



# GRADWEEK

## 2023 TRAVEL TIPS & IMPORTANT TRAVEL INFORMATION

Please, **Read the Following & View Your Enclosed Itinerary for Flight Times & Roommates' Names**

- ✓ You must arrive at the airport and check-in at the ticket counter a minimum of **2-HOURS BEFORE** the designated departure time on your itinerary (online check-in is *not* available for group tickets).
- ✓ You must have a **valid government-issued Photo ID**, to check in at the airline ticket counter at the airport for domestic travel and to go through security.

**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 (this has been stated on multiple GradWeek documents). If you are **not a U.S. Citizen** but you are a permanent legal resident, you need to contact your embassy/consulate for the most up-to-date travel requirements for you to travel domestically. 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 view baggage fees and weight restrictions prior to your arrival at the airport.** The enclosed Flight Itinerary indicates the airline you will be traveling on, flight check-in information, and roommates for the trip. **Be aware of your item restrictions for carry-on bags** (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 Photo ID, put your phone number on it, and put that copy inside your checked luggage, but make sure your actual ID is securely in your carry-on. To help you decide what essentials to pack, check [San Juan's](#) weather forecast online a few days before your trip.

**Spending Money** – We recommend using a debit card and also taking a small amount of cash. It is always advisable to let your bank know where you will be traveling before your departure. You can walk to many locations but if you want, you can take Uber, Lyft, or a Taxi (so plan to have cash on hand for Taxis). Traveling in groups is the safest and most economical way to go. How much money you take is up to you, but \$300 to \$500 is recommended for souvenirs, Action Pac events, transportation, and meals.

**Day of Departure** – **Do not be late! You are 100% responsible for your transportation to the airport and must arrive, and check-in at least 2 hours before your scheduled flight time.** We recommend checking your assigned airport's website before you arrive for directions and terminal locations to ensure you know where to go and have 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 is not available for group tickets) and check-in for 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 provided 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 any of your checked luggage from the baggage claim and follow the 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 Package Travelers** – Your trip package DOES NOT include the transfers (unless noted otherwise), so if you purchased a HOTEL ONLY PACKAGE you are responsible for arranging your own transfers/rides to and from the San Juan airport to your hotel.

**At Your Hotel** – Once you arrive at your hotel, you will be given a full Welcome Orientation by a GradWeek Staff member. They will check you in, explain any events or activities that may be held during your stay, and go over some basic guidelines and rules to make sure your trip is great and worry-free. Enclosed in your Departure Packet you will find an Action Pac flyer that lists the various activities and price options as well as the application form (which is required to be filled out by the traveler in order to purchase). **Action Pacs are available for purchase on-site only at the Welcome Orientation by CASH ONLY.**

**GradWeek Staff** – While our staff is available at your destination 24/7, the Hotel Staff can help you with daily requests, such as more towels, more pillows, and any questions about the hotel, rooming, nearby shopping, restaurants, etc. **GradWeek Staff are NOT chaperones!** The GradWeek Staff are at the student hotel and available to travelers on-site 24/7 to ensure the program is running smoothly, which includes, coordinating transfers for all the arrivals and departures, Welcome Orientation, going over rules, providing a Destination Guide with an area map, and most importantly, will assist with any serious emergencies **or** roommate/hotel situations. If a traveler needs assistance while on the hotel property, please reach out to on-site Staff, and be patient with both GradWeek and Hotel Staff, as rude behavior will not be tolerated.

**Calling Home** – Parents want to know you have arrived safely. Making a quick call or sending a text, d.m., or email home to say you have arrived and to provide them with your room number is **highly recommended.** Not all phone companies charge the same fees when traveling outside of the United States. You will need to contact your service provider prior to travel to find out what the additional charges will be if calling or texting to/from Puerto Rico, and/or if they have international plans available. It is very expensive to make calls from your hotel room. If you do not want to take your cell phone, the next best choice would be to buy a long-distance calling card that can be accessed by any public phone.

**In-room Security Box and Room Inspection** – Once you check-in to your room, we strongly recommend that you **use your in-room safety deposit box** to store your documents, cash, and other valuables (cell phones, cameras, etc.). This will ensure that the items are securely locked away when not in use. Take a few minutes to check that everything in your room is in good shape and 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 damages. **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, tablets, etc. If **ANY** incidences of theft occur on-site, it MUST be reported to the **hotel first, and prior to departure home!** While GradWeek will help assist any local authorities if theft or loss occurs, we are not responsible for the cost of any cell phone replacements or other personal items.

