

## TRAVEL INFORMATION CARIBBEAN



### 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](mailto:last.minute@pleasant.net)

#### During Your Stay

To schedule activities and excursions, please call:

**Anguilla Accessfun LLC/SST Tours** ..... 599-545-2990  
 9:00 A.M. – 5:00 P.M.  
 After Hours Contact: 599-553-7414

#### Antigua

**St. James Travel & Tours** ..... 268-764-0682 or 268-764-0683  
 Mon-Fri: 9:00 A.M. – 5:00 P.M., Sat: 9:00 A.M. – 1:00 P.M.  
 After Hours Contact: 268-764-0684

#### Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

**Aruba De Palm Tours** ..... 297-522-4400

Mon-Fri: 8:00 A.M. – 5:00 P.M.  
 After Hours Contact: 5:00 P.M. – 9:00 P.M. 297-522-4500

#### Bahamas

**Great Exuma & Harbour Island** ..... Contact your hotel for assistance  
**Nassau/Paradise Island**

**Bahamas Experience Tours** ..... 242-397-5007 or 242-397-5013  
 5:00 A.M. – 12:00 A.M.

**Barbados St. James Travel & Tours** ..... 246-280-0214 or 246-280-0216  
 Mon-Fri: 9:00 A.M. – 5:00 P.M., Sat: 9:00 A.M. – 1:00 P.M.  
 After Hours Contact: 246-280-0240

#### Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

**Bermuda** ..... Contact your hotel for assistance or visit the taxi stand at the arrival hall of the Bermuda airport.

**Bonaire** ..... Contact your hotel for assistance

#### British Virgin Islands

**Virgin Gorda & Peter Island** ..... Contact your hotel for assistance

**Curaçao Curaçao Actief** ..... 5999-433-8858  
 4:00 A.M. – 10:00 P.M.  
 After Hours Contact: 5999-433-8858

**Dominica Decide on Dominica** ..... 767-255-1104 or 767-448-2181  
 Mon-Fri: 8:00 A.M. – 4:30 P.M.  
 After Hours Contact: 767-295-6135

**Dominican Republic BD Experience** ..... +52 1 998 109 5413  
 9:00 A.M. – 6:00 P.M.  
 After Hours Contact: 849-200-1208 or 833-574-2560 (from the United States)

#### Grand Cayman

**Webster's Tours Ltd** ..... 345-945-1433  
 7:30 A.M. – 4:30 P.M.  
 After Hours Contact: 345-928-1333 or 345-917-6111  
 Emergency: 345-916-3289

#### Majestic Tours

8:30 A.M. – 5:00 P.M. 345-949-7773 or 345-949-7774  
 After Hours Contact: 345-324-1321 or 345-516-3126

**Grenada St. James Travel & Tours** ..... 473-459-0003 or 473-459-0005  
 Mon-Fri: 8:30 A.M. – 4:30 P.M.  
 After Hours Contact: 473-459-0003

#### Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

#### Jamaica

**Caribbean World Enterprises** ..... 876-952-0400 or 876-952-6404  
 8:00 A.M. – 6:00 P.M.  
 After Hours Contact: (6:00 P.M. – 10:00 P.M.) 876-815-0829 or 876-772-2667

#### Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

**Puerto Rico Rico Suntuors** ..... 787-722-2080  
 7:00 A.M. – 6:00 P.M.

After Hours Contact: 787-506-2080

**Dragonfly** ..... 787-362-6426 or 787-447-4440  
 Mon-Fri: 8:30 A.M. – 6:00 P.M. (7:30 P.M. Nov - May), Sat: 8:30 A.M. – 5:00 P.M.,  
 Sun: 10:00 A.M. – 5:00 P.M.

Emergency 24-Hours: 787-637-0044

**St. Barts** ..... Contact your hotel for assistance

**St. Kitts & Nevis Tropical Tours** ..... 869-465-4167 or 869-465-4039  
 Mon-Fri: 8:30 A.M. – 4:30 P.M., Sat: 8:00 A.M. – 10:00 A.M.  
 After Hours Contact: 869-662-7090, 869-664-1111 or 869-662-5338

#### Saint Lucia

**Barefoot Holidays** ..... 758-450-0507  
 Mon-Fri: 8:00 A.M. – 5:00 P.M. Sat & Holidays: 8:30 A.M. – 12:30 P.M.,  
 Sun: 9:00 A.M. – 3:00 P.M.

After Hours Contact: 758-720-8383

#### Island Routes

8:00 A.M. – 8:00 P.M. 800-744-1150, In-Destination: 1-877-581-2498 & 1-877-768-8370

**St. Martin/Sint Maarten St Maarten Sightseeing Tours** ..... 954-985-1339  
 9:00 A.M. – 6:00 P.M.

After Hours Contact: 721-522-7407

#### Turks and Caicos

**TCI Escapes** ..... 649-332-1092  
 9:00 A.M. – 9:00 P.M.

After Hours Contact: 649-232-0830

**Island Routes** ..... 800-744-1150  
 8:00 A.M. – 8:00 P.M., In-Destination: 1-877-581-2498 & 1-877-768-8370

#### U.S. Virgin Islands

**St. Croix** ..... Contact your hotel for assistance  
**St. Thomas/St. John IMI** ..... 340-779-2755  
 9:00 A.M. – 5:00 P.M.

After Hours Contact: 340-998-7905

**St. Vincent & The Grenadines** ..... Contact your hotel for assistance

### TRAVEL WISELY

#### U.S. Citizens

A valid U.S. passport is required for all U.S. citizens regardless of age when traveling between the United States and the Caribbean with the exception of Puerto Rico and the U.S. Virgin Islands.

Any person under 18 years of age 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 in the Caribbean.

#### 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 ensure a smooth check-in process.

#### 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 tourist card and 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. The immigration officer will return the tourist card to you as you will need to submit it to Immigration when you depart the Caribbean. Keep your tourist card with your passport in a safe place throughout your stay. 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 return transfer to the airport.

#### Checking In to Your Hotel

Your accommodations are pre-paid. Please show your itinerary to the front desk. No hotel voucher is required. You will be asked to provide a credit card or cash deposit to cover any personal charges.

### RETURNING HOME

Each U.S. citizen returning from the Caribbean 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](http://help.cbp.gov) for details regarding items that may be brought into the United States from the Caribbean.

For U.S. citizens returning to the United States from Aruba, the Bahamas and Bermuda, the United States Customs and Border Protection (USCBP) facilities in Aruba, Freeport, Nassau and Bermuda Airports 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 North America that offer the USCBP facility.

### VISITOR INFORMATION

#### Currency

U.S. dollars are accepted virtually everywhere, especially in the resort areas. Major credit cards and travelers checks are widely accepted throughout the Caribbean.

#### 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

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

### THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

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