

2017 Travel Tips & Important Travel Information

Getting Ready: Make sure you have your valid passport booklet (not the card) ready! Your passport cannot expire within six months of the return date of your trip. 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, 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, flight check-in info and roommates for the trip. Be aware of the restrictions for items in your carry-on bag (i.e. – liquids, medications, etc.) 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 to pack – check the weather in Cancun online a few days prior to your trip.

Theme Events:

- Stop Light Party - Come dressed in green if you're single, yellow if you're playing the field or red if you're taken!
- Bright & Tight Glow Party - Throw on something bright; like neon yellow, pink, orange or even lime green!
- Mardi Gras – Bring a piece of New Orleans to Mexico

Spending & 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. You can walk to many locations but if you want to take a Taxi you'll need 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, typically travelers take \$300 to \$450 for souvenirs, Action Pac, transportation, food and beverages (if not staying at an all-inclusive hotel).

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 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. and you have checked your luggage - you will not be required to retrieve your bags until after you arrive at 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. Once outside look for staff holding GradWeek signs, they will be wearing shirts & ID badges that show BEST DAY, they will direct you to the correct buses. Once you arrive at the hotel, GradWeek staff will be there to greet you. 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 Best Day Staff with GradWeek signs. If you registered as a Hotel Only package, transfers are NOT included, so you will need to arrange your own transfers to/from.

GradWeek Staff: While our Staff is available at your destination 24/7, the Hotel Staff can help you with daily requests, like more towels, 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, present the Welcome hotel 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 to be held during your stay and go over some basic guidelines and rules to 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 be filled out to purchase. You will be able to purchase your “Action Pac” on-site only at the orientation by CASH ONLY.

In-room Security: Once you check in to your room, we strongly recommend you use your in-room safety deposit box to store your documents (passport), 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 Photo 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 and provide them with a room number is **highly recommended**. Not all phone companies charge the same fees when traveling outside the U.S. Contact your service provider prior to travel to find out what the charges will be if calling to/from Mexico, and/or if they have international texting 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 via 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 being evicted from your hotel at your own expense; no exceptions! Be smart, behave appropriately and please always 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 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. Do not bring back any alcohol if you are under 21, it's against the law in the U.S.! Make sure 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 medical issues, it still may happen. In the rare case that sickness or injury occurs and 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, must call (toll free from the U.S.) (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. *Please Note: Pre-existing conditions or alcohol-related sickness or injury are typically not covered.*

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 the Cancun have alcohol 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 a Photo 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 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 the "Wire Transfer Authorization" form located under BROCHURE & FORMS on our website. Please print and fill out the form completely and email it to 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 wishing to Contact their Son/Daughter: If parents 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 find out all your student's roommate first & last names (listed on your most recent invoice, itinerary and traveler's online account) before you call so you can be connected to the correct room. **The corporate office cannot call the hotel on your 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, there is a 24-hour emergency line **ONLY in case of a medical or family emergency!** Calls deemed NOT as an emergency will be returned during normal business hours. **If your son or daughter are having an issue while on-site (at the hotel), please do not call the corporate office - there is GradWeek Manager and Staff at the hotel to handle any on-site problems.**

Please visit our website at www.gradweek.com under "Brochures & Forms" to view all the valuable travel information and forms we provide including "Preparing for Travel" letter, Travel Tips, Destination Guides, Action Pac and Travel Protection/Insurance information.

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