

PUERTO RICO DESTINATION GUIDE

SJU ACTION PAC '24

NEED GRADWEEK ON-SITE ASSISTANCE?

Do not hesitate to reach-out to GradWeek Staff, we are here to help! **If you have an issue or a situation during your trip, you must contact on-site staff so we can assist you while at the destination.** Do not hesitate to **call or text**. If you cannot contact us yourself, have a friend call or text. GradWeek staff are available to help you on-site 24/7. We have staff housed at every hotel where we have students staying and staff are present at all GradWeek-sponsored events. You may also visit the

ON-SITE 24-HOUR GRADWEEK STAFF NUMBER: PROVIDED UPON ARRIVAL IN P.R.

NEED TO CALL HOME?

Upon arriving we strongly encourage that you take a minute to call home. We often get calls from parents saying they have not heard from their son or daughter. To avoid unnecessary calls and worrying, take a few minutes to call or message your parent(s) to let them know you made it to Puerto Rico safely. Don't forget to provide them with your room number at the hotel. The easiest way to call home is from your cell phone. This will help you avoid costly hotel surcharges the hotel will charge when you call from your room. The time zone in Puerto Rico is AST.

NEED MEDICAL ATTENTION?

GradWeek staff members are not doctors and thus will not make any judgment calls on whether or not medical attention is necessary for any reason. **This decision is entirely up to the traveler and his or her parents.** If you are in doubt as to whether medical attention is needed, we strongly recommend you contact your parent(s) and/or guardian(s) and ask for advice. If you are in need of medical attention and it is a non-emergency, you can locate a GradWeek Staff member for directions to the nearest medical facility. If you cannot find a GradWeek Staff member, simply go to your hotel's front desk for assistance or call the number above. **If it is an emergency, dial 911 and have your friend notify a GradWeek Staff Member. Please Note:** If you need medical care, you will be required to pay for any hospital services upfront, you must keep all of your medical receipts and file a claim with the insurance company (Cultural Insurance Services International) upon your return home for reimbursement. The travel insurance plan through CISI does assist with trip interruption and coverage for medical sickness. For policy questions or to receive assistance while traveling, you must call Cultural Insurance Services International (CISI) at (800) 303-8120 (toll-free) or email to claimhelp@mycisi.com.

IMPORTANT NUMBERS

- **On-site 24-Hour GradWeek Staff Number:** PROVIDED UPON ARRIVAL IN P.R.
- Medical Emergency, **dial 911**
- Concierge Medical Services/Urgent Care: 1 (787) 692-2072
- Doctors' Center Hospital/San Juan: 1 (787) 999-7620
- Police/San Juan: 1 (787) 793-1234

HELPFUL SAFETY & TRAVEL TIPS

- **Hydration – DRINK PLENTY OF WATER!!** – After many hours of travel, combined with lying in the sun and lack of sleep, it's critical that you stay hydrated. Be sure to drink lots of water during your trip. You'll feel better, be less susceptible to illness, and you have an overall better experience!
- **Wristband** – You should have received your GradWeek wristband at your on-site Welcome Orientation. **This is separate from your Action Pac wristband.** All travelers receive a GradWeek wristband. You must wear your wristband at all times and DO NOT lose it! You will need your wristband to attend all GradWeek functions and events, to receive your discounts, and to board the bus to the airport plane home. If you lose your wristband, please contact GW Staff on the 24-Hour number listed above. You will be charged an additional fee for a replacement wristband.
- **The Buddy System** – We highly recommend the buddy system. Please stay out in groups, especially when going back to your hotel at night. Always remember that there is safety in numbers! If you leave the hotel or an event, also tell a friend where you are going and when you plan to return.
- **Uber/Lyft/Taxis** – Your hotel is within walking distance of most events, shops, and food. However, the taxis run all day and night. Taxis will cost anywhere from \$5-\$30 depending on where you want to go. You can take up to four people in a standard taxicab. We strongly recommend that no one rides alone in a taxi or ride service, especially at night. Uber and Lyft are another transportation option that is readily available, easy, and inexpensive.

