

## HEALTH AND SAFETY TIPS FOR TRAVELERS

Apple Vacations strongly recommends that you visit the U.S. Department of States' website <http://travel.state.gov/>, which includes important information on foreign travel. Use common sense while vacationing abroad. For example, if you choose to drink alcohol, do so in moderation. In addition, be cognizant of the effects of mixing alcohol and certain medications. Should someone in your party become ill while on vacation, alert the resort front desk for immediate medical attention or call the emergency number provided by the resort. Also advise your Apple Representative as soon as possible, who may be able to provide assistance. If you have medical issues or concerns about medical services, Apple Vacations urges you to contact your hotel with specific questions. Please be aware that medical standards and training of emergency responders and resort medical facilities vary greatly, and health care abroad may not be the same as you might expect at home. It may be standard policy for hospitals and medical providers abroad to require cash payment upfront for services. Check with your insurance provider regarding claims for reimbursement. Sports and aquatic equipment, especially scuba gear, may not meet U.S. safety standards and many resort pools and beaches may lack lifeguards. Balcony railing heights in Mexico are lower than the mandated heights in the United States, and also may be lower in other countries. Low balcony railings create a risk of falls, which may result in serious injury or death. In tropical climates, we strongly recommend the use of insect repellent, especially during rainy season; seek shade in order to avoid heat exhaustion, and stay hydrated. Bottled drinking water is recommended.

## RESERVATIONS/PAYMENTS/LATE BOOKINGS

To book an Apple Vacation, see your travel agent, visit [applevacations.com](http://applevacations.com) or call 1-800-517-2000. **Transportation Security Administration (TSA) regulations require you to provide your full name as it appears on your travel documents, date of birth, and gender at the time of booking for the purpose of watch-list screening. Failure to provide this information will result in you not being allowed to travel. For details, visit [tsa.gov](http://tsa.gov).** Once your reservation is confirmed, the amendment and cancellation charges as explained in the Fair Trade Contract apply. For online bookings at [applevacations.com](http://applevacations.com), full payment is required at time of booking and only major credit cards are accepted. When booking with an airline-sponsored credit card, benefits such as free baggage fees which may apply when booking with the airline directly WILL NOT apply to your Apple Vacation. Bookings made 14 days or less before departure incur a \$10 per person late booking fee.

## ITEMS NOT INCLUDED

Passport and visa fees, port/embarkation fees, laundry, telephone calls, other items and services of a personal nature, and tips to airport baggage handlers are not included in the price of your vacation. Unless specified, alcohol, meals, and excursions are also not included. In some instances, departure taxes or tourist card fees are payable at the airport upon arrival or departure. Tourist Cards for the Dominican Republic must be purchased at your resort airport upon arrival (\$10 U.S. per person at time of printing). Airlines may charge additional fees including baggage, seat assignments and snacks/meals/drinks. Check with the airline for specifics. All prices above are subject to change. Airport/hotel transfers are not included in Turks & Caicos. \$29 Costa Rica departure tax payable at upon departure- U.S. dollars, colones, Visa or MasterCard are accepted. \$28 Antigua departure tax payable at resort airport upon arrival-cash only, U.S. dollars. Transportation from the Cancun airport to the Puerto Juarez ferry terminal and back is included when traveling to Isla Mujeres. Travelers must purchase their own ferry tickets (approx. \$16-\$18 round-trip per person) and taxi to/from hotel (approx. \$7-\$12 round-trip per vehicle).

