



2016 Travel Tips- Valuable Travel Information

Getting Ready: Make sure you have your valid passport booklet ready! Your passport cannot expire within three months of the return date of your trip and it needs to be the booklet not the card. If you are not a U.S. citizen but you are a permanent legal resident, you need to contact the Mexican Consulate for the most up to date entry requirements. To locate the closest Mexican Consulate office, go online to www.mexonline.com/consulate.htm You will be denied boarding at the airport if you do not have the correct, required travel documents and all charges to change your flight will be at your own expense.

Packing Your Bags: Be aware that most airlines charge to check luggage and costs do vary, so try to pack light and visit your airline's website to see baggage fees and weight restrictions. The enclosed flight itinerary indicates the airline you will be traveling with. Be aware of the restrictions for items in your carry-on bag by going to the TSA website at www.tsa.gov. It is highly recommended that you make a photocopy of your passport and put your name and phone number on it and put the copy inside your checked luggage but make sure your actual passport in your carry on. To help you know what essentials you need to pack – check the weather in Cancun online a few days prior to your trip.

Exchanging Money in Mexico: Your best option is to take a debit card and withdraw money in “Pesos” once you arrive. It's always advisable to let your bank know when you will be using your debit card outside of the US. There are ATM machines everywhere and the fees to use them are about the same as in the U.S. You should also take a small amount of cash for your arrival. If using credit cards, please be aware that most banks charge a conversion fee when traveling outside the U.S. so check with your credit card company. The amount you should take varies on whether your package is All-Inclusive or not.

Day of Departure: DON'T BE LATE! You are responsible for your own transportation to the airport and must arrive at least three hours prior to your scheduled flight time. We recommend checking the airports website in advance for directions to the correct terminal to ensure you arrive with plenty of time. You will be required to go to the check-in counter of your listed airline to obtain your boarding pass and check-in any luggage you aren't carrying on. You must then go through security so have your boarding pass and passport handy. You can be denied boarding if you are late and/or do not have the required documents and you will be responsible for any charges due to changes in flights. If your flight itinerary requires that you change planes in the U.S. you will not be required to retrieve your bags until after you arrive at your final destination (Cancun). Once you arrive at your destination, make sure that you retrieve your luggage from the baggage claim and follow the signs to exit the building. Look for a GradWeek staff member wearing GradWeek shirts & ID badges that will direct you to the buses that will take you to the hotel. Do not talk to local vendors trying to sell you a transfer. These vendors will be everywhere as you exit customs – keep walking until you see the GradWeek staff. Hotel Only packages DO NOT include the transfers, so if you are signed up for a HOTEL ONLY package you will need to arrange your own transfers.

GradWeek Staff: While our staff is available at your destination hotel 24/7, the Hotel Staff can assist you with any daily requests such as more towels, more pillows, and any questions about the hotel, nearby shopping, attractions, etc. The GradWeek staff is there to ensure that the program is running smoothly, coordinate transfers, present the Welcome orientation, provide a Destination Guide with area map & Action Pac event schedule, and coordinate the activities listed in the “Action Pac” as well as assist with any serious emergencies or roommate situations.

At Your Hotel: Once you arrive at your hotel you will be given a full orientation by a GradWeek staff member. They will explain the events that will be held during your stay and go over some basic guidelines and rules that will help make your trip awesome and worry free. There is an “Action Pac” flyer enclosed in your departure packet that lists the various events and price options, as well as the application required to purchase. You will be able to purchase your “Action Pac” on-site only at the orientation by CASH ONLY. Once you check in to your room, we highly recommend that you use your in-room safe to store all documents (passport), cash, and valuables when not in use. We recommend bringing your state issued ID for identification when you go out and leaving your passport in your safe. First, take a few minutes to check that everything in your room is in good shape and good working order. Notify a GradWeek Staff member or the Hotel Front Desk immediately if you see anything damaged or not working properly, to ensure that you are not held responsible for pre-existing damaged items.

