you can check or carry on, the applicable charges and exceptions, charges for additional checked baggage, waivers for military personnel, guidelines for sports and specialty items and more.

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

Currency

Canada's national currency is the Canadian Dollar, but U.S. dollars may be accepted in border and tourist areas. Change is generally given in Canadian currency. Major credit and debit cards are widely accepted as well. ATMs are available in most areas and are a convenient way to get local currency.

Rental Car Option

Pre-Registration & Rental Car Pick Up for U.S. Destinations:

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 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. All taxes, service charges and local airport and license fees were collected at time of booking. In addition, Hertz requires a deposit paid either by credit card, cash, or travelers check.

Drivers must have a valid driver's license and be at least 20 years old. Hertz will charge a daily surcharge for drivers age 20–24, which is payable directly to Hertz.

Transfer Option

If your vacation package includes transfer, please refer to your travel itinerary as transportation in each destination varies. Due to limited baggage space, ground transportation companies may not be able to accommodate oversized items such as surfboards, bicycles, golf clubs, ski equipment 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 applicable toll-free assistance number listed on the cover of this booklet for details.

Checking In to Your Hotel

Your accommodations are pre-paid. Please show your Pleasant Holidays travel itinerary to the front desk agent. A hotel voucher is not required. You will be asked to provide a credit card or cash deposit to cover any personal charges. Standard check-in time at most hotels is 4:00 P.M. If your room is not available upon your arrival, you may store your luggage with the bell desk at most hotels. Standard check-out time at most hotels is 11:00 A.M. If you plan to travel with a pet, be sure to verify in advance that pets are accepted at the hotel and if fees or restrictions apply.

Electricity

The standard electrical service in Canada is 110 volts (same as the United States). Some electrical sockets do not accept three-prong or polarized plugs so it is recommended that you bring your own adapter.

RETURNING HOME

Each U.S. citizen returning from Canada is required to go through U.S. Customs when re-entering the country. Visit the U.S. Customs and Border Protection Web site at help.cbp.gov for details regarding items that may be brought into the United States from Canada.

For U.S. citizens returning to the United States from Canada, the United States Customs and Border Protection (USCBP) facilities in Calgary, Toronto, Edmonton, Halifax, Montreal, Ottawa, Vancouver and Winnipeg Airports and the Victoria ferry terminal are purpose-built facilities that allow U.S.-bound passengers to undertake all immigration, customs and agriculture inspections prior to departure. Having cleared USCBP, passengers arriving in the United States are treated as domestic arrivals, which allows for a faster processing through their arrival airport in the United States, including checking through of any baggage to the traveler's final destination. These are some of only a handful of airports outside the United States that offer the USCBP facility.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

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