- **Drugs & Alcohol** – Just say NO! DRUG POSSESSION AND USE IS ILLEGAL. Do not buy, sell, or use drugs anywhere. The legal drinking age in Puerto Rico is 18 years of age. All hotels have strict enforcement policies with underage drinking. If you are caught with alcohol or drugs in your room, the entire room will be evicted at your expense and the police will be notified. In short, you will be kicked out of your hotel and will most likely end up in jail.
- **Hotel/Room Damage** – **You and your roommates are all responsible for paying for any and all damage to your room.** This also includes any extensive cleaning due to stains, smoking, liquid spills etc. Take care of your room!! **Upon arriving to your room make sure you and your roommates take 5 minutes to check your room and report any damage to the room if any so that you are not charged for it when you check out.** Please walk down to the Front Desk and report any damage immediately. Do not let strangers into your room. Keep your doors locked at all times, including any balcony slider doors. Also, please respect your roommates' space.
- **Room Safe/Deposit Box** – We strongly recommend that you put all of your valuables in your safe deposit box upon check-in. **THIS INCLUDES CELL PHONES, GO PROS, MONEY, ETC.!!** If a box is not provided to you in your room, you can get one at the front desk. ***Report any missing/stolen items IMMEDIATELY to the HOTEL!** DO NOT leave your valuables out when you are not in the room; always put them away!
- **Checkout/Departure Home** – **Airport buses leave on-time so don't be late** or you can get left behind! The night before departure travelers will need to pack their bags and MUST clean up their room by picking up all trash (very important); garbage bags are available from the GradWeek Staff or the hotel Front Desk. On the night before your departure, proceed to Front Desk to settle any incidental balances on your room, such as phone charges, room service, and pay preview movies the night before to avoid long lines at checkout. **You must be in the lobby 3 hours prior to your scheduled flight departure time. *Buses will leave without you!!** If your flight is not until late afternoon or evening, hotel checkout is at 11:00AM and you can check your bags at the bell desk. We suggest some last-minute shopping.
- **Motorized Water Sports and Mopeds** – We strongly recommend NOT renting mopeds, Jet-skis, or other motorized water sport equipment. Mopeds are not allowed on the hotel property and cannot be parked in the parking garage or lot. Moped collisions are a common occurrence, and you are responsible for any damage. All equipment is owned locally and any damage to the equipment will be your responsibility. Be careful! Many students have been charged for damage they may not have done. Check the equipment for damage and **report it before using.**
- **Ocean** – The Ocean has a strong undertow! During the day, please check to see if your hotel has warning flags in front of the beach area. Most hotels will post these flags to let you know the current ocean conditions. Please do not go in the ocean at night regardless of the posted flags. It is extremely dangerous at night!
- **Balconies** – Do not sit on the ledge of your balcony or try and jump balconies from one room to another. Do not sit anything on the railing, it is very easy to fall off your balconies and can cause life threatening injuries! Fatalities have occurred from this in the past!
- **Crossing the Street** – While it may seem simple enough, this is one of the most common dangers. Always look both ways and take it seriously. Cars and buses drive fast down the roads and often do not yield to pedestrians. Use extreme caution when crossing the road and only cross in designated crosswalks.
- **Money Wire Services** – If you run out of money and need money sent from home, GradWeek has a service that is easy and will save you time. Simply call home and have your parents **email** our Corporate Office at (800) 448-4444 to request a Wire Transfer Form or they can download it from the GradWeek website (from the RESOURCES page at www.gradweek.com). Our office will process their credit card for up to \$300 and GradWeek will pay you on-site. Please see a staff member for all money wire pick-ups. Money wires are distributed Monday-Friday at 7:00 PM (Puerto Rico time - AST). You will need to bring photo ID to the GradWeek 24-hour room to receive your money.

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READ THE FINE PRINT | ALL EVENTS & PRICES ARE SUBJECT TO CHANGE

Tours and events may only be redeemed with an Action Pac Wristband and the appropriate ticket. You must bring your appropriate ticket to each event to be admitted. Events are subject to change without notice. Please check in your hotel lobby every night for any event changes. Action Pacs are non-refundable and non-transferable.

You will not be reimbursed for any unused portion of the purchased package. You are responsible for your actions on any given tour or event. It is your decision and choice to participate or not to participate in any given tour or event you have purchased. Activities are not mandatory; they are voluntary. Your decision to participate is not actionable against GradWeek. Your actions while on the tour or event are not actionable against GradWeek.

GRADWEEK ACTION PAC EVENT DESCRIPTIONS

DINNER PARTIES:

Let the good times roll! This is where GradWeek memories are made! Start your nights in Puerto Rico with a great meal as a warm-up to the main event. We've set up 3 great dinners.

- La Mallorquina: Taco Night Dinner Party
- GradWeek/T-Mobile: Dinner Party
- Señor Frog's: Dinner Party

GRADWEEK ALL ACCESS CLUB PASS:

Cover charges in San Juan can be expensive! When you have the GradWeek All Access Club Pass, you'll get FREE cover into the hottest nightclubs in the San Juan, Puerto Rico on GradWeek's premier nights.

- Señor Frog's
- Selfie 2.0
- Patrick's
- Old San Juan at Night

BUS TRANSPORTATION TO CLUB EVENTS:

We've got your GradWeek clubnight transfers to/from the hotel covered. Just be in the lobby at the designated time posted in the hotel lobby and we'll take you to the club! At the end of the night, we'll get you back! Transportation is provided at designated times only and the participant is responsible for being at the pick-up location on time.

PLEASE NOTE:

All events and times are subject to change without notice. All events are optional, and attendance is not required. Attendance at the event, mode of transportation to and from the event, length of stay at the event are discretion of the traveler.

Please check the reader board in your hotel lobby for changes (times and dates), additional events, and activities specific to your arrival date. Any Action Pac events activities listed on the GW readerboard, will be listed with an **AP** next to them.

PUERTO RICO - AREA MAP