Calling Home: Parents want to know that you arrived ok and to provide them with your room number in case they need to reach you at the hotel; so a quick call, text, or email home to say that you arrived and provide them with your room number, is **highly recommended**. Not all cell phone companies charge the same fees when traveling outside the U.S. Contact your service provider prior to travel to check on the fees for international calls/texts/or data usage and/or if they have international plans available. It is very expensive to call from your hotel room. If you do not want to take your cell phone, the next best thing is to buy a long distance calling card that can be accessed by any public phone.

Ahhh...Paradise: This is your time to relax and have a good time, **but that does not mean that you can do anything you want**. All local laws are strictly enforced in and outside of the hotel and they will not tolerate disorderly conduct or any property damage. **You will be required to pay for any damages and risk being evicted from your hotel at your own expense; no exceptions!** Be smart, behave appropriately and stay safe by traveling in a group whenever leaving your hotel. We highly recommend the buddy system! Please go out in groups, especially when going back to your hotel at night. Always remember that there is safety in numbers and it doesn't hurt to always tell a friend if you are leaving the hotel or event before everyone else.

Returning Home: Your GradWeek Staff will post the time that you need to be ready to board the bus for your flight home in the lobby of the student hotel. Make sure that you have checked out of your room and paid for any charges not included in your package. Have your travel documents in hand to check-in at the airport. Do not bring back any alcohol if you are under 21 as it is against the law in the U.S.! Make sure that your luggage gets loaded on your bus and keep your valuables with you at all times.

How to use the Emergency Medical Coverage: Even though over 95% of our travelers never encounter any sickness or injury, it still may occur. If sickness or injury occurs that requires medical attention, GradWeek or hotel staff can direct you to the medical facility at your destination. If you purchased a Travel Protection Plan, through Travel Insured International, your plan helps provide coverage for medical emergencies and emergency medical evacuation. To receive assistance, you can call toll free from the U.S. at (866) 684-0218. The agent will guide you through the process of how to get reimbursed for your approved medical costs up to the limits of the plan.

Policy on Alcohol Consumption: GradWeek does not promote the use of alcohol to its tour participants. Gradweek is aware that many events and activities in Cancun have alcoholic and non-alcoholic beverages available. Each participant chooses for themselves whether or not to consume alcohol. The legal drinking age in Mexico is 18 and many clubs require picture ID upon entry.

Money Wire Transfers: Should you run out of money at your destination, GradWeek provides a money wire transfer service for those students who may need additional funds on-site. This service is **only available during normal business hours, Monday through Friday from 8:30am -3:00pm PST**. If you need this service, have someone in the U.S. visit our website, www.gradweek.com, and print out the "Wire Transfer Authorization" form located under FORMS on our website. Please fill out the form completely and email it to ist_info@istours.com **BEFORE 3:00PM PST**, Monday through Friday. The traveler receiving the money can pick up the cash with a photo ID from our 24 hour GradWeek staff room at their hotel **after 7:00pm** (Cancun local time). The limit is \$300 and there is a \$25 service charge "per wire transfer."

Parents and Students Wanting to Contact Each Other: If a parents and/or students need to contact each other, the hotel phone numbers are listed below. The hotels do not always list everyone in the room so please have all of your student's roommates first & last names (also listed on your most recent invoice) before calling so you can be connected to the correct room. The corporate office **cannot** call the hotel on yours or anyone's behalf. However, the Customer Service Agents are available to answer general questions Monday through Friday, from 8:30am – 5:00pm PST at (800) 448-4444. During our GradWeek program we do operate a 24 hour emergency line **ONLY in case of family or medical emergency**. Calls not deemed to be an emergency will be returned during normal business hours. If your son or daughter are having an issue at the hotel, please do not call the corporate office – there is GradWeek Staff and GradWeek Manager at the hotel to handle any on-site problems.

Hotel Information:

- Hotel Krystal Cancun – 011-52-998-848-9800 (if dialing from the U.S.)
- Hotel Krystal Grand (Parent Hotel) – 011 - 52 998 891 5555 (if dialing from the U.S.)
- **Website:** www.krystal-hotels.com