

IMPORTANT TRAVEL INFORMATION DOMINICAN REPUBLIC



Important documentation requirements
for your resort destination.

 **APPLE VACATIONS**

NEW CARRY-ON/CHECKED BAGGAGE RESTRICTIONS WHEN DEPARTING DOMINICAN REPUBLIC

Medication: Security personnel are directing passengers to put all medicine in their checked bags, unless you have a doctor's note or the medication is in the container provided by the pharmacy with the proper pharmaceutical label.

Coffee and spices: Passengers are being directed to dispose of, or pack in their checked baggage, coffee beans/ground coffee, spices and the other items listed below. These items are no longer allowed through security. Once through security, you may purchase these items and bring on the aircraft.

Alcohol: Alcoholic beverages may be carried in checked Luggage only if it contains more than 24% but less than 70% by volume of alcohol, in containers not exceeding 5 liters, with a total net quantity per person of 5 liters of such beverages.

Liquids/Aerosols/Gels (LAG): Liquids, aerosols and gels cannot be over 100ml (3.4oz) and must be packed into a transparent releasable plastic bag. Passengers may only carry one such bag and must present it separately from their luggage before being inspected.

Baby liquids: Baby liquids such as milk, creams, formulas, and lotions may be allowed in quantities of more than 100ml per package, the contents of which must be verified.

Powders: Substances in the form of powder (including baby formula) may be carried in hand luggage provided that its contents are checked and do not exceed 12 ounces (350ml).



This information is valid as of 10/18 and may be different on your booking or travel dates. Visit applevacations.com/faq for the most current info. AD9507 DR

AMSTAR DMC-YOUR APPLE VACATIONS REPRESENTATIVE IN RESORT

Apple Vacations Resort Representatives are provided by Amstar DMC, an independent destination management company operating in the Dominican Republic and providing services to Apple Vacationers. Please see your Representative if you are in need of assistance. For valuable information on your resort and recommendations on excursions, attend the Welcome Briefing held by your Representative who also keeps desk hours during the day at many hotels. Apple Vacations provides access to the very best excursions operated by local independent suppliers in the Dominican Republic. Some require physical activity. Please consider the nature of the excursion to make sure it is appropriate for your age and physical condition.

All passengers MUST contact their Amstar DMC Representative at least 24 hours prior to leaving resort to verify the departure time of your transfer and the return flight.

Binders containing hotel information and Amstar transfer/service details may be available in your hotel at the Amstar/Apple Vacations desk.

Your Resort Representative can be contacted as follows:

| Destination | Representative | Local phone # |
|---|----------------|---|
| Punta Cana | Amstar DMC | 809-221-6626 |
| Puerto Plata/Samana | Amstar DMC | 809-221-6626, ext: 3635 809-320-1555 |
| La Romana | Amstar DMC | 809-221-6626 |
| Santo Domingo | Amstar DMC | 809-221-6626 809-320-1555 |
| All destinations after hours (6pm-8:30am) | | 829-904-2330 |

LOCAL TIME

During Standard Time, the Dominican Republic is one hour ahead of Eastern Standard Time. During Daylight Savings, the time is the same as Eastern Standard Time.

DRINKING WATER

Bottled water is recommended.

CURRENCY

The main currency in the Dominican Republic is the peso, which is divided into 100 centavos. The peso fluctuates relative to the U.S. dollar. Visitors can bring U.S. currency, which may be exchanged at most banks, hotels and major airports. Most shops also accept credit cards and ATM machines are available.

DINING DRESS CODE

Casual yet elegant dress for women and collared shirts, long pants, and proper footwear for men is required at some restaurants. Check with your travel agent or visit your hotel's website for dress code information.

REQUIRED ENTRY/RE-ENTRY DOCUMENTATION

Requirements as outlined below may change, so see your travel agent or contact the consulate for the country to which you are traveling to be accurately advised of current requirements. Proper documentation is **your** responsibility. The following information gives current requirements for U.S. citizens, effective at time of printing: **Passengers of all ages returning to the U.S. by air from any international destination must have a valid passport in good condition, and passengers may be denied boarding by the airline if passport is damaged, mutilated, or has excessive wear. A state-issued birth certificate with government-issued photo I.D., or a passport "card" is not acceptable. If your name on your passport (or for non-U.S. citizens, valid travel documents) does not match your name on your travel vouchers/tickets, you will not be allowed to travel.** For details on how to obtain a passport, contact your local courthouse or post office. If you are not a U.S. citizen, contact the embassy of the country to which you are traveling to determine required entry documents. **We regret that we cannot accept unaccompanied minors under 18 for any travel. Failure to comply with all of the above requirements will result in you not being allowed to travel.**

DENIAL OF ENTRY

Certain countries may deny entry to travelers with even a minor criminal record, and if not a U.S. citizen, entry back into the U.S. Check with the U.S. Embassy and embassy/consulate of the country being visited to ensure you can travel. We do not accept responsibility if you are denied entry and cancellation penalties apply.