## TRAVELING WITH CHILDREN

Some airlines do not charge for infants under two years of age, but the infant must sit on an adult's lap. Some airlines charge for infants or infant air-related taxes. Some countries charge infant departure taxes. If an infant reaches the age of two at any time during the vacation, federal law requires the purchase of a separate seat for any remaining portions of the flight. **Mexican-born minors** under 18 years of age traveling alone or with someone other than a parent or legal guardian, require special documentation to depart Mexico, even if the Minor is a Dual Mexican Citizen. For details, contact the Mexican embassy or visit: <https://mx.usembassy.gov/implementation-of-mexican-regulations-regarding-minor-travel>. If your reservation includes children at a hotel not accepting children, you will be denied check-in at resort and will be responsible for any additional costs. Hotels may check passports to verify that children qualify for any discounted rate, and any applicable added charges are your responsibility. Child ages apply at time of travel, not at time of booking. Restrictions apply to "Kids Stay, Play and Eat FREE" programs. Children must be accompanied by full-paying adults. At select hotels, a single parent traveling with up to three children may not be charged the single supplement. The hotels reserve the right to collect the single supplement in resort, or cancel any extra room upon arrival, if the promotional policy is not used in the manner for which it was intended. Restrictions apply.

## AIRPORT CHECK-IN/BAGGAGE ALLOWANCE

Check-in begins three hours prior to departure at the airline ticket counter. Under no circumstances should you check in later than one hour prior to departure. **Late check-in WILL result in you not being allowed to travel.** Anyone attempting to check-in excess baggage must arrive at the ticket counter a minimum of 3 hours prior to departure, or risk being denied boarding. Many airlines charge fees for checked and/or carry-on bags. Please check with your travel agent, airline or visit [applevacations.com/baggage](http://applevacations.com/baggage). Carry-on luggage is limited to one bag per person and must be small enough to fit beneath the seat in front of you. **EXCESS/OVERSIZED BAGGAGE MAY BE DENIED AT CHECK-IN** and if accepted additional charges apply. Lap children under age two do not receive a separate baggage allowance. Apple Vacations accepts no liability for loss or damage to luggage and recommends a TSA approved lock.

## WEDDINGS IN RESORT/HONEYMOON EXCEPTIONAL VALUES

If you plan to marry in destination, check with the local tourist office and consulate of the country in which you are getting married for legal documents that may be required. Some honeymoon offers require you to supply a valid marriage certificate.

## SECURITY SCREENING, CARRY ON ITEMS

Do not pack cash, medication, important documents, valuables or fragile items in your checked luggage. Homeland Security now requires that all electronics larger than a cell phone are subject to a secondary screening at select airports. If in disrepair (broken screen, etc.), these devices will not be allowed through security. Cases must be removed and placed in their own bin for (round-trip) screening. For more information visit: <https://www.tsa.gov>.

## REQUIRED ENTRY/RE-ENTRY DOCUMENTATION

**Proper documentation is your responsibility. The following information gives current requirements for United States citizens, effective at time of printing.** This information may change, so see your travel agent or contact the consulate for the country to which you are traveling for current requirements. Passengers returning to the U.S. by air from any international destination must have a valid passport, and may be denied boarding by the airline if the passport is damaged, mutilated, or has excessive wear. **A "Passport Card" is not acceptable.** If your name on your passport (or for non-U.S. citizens, valid travel documents) does not match your name on your travel vouchers/ tickets, you will not be allowed to travel. **A passport valid for a minimum of 3 months past the date of arrival is required for U.S. citizens traveling to Panama.** For details on how to obtain a passport, contact your local courthouse or post office. If you are not a U.S. citizen, contact the embassy of the country to which you are traveling to determine required entry documents. **We regret that we cannot accept unaccompanied minors under 18 for any travel. Failure to comply with the above requirements will result in you not being allowed to travel.**

Passed by Congress in 2005, the REAL ID Act established minimum ID security standards and prohibits federal agencies, like TSA, from accepting licenses and identification cards for official purposes from states that do not meet these standards. Passengers with a driver's license issued by a state that is not compliant with the REAL ID ACT (and has not been granted an extension) will need to show an alternative form of acceptable identification for domestic air travel to board their flight. To check whether your state is compliant or has an extension, visit <https://www.dhs.gov/real-id>. If your state-issued ID or driver's license is not compliant, visit <https://www.tsa.gov/travel/security-screening/identification> for alternate forms of acceptable ID.

