

things to know before you go

TRAVEL DOCUMENTS

Passengers returning from any international destination must have a valid passport, and for non-U.S. citizens, valid travel documents. Proper documentation is your responsibility. **You will not be allowed to board without proper documentation.** 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 be denied boarding. **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. The following information gives current requirements for United States citizens, effective at time of printing (*August, 2009*).

Passengers of all ages returning to the U.S. by air from any international destination require a valid passport. A state issued birth certificate with government issued photo I.D. is no longer acceptable. All passengers 18 and over traveling within the United States or to any U.S. territory (including Puerto Rico and the U.S. Virgin Islands) require only a valid government-issued photo I.D. For U.S. citizens traveling to **Costa Rica**, a passport valid for 30 days after the day of arrival is required. For travel to Europe a valid U.S. passport is required or all travelers and must be valid for six months after the date of return.

For details on how to obtain a passport, contact your local courthouse or post office. For information on obtaining expedited passports visit www.abriggs.com/applevac

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 the above requirements will result in you not being allowed to travel.

CUSTOMS

U.S. Customs currently imposes an \$800 limit per person (\$1600 for U.S. Virgin Islands) on the value of goods you can bring into the country duty-free from most countries. This amount does vary depending on the particular country to which you travel. Also, you are restricted from bringing certain types of goods, (e.g. fresh fruits, vegetables) back into the U.S. Ask your travel agent for the latest details and remember to save receipts for purchases you made while on vacation.

BAGGAGE ALLOWANCE

Airlines have different baggage allowances and fees. Please check with your airline for specifics. Carry-on luggage is limited to one bag per person and must be small enough to fit beneath the seat in front of you. 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 2 hours prior to departure (3 hours for Mexican Airlines), 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, although maximum care will be taken to ensure safe handling. All lost or damaged luggage must be reported to an airport representative at the destination before leaving the airport terminal. For details on baggage insurance, see your travel agent.

RESERVATIONS/PAYMENT/LATE BOOKINGS

For availability and confirmation of your chosen vacation package, see your travel agent who will handle all arrangements with Apple Vacations on your behalf. You may pay for your Apple Vacation by major credit card. Once your reservation is confirmed with Apple, the amendment and cancellation charges as explained in the Fair Trade Contract will apply. Full payment is required at time of booking for bookings made directly on our website, applevacations.com. and credit cards are the only acceptable form of payment. Note: If any reservation made by you or your travel agent includes children at a hotel not accepting children, you will be denied check-in at resort. You and your travel agent will be responsible for any additional costs. We advise you to book early for best choice and value. Late bookings incur additional costs for faxing, updating and confirming your accommodations. Therefore, we will charge a **late booking fee of \$10 per person** on all reservations made 14 days or less before departure.

HEALTH AND SAFETY TIPS FOR TRAVELERS

Although most travel, including travel to international destinations, is completed without incident there are certain things that you need to be aware of before you book your vacation. Apple Vacations strongly recommends that you review travel prohibitions, warnings, announcements and advisories issued by the United States Government, including the Department of State's websites: <http://travel.state.gov/index> and <http://travel.state.gov/travel/foreignentryreqs>. Specifically, you should read tips on foreign travel and travel warnings for the countries you plan to visit. Although foreign travel is exciting and rewarding, you must keep in mind that you are not traveling in the United States and that extra caution is required to make your trip happy and successful. Some issues you need to be aware of: sports and aquatic equipment, especially scuba gear, may not meet U.S. safety standards and resort pools and beaches may lack lifeguards. Be careful of low railings on hotel balconies. Low balcony railings create a risk of falls, which may result in serious injury or death. If you have medical issues or concerns about medical services, Apple Vacations urges you contact the particular property, as health care abroad may not be the same as you might expect at home.

AIRLINES

Apple Vacations has made arrangements for international air transportation to your vacation destination via certificated air carriers duly filed under D.O.T. regulations or with scheduled carriers. Apple Vacations reserves the right to substitute alternate aircraft if necessary.

NIGHTS IN YOUR HOTEL

The "Nights in Hotel" listed on your confirmation/travel voucher indicates the number of nights that your room has been reserved for you. If your return flight departs late evening, it is normal for your hotel to require that you check out of your room at midday. In these cases, a room **MAY** be made available for storing hand baggage and for changing prior to departure. **However, this is at the discretion of the hotel.**

CREDIT CARDS AND TRAVELERS CHECKS

Visa, MasterCard and American Express cards are accepted in most destinations. Most local banks and hotels provide a currency exchange.