ITEMS NOT INCLUDED

Passengers that travel to the Dominican Republic on scheduled airline service may be required to pay a government departure tax at the airport. Please check with your travel agent prior to departure for the current tax, if applicable.

ARRIVAL IN THE DOMINICAN REPUBLIC

After going through Immigration, you will claim your luggage and clear Customs. Next, proceed to the Amstar DMC desk in the Arrivals Hall. A Resort Representative from Amstar DMC will give you your vehicle number for your transfer to your hotel. More Representatives will be waiting for you outside the terminal to assist you in locating your transfer vehicle. Representatives from Amstar DMC will be holding Apple Vacations signs and wearing bright blue tropical shirts.

LANGUAGE

Spanish is the official language and is spoken widely in tourist areas. Tour guides at major tourist attractions and desk personnel at most hotels speak some English, though they may have trouble understanding tourists.

FAIR TRADE CONTRACT

This information is valid as of September 2018 and may be different on your booking or travel dates. See the Fair Trade Contract at applevacations.com/ftc for all terms and conditions of your vacation package. Also visit: applevacations.com/faq which is part of that contract.

HEALTH & SAFETY TIPS

Apple Vacations strongly recommends that you visit the U.S. Department of State's website www.travel.state.gov, as well as the Centers for Disease Control and Prevention website www.cdc.gov which include important information on foreign travel. Use common sense while vacationing abroad. For example, if you choose to drink alcohol, do so in moderation. In addition, be cognizant of the effects of mixing alcohol and certain medications. Should someone in your party become ill while on vacation, alert the resort front desk for immediate medical attention or call the emergency number provided by the resort. Also advise your Apple Representative as soon as possible, who may be able to provide assistance.

If you have medical issues or concerns about medical services, Apple Vacations urges you to contact your hotel with specific questions. Please be aware that medical standards and training of emergency responders and resort medical facilities vary greatly, and health care abroad may not be the same as you might expect at home. It may be standard policy for hospitals and medical providers abroad to require cash payment upfront for services. Check with your insurance provider regarding claims for reimbursement.

Sports and aquatic equipment, especially scuba gear, may not meet U.S. safety standards and many resort pools and beaches may lack lifeguards.

Balcony railing heights may be lower than the mandated heights in the United States. Low balcony railings create a risk of falls, which may result in serious injury or death.

We strongly recommend the use of insect repellent in tropical climates, especially during rainy season; seek shade in order to avoid heat exhaustion, and stay hydrated. Bottled drinking water is recommended.

TRAVEL DOCUMENTS AND FLIGHTS

Your travel documents give you the details of your vacation including flight, hotel and transfer information. Passengers traveling on scheduled air will receive a flight itinerary. In case of last minute changes, we strongly recommend accessing your online itinerary at mytripandmore.com or check with the airline directly. If you are flying on an airline which requires paper tickets, you will receive those and must bring them to the airport. If your paper scheduled airline tickets are lost, they must be replaced at your expense.

If you are flying on an Exclusive Vacation Flight, the phone number for the most recent flight information recording is included on your documents. We encourage you to call this number prior to departure for the airport. This number is maintained for both outbound and inbound flights. Give this number to anyone meeting you at the airport upon your return home. Please refer to your travel documents for the location of your check-in area on Exclusive Vacation Flights. For a list of our public charter filings, see applevacations.com/pcfiling.

AIRPORT CHECK-IN

Check-in begins three hours prior to departure at the airline ticket counter. Under no circumstances should you check-in later than one hour prior to departure. Late check-in WILL result in you not being allowed to travel.

