



2019 TRAVEL TIPS & IMPORTANT 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 Puerto Rico. 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. If you are **not a US Citizen**, please contact your embassy/consulate to verify what travel documents are required for you to travel.

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**. It is highly recommended that you make a photocopy of your ID card and put your phone number on it. Place the copy inside your checked luggage but make sure your actual ID card is in your carry-on. To help you know what essentials to pack – check the weather in San Juan online a few days prior to your trip.

Themed Events:

- Stop Light – Come dressed in green if you're single, yellow if you're playing the field or red if you're taken!
- Coachella – Dress in bohemian festival inspired fashion!
- Glow Party – Throw on something bright; like neon yellow, pink, orange, lime green or even all white!

Spending Money - We recommend using debit cards and to also take a small amount of cash. It's always advisable to let your bank know when and where you will be traveling prior to your departure. If using credit/debit cards, please be aware that most banks charge a service fee. You can walk to many locations but if you want you can take Uber, Lyft or 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 \$500 for souvenirs, Action Pac, transportation, tours and meals.

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 airport's website in advance for directions to the correct terminal to ensure you arrive with plenty of time. **You are 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 are not carrying on.** 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, you will not be required to retrieve your checked luggage until after you arrive at your final destination (San Juan, Puerto Rico). When you arrive at your destination, make sure to retrieve your luggage from baggage claim and follow signs to exit the building. Look for a GradWeek Staff member wearing GradWeek shirts & ID Badges. They will direct you to the buses that will take you to your 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 Staff is available at your destination 24/7, **the Hotel Staff can help you with daily requests, like more towels, more pillows, and any questions about the hotel and local information.** The GradWeek Staff is there to ensure the program is running smoothly, coordinate transfers for all the arrivals and departures, present the Welcome Orientation, provide a Destination Guide with area map, Action Pac event schedule, coordinate the activities listed in the "Action Pac" as well as assist with any serious emergencies or roommate situations on-site.

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.**

In-room Security Box - Once you check into your room, we strongly recommend you **use your in-room safety deposit box** to store your documents, cash, and valuables including cell phones, cameras, etc. This will ensure that the items are always securely locked

when not being used. Take a few minutes to check that everything in your room is in good shape and in 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 preexisting damage. If the 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. **Room doors should NOT be left open and unsecured.** Please be aware that the travel insurance **DOES NOT** cover you for loss of personal items such as Cell Phones. **If ANY incidences of theft occur on-site, it MUST be reported to the hotel first!** 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 or other personal items.

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 of your area. Contact your service provider prior to travel to find out what the charges will be if calling to/from the Puerto Rico. It is very expensive to call from your hotel room.

Ahhh...Paradise! - This is your time to relax and have a good time. **This does not mean you can do anything you want.** All local laws are strictly enforced in and outside of the hotel. They **will not tolerate** disorderly conduct (includes underage smoking or drinking) 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 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 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 always gets loaded onto your bus and keep your valuables with you. GradWeek is not responsible for any items left behind. If you have a connecting flight, there will be an airline representative available to assist you with 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. The travel insurance plan through Travel Insured International, helps provide coverage for medical emergencies and emergency medical evacuation. **To receive assistance while traveling, you must call (800) 494-9907 and advise them you are calling about the ISTours Protection Plan (#48329).** 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 - The legal drinking age in Puerto Rico is 18 and many clubs require a Photo ID upon entry. GradWeek does not promote or condone the use of alcohol to its tour participants! GradWeek is aware that many events and activities in Puerto Rico have alcohol and non-alcoholic beverages available. Each participant chooses for themselves whether to consume alcohol or not. 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 on-site. This service is **only available Monday through Friday from 8:30 am-3:00 pm PST.** If you need this service, have someone back home go to our website at www.gradweek.com and print out the Wire Transfer Authorization form located under ABOUT US, then click on RESOURCES (Brochures & Forms) on our website. Please print and fill out the form completely and **EMAIL** it to info@istours.com **BEFORE 3:00 PM** 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 at their hotel **after 7:00 pm** (Puerto Rico 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 under **ABOUT US**, then click on Resources (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. ***REMEMBER** – You can always preprint a copy of your Trip Itinerary by logging into your online account at www.gradweek.com.

Hotel:

The Condado Plaza Hilton
999 Ashford Ave, San Juan, 00907,
Puerto Rico

Phone Number and Web Site

(787) 721-1000, ask for front desk
www.condadoplaza.com