TRAVELING WITH CHILDREN

Infants under two years of age throughout the duration of their vacation may fly and stay free, but must sit on an adult's lap and do not receive a separate baggage allowance. Some scheduled airlines may charge for infants, including air-related taxes, and some countries do charge infant departure taxes. Any such charges by independent suppliers or governments are the responsibility of the client. Restrictions may apply to "Kids Stay, Play and Eat FREE" programs and most hotels require that children must be accompanied by full-paying adults and pay airfare. Policies vary by individual hotels. Hotels may check the passports of children at check-in to verify they qualify for any discounted child room rate.

SINGLE PARENT SAVES WITH CHILDREN

At select hotels in Cancun and Riviera Maya, a single parent traveling with up to two or three children (varies by hotel) is not charged the single supplement. The hotels reserve the right to collect the single supplement in resort, or cancel any extra room upon arrival, if the promotional policy is not used in the manner for which it was intended. Restrictions apply.

ITEMS NOT INCLUDED

Passport and visa fees, port and embarkation fees, laundry, telephone calls, other items and services of a personal nature, tips to airport baggage handlers are **not** included in the price of your vacation. Unless specified, wines, liquors, meals, sightseeing and excursions are also **not** included in the price of your vacation. Departure/immigration taxes, passenger facility charges, September 11 Security Fee and any applicable fuel surcharges are not included in the base price and will be invoiced and collected with final payment. In some instances, departure taxes or tourist card fees are payable at the airport on your day of departure or arrival. Many airlines are charging fees for checked bags - please check with the airline to determine what fees may apply.

CARIBBEAN ONLY - Items not included

Tourist Cards for the Dominican Republic must be purchased at your resort airport upon arrival. Airport/hotel transfers are not included in Puerto Rico, Guadeloupe or the Turks & Caicos Islands.

VALUABLES AND PERSONAL ITEMS

VALUABLES AND OTHER PERSONAL ITEMS ARE YOUR RESPONSIBILITY. Most hotels offer safety deposit box facilities. You may want to deposit cash, traveler's checks, passports, jewelry and other valuables for security. **Do not pack cash, medication, jewelry, cameras, film, important documents or fragile items in your checked luggage.**

INDEPENDENT SUPPLIERS

Apple Vacations contracts with independent suppliers for transportation and in-resort services. We do not accept and expressly disclaim responsibility for the acts or omissions of these independent suppliers.

DINING DRESS CODE

Although casual dress is the standard by day, many resorts have dress code requirements for dinner. In many cases, "casual yet elegant" dress is suggested for women. Men may be required to wear long pants (excluding jeans), proper footwear and shirts with collars. Gourmet restaurants may require men to wear a jacket. Before you pack, be sure to check with your travel agent or visit our website for detailed dress code information for your hotel.

GETTING MARRIED AND HONEYMOONING IN RESORT

If you plan to get married in your resort destination, be sure to check with the local tourist office and consulate of the country in which you are getting married for legal documents that may be required. Honeymoon Value Plus offers require you to supply a valid marriage certificate.

SPECIAL REQUESTS

Apple Vacations will provide the services and facilities of your vacation package as described in our catalog and confirmed on your invoice. If you would prefer special arrangements other than those described, such as adjoining rooms, special meals or specific assistance needed, we will be glad to pass on your special request to the appropriate vendor on your behalf. However, since these requests lie outside our contracts with our suppliers, Apple Vacations **cannot guarantee** special requests unless otherwise stated.

HANDICAPPED SERVICES AND FACILITIES

Should you desire any special service or equipment to assist with a disability, please let us know in advance so we can advise the air carrier (services available vary by carrier). Although we will do our best to assist you, Apple Vacations does not guarantee the availability of wheelchairs at any airport. Wheelchair accessible rooms may be requested but cannot be guaranteed. Standards may vary from property to property and country to country and are not within the control of Apple Vacations.

CATALOG/WEBSITE ACCURACY

We check and re-check prices and facts about the vacations we offer to ensure accuracy at the time of printing. Sometimes, however, you may find that prices have been changed or features we describe may become unavailable. Whenever possible, we will inform your travel agent about such changes. However, all prices and descriptions herein, as well as in Apple Vacations print advertisements and our website, are subject to change without notice. Some hotel room photographs in this catalog and our website do not depict the standard room category. Apple Vacations is not responsible for omissions or errors.

CUSTOMER COMMENTS

Should you have a complaint while on vacation you must provide Apple Vacations with a reasonable opportunity to rectify the issue during your vacation by promptly notifying our representative in resort who will make every effort to help you. If the matter cannot be settled on the spot, you must write to our Customer Care Department within 28 days of the completion of your vacation. The few complaints we receive are normally resolved by amicable settlement. However, please understand that we cannot consider post-vacation submissions if you did not provide Apple Vacations with a reasonable opportunity to assist you during your trip. We reserve the right to give any compensation in the form of vacation certificates, cash or credit card credit.