BAGGAGE

Many airlines are charging fees for checked and/or carry-on bags and have different baggage allowances—visit applevacations.com/baggage. Carry-on luggage is limited to one bag per person and must be small enough to fit beneath the seat in front of you; some airlines charge a carry-on bag fee. PLEASE BE ADVISED THAT EXCESS/OVERSIZED BAGGAGE MAY BE DENIED AT CHECK-IN and if accepted, there will be additional charges. Anyone attempting to check-in excess baggage should arrive at the ticket counter a minimum of 3 hours prior to departure (except where a carrier specifies a longer minimum), or risk being denied boarding. Lap children under age two do not receive a separate baggage allowance. Apple Vacations accepts no liability for loss or damage to luggage. We recommend that passengers consider the use of a TSA-approved lock to secure your luggage. For details on baggage insurance, visit applevacations.com/avok or see your travel agent. Pack medications, jewelry, and other valuables in your carry-on when departing the U.S. Visit tsa.gov for details on what can be packed in your carry-on luggage. **Dominican Republic has imposed new carry-on baggage restrictions including medications when departing Dominican Republic. Please see the reverse side of this pamphlet for details.** All lost or damaged luggage must be reported to an airport representative at the destination airport by the passenger before leaving the airport terminal. If traveling with special equipment, such as a wheelchair, you or your travel agent must alert Apple Vacations prior to departure day. If your luggage is delayed on arrival, report this to the airline and inform your Amstar DMC Resort Representative before

you board your transfer. Checked baggage taken from the terminal building at the destination will be considered to have been received in good condition and no claim for loss or damage will be accepted.

FOR LAND ONLY & SCHEDULED AIR PASSENGERS OR AIR ONLY WITH PURCHASED TRANSFERS

Your arrival times have been reported to the Amstar DMC Representatives in resort. **Land Only passengers**—it is the responsibility of you or your travel agent to advise Apple Vacations of your flight itinerary. Should your arrival time in resort change, notify the Amstar DMC office at the appropriate number listed on the reverse side of this pamphlet. If you do not do so, you will be responsible for paying for your own transportation from the airport to your hotel. Amstar DMC Resort Representatives will be at the airport to assist you with your transfers based on your arrival times. Ground transportation information is included on your travel documents.

AIR ONLY PASSENGERS

Upon arrival, please advise the Amstar DMC Resort Representative at the airport where you will be staying and provide a contact phone number. In the event of last minute changes, they will contact you. **Please contact the Amstar DMC office at least 24 hours prior to departure to confirm your return flight information** (phone number is listed on the reverse side).

BEWARE OF TIME SHARE OFFERS AT AIRPORTS

Some airport arrival areas are high centers of time-share activity. Some of these time-share sellers have copied the uniforms of our Representatives and tell vacationers that they work for Apple Vacations. This is not accurate. **The actual Apple Vacations Representatives from Amstar DMC are waiting for you outside the airport. We strongly advise you to avoid these time-share sales people. Once outside the airport terminal, locate your Resort Representative who will be wearing a bright blue flowered shirt and Amstar/Apple Vacations name badge, so you don't miss your transfer.**

HOTEL CHECK-IN/TIPPING & TAXES

Credit card imprint or cash deposit is typically required at check-in for incidentals. Check-in for your room is usually 3:00pm. We recommend that you pack a bathing suit in your carry-on. Tips to maids, bellmen, and servers at all-inclusive resorts are at your discretion. Apple Vacations has pre-paid all hotel taxes.

HOTEL & FLIGHT CHANGES IN RESORT/TAXIS

If you change your hotel you are responsible for paying any additional costs. If you wish to change your flights you may do so at your own expense, according to the availability of these flights. See your Amstar DMC Resort Representative for assistance.

BEFORE YOU LEAVE RESORT

All passengers MUST contact their Amstar DMC Resort Representative at least 24 hours prior to leaving resort to verify the departure time of your transfer and the return flight (see reverse side for contact information). Be sure to keep any carry-on baggage with you at all times, as you are solely responsible if it is lost or stolen. We recommend completing your check-out as early as possible to avoid missing your transfer. You are responsible for clearing all of your incidental accounts before leaving the hotel. When possible, a hospitality room will be made available for guests on late evening flights. Be sure to check that your luggage is transferred with you as Apple Vacations and our ground operators will accept no liability for lost or damaged luggage that is not reported immediately. Should you elect to travel independently, please notify your Amstar DMC Resort Representative so a transfer vehicle will not be dispatched to your hotel.

CUSTOMS

U.S. Customs currently imposes an \$800 USD limit per person on value of goods you can bring into the country duty-free. This value is per adult and may be more depending on destination. You are restricted from bringing back certain articles such as fresh fruit and vegetables. Ask your travel agent or check online for the latest details. Save your receipts for purchases made while on vacation.

NORTHBOUND RETURN FLIGHT

If you have any questions about your northbound flight status home after clearing security, customs and immigration, please contact the gate agent, or if unavailable, the local Amstar DMC office in resort (contact information is listed on the reverse side.) TSA prohibits Resort Representatives past security.

