



## 2018 Travel Tips - Important Travel Information

**Getting Ready!** - Make sure you have your valid passport booklet ready, not the card! Your passport cannot expire within 6 months of your trips return date. 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](http://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 expense.

**Packing Your Bags!** - Be aware that most airlines charge to check luggage and the 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 NEW restrictions for items in your carry-on bag (i.e. – liquids, medications, etc.) by going to the TSA website at [www.tsa.gov](http://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 a copy inside your checked luggage, but make sure your actual passport is in your carry on. To help you know what essentials you need to pack, check the weather in Cancun, Mexico online a few days prior to your trip.

**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 and meals outside of your 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 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 (online check-in not available for group flights) and check-in any luggage you aren't carrying on.** Then you must 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 US, you will not be required to retrieve your bags until after you arrive at your final destination (Cancun, Mexico). 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 [BestDay](#),** 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 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 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 form (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 (U.S. dollars).

**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. If hotel reports any room or property damage from your room, all travelers in the room will be responsible for paying for those damages regardless of who in the room was at fault.

**Calling Home** - Parents want to know you've 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've arrived and to provide them with your 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 the 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 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 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 using 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** - 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. Before you leave for the airport 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 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, 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 on-site. This service is **only available Monday thru Friday from 8:30am-3:00pm PST.** If you need this service, have someone in the U.S. go to our website at [www.gradweek.com](http://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](mailto:info@istours.com) **BEFORE 3:00PM** Pacific Standard Time, **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 - PLEASE READ HIGH IMPORTANCE INSERT**

**Informational Documents** - Please visit our website at [www.gradweek.com](http://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.

**Hotel:**

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Zona Hotelera, 77500 Cancun, QROO, Mexico

**Phone Number and Web Site**

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