

ANSWERS TO MOST OF YOUR PRE-TRAVEL QUESTIONS

KNOW before YOU GO



WANT TO FEEL MORE PREPARED FOR TRAVEL?

READ THIS PAMPHLET!

Thank you for choosing Pentecost Tours, Inc. for your upcoming pilgrimage. In an effort to help you become mentally, spiritually and emotionally prepared for the graces and blessings that await you...we want to provide you with some beneficial material. **Spend some time digesting the information that follows.** You will find answers to most of your travel questions.

Getting away is nice but a pilgrimage is not a vacation... it's a journey meant to deepen your faith, improve your relationship with God, or meet God in a new way. The world has many sacred places. You are sure to be moved beyond words as you encounter some of the holiest places dotted throughout the grandeur of God's landscape.

Before you go, prepare and open your heart. Allow Him to work within you and help you to discover the answers you seek. Regardless of the soul searching you may do, the challenges you may face, the wonderful places you will visit, or the friendship you will develop, the value of your pilgrimage might be the person you become when you arrive back home.

Throughout your travel, the Pentecost Tours, Inc. staff lifts you up in prayer. May God bless you with a safe pilgrimage full of spiritual growth and many graces.

PHYSICAL / SPIRITUAL READINESS

Everyone is different. It is impossible for the Pentecost Tours staff to say whether or not a pilgrimage will have more walking than you can handle. There can be a lot of walking and you will encounter hills, unpaved and cobblestone streets, uneven surfaces, etc. The majority of our pilgrims are able to keep up without too much difficulty. Remember...

- Old buildings and access to some establishments may not be convenient for wheelchairs. Facilities for the disabled may be limited. *Please refer to the "Handicaps/Limitations" section on page 6.*
- Many streets in Europe/Middle East are narrow. Strict traffic regulations may prohibit buses from dropping off groups directly in front for their destination. Please be prepared to walk. Wear rubber-soled walking shoes (no high heels).

To prepare yourself, a few weeks before you depart:

1. Take brisk daily walks until you are able to walk 2-3 miles with no discomfort. On pilgrimage, the walking will be broken up by rest breaks, restroom breaks, lunch, etc.
2. Daily, try to attend mass or spend quiet time in church. Pray for your heart and mind to be open, receptive, and responsive to God's plans for you.
3. Pray the rosary daily or at least the Apostle's Creed, 7 Our Father's, 7 Hail Mary's, 7 Glory Be's as Our Lady has requested. Take 10 minutes per day to put prayer first—above other obligations and requirements.

▶ ACCOMMODATIONS

European accommodations/standards are routinely different than what you expect in the United States. Rooms may be smaller! King/Queen beds are rare in many hotels overseas. Some hotels have a key card system that operates the room lights and the fixtures in bathrooms and bedrooms.

SINGLE SUPPLEMENT:

You will be invoiced according to the supplemental charge shown under the brochure's Terms/Conditions.

ROOM ASSIGNMENT:

When your spouse is not traveling with you and you have someone else with whom you wish to room, please notify us so we can make out the room list accordingly. Unless a single room is requested, we assign rooms according to receipt of the initial deposit. Therefore, it is imperative to get your request for a roommate in as soon as possible. In doing so, you reduce the risk of being charged for an involuntary single room accommodation. If a roommate is unavailable you will be assessed the normal single supplement as stated in the brochure's Terms and Conditions.

TRIPLE ROOM ACCOMMODATIONS:

Upon your request, we will arrange for triple accommodation in the hotels that offer the option. A single-room supplement will be assessed for the overnights at the hotel(s) that do not offer triple room accommodations.

HOTEL ROOM AMMENITIES:

- While most (but not all) hotels do offer a hair dryer in the bathroom, we recommend bring one if it is essential to you.
- You may be charged a fee for in-room coffee maker use and hotel lock boxes. Check with the hotel before using these services.
- Most hotels charge a connection fee (usually 1-5 Euros each) for attempted/successful phone calls.

 Remember to frequently check your hotel bulletin board for important information, suggestions, or any last-minute changes from your tour escort.

▶ ADAPTERS / CONVERTERS

The voltage overseas is 220v-50 cycle AC (the U.S. and Mexico is 110v-60 cycle). Most newer plug-in devices are designed to switch automatically or manually between 110 and 220v (*labeled on each device*).