**Ahhh...Paradise!** – This is your time to relax and have a fun time. **This 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 illegal activity, disorderly conduct** (including underage drinking), or property damage. Travelers caught doing any of the above will be required to pay for any incurred damages and risk being evicted from their hotel at their own expense, with no exceptions! GradWeek is not responsible for travelers that lose all or a portion of their vacation due to their behavior issues, violations, illegal actions, or damages and will not be entitled to a refund. Be smart, behave appropriately, be respectful to the locals and other guests, 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 is best to always tell a friend if you are leaving the hotel and/or activity before everyone else.

**Policy on Alcohol Consumption** – 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 by its travelers! GradWeek is aware that many events and activities in Puerto Rico may have alcohol and non-alcoholic beverages available. Each participant chooses 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.

**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(s) the night before departure. Before leaving the hotel, your room must be picked up and cleared of all trash. **All registered guests in that room must wait until GradWeek Staff or Hotel Staff have inspected the room for any damage.** Should there be any hotel/room damage, you and your roommates will need to proceed to the hotel front desk immediately to take care of the damage costs and pay for any other incidental charges not included in your package price. Before checking out of your room, take a quick look around to make sure you have all your belongings. Once this is done, you will be given the “OK” to board the bus for the airport. Make sure your luggage gets loaded on your bus and always keep your valuables with you. **GradWeek is not responsible for any items left behind.** Double-check that you have all your belongings before disembarking the transfer bus. When you arrive at the airport you are required to go to the check-in counter of your listed airline to obtain your boarding pass and check-in for any luggage you are not carrying on. All hand-carried articles will be inspected at security checkpoints. Please be prepared to open and close your baggage and parcels during the x-ray machine inspection process. If you have a connecting flight, there will be an airline representative available to assist you with gate information to board your next flight home. Your checked luggage will be automatically transferred to your connecting city and will be available for pick-up at your final destination (home) airport. Do not bring back any alcohol if you are under 21, it is against the law in the U.S.!

**How to use the Emergency Medical Coverage** – Even though over 95% of our travelers do not 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 [Cultural Insurance Services International](#) (CISI) helps provide coverage for medical emergencies, sickness, and emergency medical evacuation. **For policy questions or to receive assistance while traveling, you must call (800) 303-8120, or email [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com) and provide policy # GLM N18221767-IT.** The insurance agent will guide you through the policy, and if needed, help you file a claim for reimbursement for your approved medical costs up to the limits of the plan.

**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), and the required form can be accessed from our website at [www.gradweek.com](http://www.gradweek.com). The [Wire Transfer Authorization](#) form is under the ABOUT US section, then click [RESOURCES](#). Please complete the form and EMAIL it to [info@istours.com](mailto:info@istours.com) before **3:00 PM** Pacific Standard Time (PST), Monday through Friday. The traveler receiving the money on-site can pick up their cash with their photo ID from our 24-hour GradWeek Staff **after 7:00 pm (Puerto Rico local time)**. The wire limit is \$300.00 and there is a \$25.00 service charge per wire transfer.

**Parents Wishing to Contact Their Son/Daughter** – **PLEASE READ THE HIGH IMPORTANCE INSERT INCLUDED IN YOUR DEPARTURE PACKET!** 

**Informational Documents** – Please visit our website at [www.gradweek.com](http://www.gradweek.com) under the **ABOUT US** section, then click on [RESOURCES](#) to view all of our valuable travel information and forms we provide including Preparing for Travel Letter, Travel Tips, Destination Guide, Action Pac, and Travel Protection Insurance. **\*REMEMBER** – If you misplace your itinerary, you can always reprint a copy of your Trip Itinerary by logging in to your online account at [www.gradweek.com](http://www.gradweek.com) and clicking on TRIPS >> TRIP ITINERARY.

## **HOTEL CONTACT INFORMATION**

### **The Condado Plaza by Hilton**

999 Ashford Avenue, San Juan, Puerto Rico 00907  
(787) 721-1000, press 2 for the front desk  
[www.condadoplaza.com](http://www.condadoplaza.com)

### **San Juan Marriott Resort**

1309 Ashford Avenue, San Juan, Puerto Rico 00907  
(787) 722-7000  
<https://www.marriott.com/en-us/hotels/sjupr-san-juan-marriott-resort-and-stellaris-casino/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0>

### **La Concha Renaissance San Juan Resort by Marriot**

1077 Ashford Avenue, San Juan, Puerto Rico 00907  
(787) 721-7500  
<https://www.marriott.com/en-us/hotels/sjubr-la-concha-renaissance-san-juan-resort/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0>