



2016 TRAVEL TIPS - VALUABLE TRAVEL INFORMATION

Getting Ready! Make sure you have your valid government issued Photo ID (driver's license or state ID card) for your trip to Hawaii. 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-in baggage and the costs do vary so try to pack light and visit your airlines website to see baggage fees and weight restrictions. The enclosed flight itinerary indicated the airline you will be traveling with. Be aware of the restrictions for items in your carry-on bag by going to the TSA web site at www.tsa.gov. It is highly recommended that you put your name and phone number on a piece of paper and put that inside your checked luggage as well as your carry-on, in case you and your luggage get separated. To help you know what essentials you need to pack – check the weather in Honolulu online a few days prior to your trip.

Spending Money – We recommend using debit cards or credit cards and also take a small amount of cash. You can walk to most locations but if you need to take a Taxi plan to have cash on hand for that. Traveling in groups is the safest and most economical way to go. How much money you take is up to you but, \$350 to \$450 is recommended for souvenirs, Action Pac, transportation, food and beverages.

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 ID 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 (Honolulu). 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 and 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. 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 adult Staff is available at your destination hotel 24/7, the Hotel Staff can help you with daily requests, like more towels, more pillows and any questions about the hotel and nearby shopping, etc. The GradWeek Staff is there to ensure the program is running smoothly, coordinate transfers for all the arrivals and departures, present the Welcome hotel orientation, provide a Destination Guide with area map and Action Pac event schedule and coordinate the activities listed in the Action Pac as well as assist with any serious emergencies or roommate issues.

At Your Hotel - Once you check in to your room, we strongly recommend you use your in-room safety deposit box to store your travel documents, cash and valuables including cell phones, cameras, etc., when not being used, ensuring that it is securely locked at all times. Room doors should not be left open and unsecured. If you have purchased our additional insurance please be aware that it DOES NOT cover you for loss of personal items such as Cell Phones. ANY incidences of theft MUST be reported to the hotel first and while GradWeek will assist with any local authorities if theft or loss occurs, we are not responsible for the cost of any cell phone replacements. We recommend bringing your state issued picture ID card for identification when going out and leaving your passport in the safety deposit box. Take a few minutes to check that everything in your room is in good shape and in good working order. Please contact the GradWeek Staff or the Hotel's Front Desk personnel immediately if you see anything broken, damaged or not working properly, to ensure you will not be held responsible for pre-existing damaged items.

Calling Home – Parents want to know 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 e-mail home to say you arrived is highly recommended.

Most everyone travels with a cell phone now but not all phone companies charge the same fees when traveling. Contact your service provider directly prior to travel to find out what the charges will be if calling or texting to/from Hawaii. 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 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 and you will be required to pay for any damages and risk getting evicted from your hotel at your own expense; no exceptions. Be smart, behave in an appropriate manner and stay safe by traveling in a group whenever leaving or returning to your hotel. We highly recommend using the buddy system! 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 you need to be ready to board the bus for your flight home in the lobby of the student hotel. Make sure you have checked out of your room and have paid for any incidental charges not included in your package price. Have your Travel Documents in hand to check-in at the airport. Make sure your luggage gets loaded on your bus and keep your valuables with you at all times. If you have a connecting flight there will be an airline representative available to assist you with your luggage and gate information to board your flight home.

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. Each participant chooses for themselves whether or not to consume alcohol. Please be aware that you will still be in the United States so the legal drinking age in Hawaii is 21! All local and federal laws are strictly enforced and you will be held responsible if caught violating those laws.

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 onsite. This service is only available during normal business hours, Monday thru Friday from 8:30am-300pm PST. If you need this service, have someone in the U.S. go to our website at www.gradweek.com and print out a “Wire Transfer Authorization” form located under FORMS on our website. Please fill out the form completely and email 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 I.D. at their hotel in our GradWeek 24-hour staff room **after 7:00pm**, local time (Hawaii). The limit is \$300 and there's a \$25 service charge “per wire transfer”.

Parents wishing to Contact their Son/Daughter - If a parent needs to contact their son/daughter, the hotel phone number is listed below. The hotel does not always list everyone in the room, so please find out all your student's roommates first & last names (also listed on your most recent invoice) before you call 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 to 5:00 PM PST at (800) 448-4444. During our GradWeek program, we do operate a 24-hour emergency line **ONLY in case of a medical or family 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:

Pacific Beach Hotel Waikiki: 1 (808) 922-1233 | Press 5 for Front Desk

Website: www.pacificbeachhotel.com