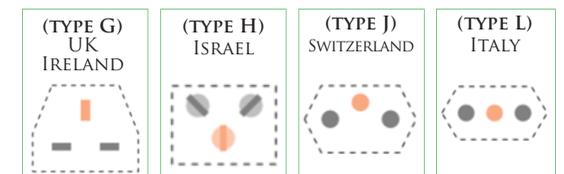
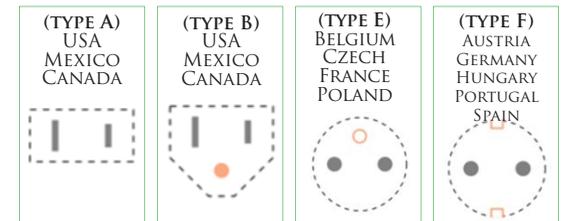
NEWER DEVICES:

If your appliance (*electric razor, hair dryer, camera chargers, phone chargers, etc.*) is newer and can switch between voltage levels, adjust the currency switch to the local setting, plug it into an adapter

(available at Radio Shack, Wal-Mart, etc), then plug the adapter into the wall. The adapter has prongs suitable for outlets in the country you are visiting.

OLDER MODEL DEVICES:

Older models that have only the 110 voltage require the use of a 1500-watt converter which modifies the current to that of the country you are visiting. **You will plug your older appliance into the converter then the adapter before you insert it into the outlet.**



 GROUNDING PINS, OR HOLE

▶ AIRLINE MILES

Contact the airline directly to open your mileage account. To credit your air miles to an existing account: Have your air miles account number with you at the time of travel. When you check in at the airline counter, provide your number to the agent and request that applicable miles be credited to your account. Or, be sure to save your ticket and boarding pass stubs as you can have your account credited after your trip...*but, this is a much greater hassle!!* All mileage credits must be applied **by the airline.** Pentecost Tours has no involvement with air miles.

▶ BAGGAGE

Pentecost Tours allows EACH PERSON TO TAKE ONLY ONE SUITCASE TO CHECK IN AND ONE CARRY-ON due to the LIMITED STORAGE SPACE on the motor coaches. Any portage included in your tour price has been based on one checked piece per person. You may have to move your own luggage during the tour, so be sure it's not too heavy!

Tipping for handling any additional pieces will be your responsibility (including any carry-on luggage not personally handled throughout the tour).

The airlines allow you to check two pieces with a combined linear dimension not over 106 inches.

No **checked piece** may exceed 62 inches which is (length + width + height) in size, nor 50 pounds (*subject to change without notice*) in weight on transatlantic flights.

Care must be taken here, however, since some flights between overseas cities allow only 44 pounds total combined weight per person.

The one **carry-on piece** allowed may not exceed a linear dimension of 45 inches, and must be able to fit under the seat or in the overhead compartment. A **large** briefcase/camera bag may be considered a carry-on by the airlines.

Bags should be clearly and securely tagged (inside and outside) with your name, address, phone number and tour group. Attach Pentecost Tours luggage labels for group identification. We do NOT recommend locks on suitcases (refer to "luggage locks" section).

► BREAKS

Each day of the tour is planned out for you. The schedule can be very full from morning until mid-evening.

You may choose to remain on the motorcoach (providing parking is available) while the group visits a site. If you do wish to remain on the bus during a stop, check first with the tour escort (this individual will be with you throughout the tour) as some stops require the bus to return for passenger pickup. Keep in mind, if the pace is too fast, the terrain is difficult for you, or you want to explore on your own for a day, you do have the option to refrain from the tour's scheduled events (of course, refunds cannot be issued for any aspects of the tour in which you do not participate).

It is imperative that you notify the tour escort THE DAY PRIOR that you will not be joining in the group's activities. In providing this courtesy, the group can enjoy their day's activities without fearing someone has been separated from the group.



Follow the leader. Your Tour Escort or Host will provide instructions (departure times, meal times, etc.). Stay close, hear explanations, then take photographs or enjoy conversations.

► CLOTHING

Travel light! Pack layered, easy-care and comfort-fit clothing that is loose and breathable. Select items that require little or no ironing. Days are often warm and nights cool, so take a light weight sweater. We HIGHLY suggest that you pack one complete change of clothing in your carry-on bag.

Comfortable, broken-in walking shoes are a must (not heels). One month prior to your pilgrimage you may want to incorporate a walking program into your schedule. Refer to the "Physical/Spiritual Readiness" tips on page 1.

General Clothing for Men: Jeans, casual slacks, short and/or long sleeve shirts, socks, undergarments, and light jacket or coat. Shorts are considered inappropriate at some religious sites.