## DENIAL OF ENTRY

Certain countries may deny entry to travelers with even a minor criminal record, and if not a U.S. citizen, entry back into the U.S. Check with the U.S. Embassy and the embassy or consulate of the country being visited to ensure you can travel as planned. Apple Vacations does not accept responsibility if you are denied entry and cancellation penalties apply.

## CUSTOMS

U.S. Customs currently imposes a \$800 limit per person (\$1600 for U.S. Virgin Islands) on the value of goods you can bring into the country duty-free from most countries. This amount does vary depending on the particular country to which you travel. Also, you are restricted from bringing certain types of goods (e.g. fresh fruits, vegetables) back to the U.S. Ask your travel agent for the latest details and save receipts for purchases made on vacation.

## CREDIT CARDS AND TRAVELERS CHECKS

Visa, MasterCard and American Express cards are accepted in most destinations. Most local banks and hotels provide a currency exchange. Mexican law restricts the amount of U.S. cash that Mexican banks, hotels and retail businesses can accept. The use of U.S. credit cards is unaffected by the restrictions on cash.

## HANDICAPPED SERVICES AND FACILITIES

Should you desire any special service or equipment to assist with a disability, please let us know in advance so we can advise the air carrier or resort (services vary by carrier and resort). Although we will do our best to assist you, Apple Vacations **does not guarantee** the availability of wheelchairs at any airport. Wheelchair accessible rooms may be requested but **cannot be guaranteed**. Standards vary by property and country, may not be consistent with the standards required by the Americans With Disabilities Act, and are not within the control of Apple Vacations.

## SPECIAL REQUESTS

Apple Vacations will provide the services and facilities of your vacation package as confirmed on your invoice. If you would prefer special arrangements such as adjoining rooms/room locations, bedding requests, specific assistance or special meals, we will pass on your request to the vendor on your behalf. However, since these requests lie outside our contracts with our suppliers, we **cannot guarantee** special requests unless otherwise stated. Requests for special transportation/transfers is also not guaranteed and subject to an additional charge.

## SAFETY DEPOSIT BOXES, DINING DRESS CODES, LATE CHECK-OUT

Valuables and other personal items are your responsibility. Most hotels offer safety deposit boxes (fee may apply). We recommend depositing cash, passports, jewelry and other valuables for security. Many resorts have dress code requirements for dinner -check online or ask your travel agent. Standard hotel check-out is mid-day. **At the discretion of the hotel, a room MAY be made available for storing hand baggage or for changing prior to departure.**

## CATALOG/WEBSITE ACCURACY

We check and re-check prices and facts to ensure accuracy at the time of printing. Sometimes, however, you may find that prices have been changed or features we describe may become unavailable. Whenever possible, we will inform you or your travel agent about such changes. However, all prices and descriptions herein, as well as in our ads and website, are subject to change without notice. Some hotel room images in this catalog and our website do not depict the standard room category. Maps not to scale. Apple Vacations is not responsible for omissions or errors.

## CUSTOMER COMMENTS/LOST ITEMS

Should you have a complaint while on vacation you must provide Apple Vacations with a reasonable opportunity to rectify the issue during your vacation by promptly notifying our representative in resort who will make every effort to help. If the matter cannot be settled on the spot, you must write to our Customer Care Department within 28 days of the completion of your vacation at [customercare@applevacations.com](mailto:customercare@applevacations.com). The few complaints we receive are normally resolved by amicable settlement. However, please understand that we cannot consider post-vacation submissions if you did not provide Apple Vacations with a reasonable opportunity to assist you during your trip. We reserve the right to give any compensation in the form of vacation certificates, cash or credit card credit. Apple Vacations will make inquiries regarding lost items on your behalf. If located, you will be responsible for shipping charges. Email: [lostitems@applevacations.com](mailto:lostitems@applevacations.com).

Valid as of September 2017. Refer to [applevacations.com](http://applevacations.com) for current information.