Gentlemen, your billfold should be carried in a pocket that buttons. If the pocket doesn't button shut then use a safety pin to keep it closed.



Ladies, purses should have a shoulder strap and carried securely under the arm. Money pouches should be worn under clothing. Fanny packs are acceptable but should be worn in the front.

General Clothing for Women: Jeans, long skirts, casual dresses or slacks, capris, short and/or long sleeve shirts (shoulders should be covered), socks/stockings, undergarments, and a light jacket or sweater is suggested. Shorts and skirts that don't cover the knee are considered inappropriate at most religious sites.

Consider packing an item or two for rain or unseasonable temperatures. For Winter, early Spring, and late Fall: be sure to pack a warm jacket, a hat, scarf and gloves...just in case! For Summer, late Spring, and late Summer: pack a hat to protect your head from the sun.



Our staff is in the practice of folding a piece of tissue paper in each shirt we pack. It helps minimize wrinkling and the tissue paper can be reused to pack and protect gifts that you bring home.

We always try to not to pack our bag too full, allowing room to bring back gifts. As we prepare our bag for the trip, we fill the extra space with bubble wrap to prevent our clothes from sliding around...then, the bubble wrap can be used to wrap and protect breakable gifts for the travel back to the U.S. or discarded if not needed.

IMPORTANT ITEMS TO REMEMBER TO PACK

- Passport with applicable visas stamped inside
- Copy-machine copy of your passport (picture page) to keep in your carry-on and checked bag
- Airline tickets and Photo Identification
- Tour Brochure and Travel Insurance Brochure
- Keep your hotel information in your carry-on (see the Customs / Disembarkation section).
- Over-the-counter medications in original container (Tylenol, vitamins, dramamine, etc.)
- Prescription medications in original containers
- Sunglasses. Extra pair of prescription eye glasses
- Sweater/jacket, rain gear (poncho or umbrella)
- Camera, extra film/memory cards and batteries
- Comfortable walking shoes
- Bath soap, shampoo, sunscreen, bandaids, etc.
- Washcloths (not supplied in foreign countries)
- Travel sized pack of Kleenex and Charmin-To-Go
- Sunscreen (non aerosol) and chap stick

Pack nail files/scissors/clippers in checked bag only.

ODD BUT HANDY ITEMS YOU MAY WANT:

- Liquid or powder laundry soap (optional)
- Inflatable head & neck rest
- Eye mask & foam earplugs
- Old towel or small plastic bag to sit on outside
- Handy wipes: freshening up during the day
- Tape recorder or journal for Mass and talks
- Optional grocery size plastic bags (bring a couple and use them for dirty clothes and/or items you purchase)
- Hand-held battery operated fan (and batteries)
- Bubble wrap and tissue paper to protect gifts (refer to the "bright idea" listed under the "CLOTHING" section on page 3.

► CUSTOMS (LOCAL)

Due to cultural differences in Europe and the Middle East you may not be greeted quite as cheerfully as back home; smiling is generally reserved for close friends! So be especially careful and cautious of people presenting themselves as "instant friends." Please do not accept any food/drinks from strangers. For foreign dining customs, see the section "Food" on pg 5.

► CUSTOMS / DEBARKATION

As your jet nears your gateway city, your flight attendant will distribute official customs declaration forms. You must declare ALL articles purchased abroad and in your possession **if they exceed \$800 per person**. This amount varies per country.

For details, visit www.customs.ustreas.gov/xp/cgov/travel/vacation. Click on Pleasure and Vacation Travel for U.S. Residents. Click on Know Before You Go.

Click on Duty-free exemptions. For a wealth of information about traveling abroad DOs and DONTS, visit www.tsa.gov and use the travelers & consumers tab.

While overseas, gifts valued under a certain dollar amount can be mailed to relatives/friends in the U.S. as long as the packages do not contain tobacco, liquor, or perfume with alcohol. Mail as many of these gifts as you like but do not exceed one package per day to any individual. Mark package with "Unsolicited Gift." DO NOT list these purchases in your declaration. Merchandise acquired abroad must accompany you if it is to be included in your duty-free exemption.

DISSEMBARKATION CARDS:

Disembarkation cards will be distributed by flight attendants just before landing. The card will ask you for hotel information so keep your hotel list handy.

CUSTOMS AND IMMIGRATION:

Immediately after landing, proceed to the Immigration Department, where your passport is checked and stamped to allow you to reenter the U.S. If you are taking foreign-made cameras or jewelry on your trip, the customs officers may want you to include those items with your purchases on reentry-this is where your having registered these items before departure really pays off!

Customs officers may examine your gifts. Avoid having elaborate wrappings torn open by loosening the ribbons and wrappings yourself before packing.

► EMERGENCIES

Should there be an emergency at home while you are traveling, leave family members with a copy of your hotel information (provided in your final travel packet). You can direct them to contact Pentecost Tours, Inc. (weekdays 9 AM - 5 PM E.S.T.) Our email and fax machine give us instant communication with our overseas operators. The cost of the fax will be invoiced to the person requesting assistance. Pentecost Tours, Inc. may, at its discretion, waive the cost.

► FINAL PAYMENTS

Your final balance must be paid in full (by check) no later than the date designated in the brochure under "Terms and Conditions/Tour Contract". If you cancel, refunds will be made and penalties assessed according to the brochure's "Deposits and Cancellation" and "Air Transportation" sections of the "Terms and Conditions/Tour Contract". Any exceptions must be in writing from Pentecost Tours, Inc. Your final documents will be mailed to you approximately ten days to two weeks before departure.

► FLIGHT DETAILS/FAQ

INTERNATIONAL FLIGHTS:

Pentecost Tours and many airlines strongly urge you to

check in for your international flight three hours prior to the scheduled departure time. Passengers must personally check their luggage at the airline counter. Advise the airline representative of your final destination upon check in. Our goal is to put as many pilgrims as possible on the same flights. Watch for PTI color-coded name badges, which may be helpful in identifying others traveling in your group. Once you reach the country you are visiting, you will have a tour escort with the group the entire time.

AIRLINE CONNECTIONS:

Pentecost Tours books your airline reservations based on the routings provided to us by the airlines, including connection time, cities for connections, and partner carriers. The Airlines determine what qualifies as a legal connection. Pentecost Tours has no control over connecting times or transfers from one gate to another for each specific airport.

At times, the connections provided by the airlines are quite tight (e.g.: 45 minutes) and require passengers to proceed quickly to their gate to make the connection. In other cases, some airline connections may be quite long as a result of flight availability at the time of booking. **We are subject to the rules, regulations, and availability of the carriers with whom we work and therefore have no leverage to make changes in arrangements provided.** At the time of booking, we must consider air reservations and how they correspond with the group transfer to/from the airport to hotel and hotel to airport. We work diligently to work within the rules, allowances, and guidelines provided by the airlines to afford you the most convenient flight schedule available to us at the time of your booking.

AIRLINE TICKETS:

Airlines now provide e-tickets in place of paper tickets. At check-in, you should be ready to provide your flight itinerary (provided in your final PTI packet) and passport to the agent. In a few cases where e-tickets cannot be issued, you will receive "paper" tickets. Please note that paper tickets, and boarding passes, must be present in order to check in, and or board the plane. Lost or misplaced paper tickets can be costly for you to replace...so, know where they are!

▶ FLIGHT FAQ

What should I do if I lose my ticket?

- **BEFORE DEPARTURE:** Immediately contact Pentecost Tours (800) 933-0730. You will need to arrive at the airport extra early, sign a Lost Ticket Indemnity Form, and pay the airlines a \$100 reissuing fee.
- **DURING TRIP:** Immediately inform your tour escort.

What should I do if my flight is cancelled or delayed?

- Work DIRECTLY with the airlines at the airport to arrange for alternate flights. Be persistent but kind and courteous to them. The airlines are not required to offer reimbursement for personal expense or

overnights when delays/cancellations occur due to weather. If you have exhausted your options with the airline then call PTI. We'll do what we can but there are no guarantees.

What should I do if I miss my flight due to my late arrival at my departure airport?

- Work DIRECTLY with the airlines at the airport to arrange for alternate flights. You will incur additional costs for changes.

What if I miss my group transfer upon arrival?

- If your plane arrives late, or you are re-routed you will probably miss the group transfer which is included in your package. In such circumstances you will need to pay for your separate private transfer. Upon your return to the United States, you may submit a claim to the airlines for reimbursement. Remember to save your receipts!

What do I do when we land in the foreign country?

- After disembarkation from the plane you will clear immigration and baggage claim. At baggage claim or in the arrival lounge you will be greeted by your driver and/or Tour Escort. They will be displaying a sign with your group name and/or "Pentecost Tours". The group will be transferred by private motorcoach. Your name tag will match the color-coordinated sign in the window of your tour bus.

▶ FOOD

Meals will be delicious and more than ample. Although most meals are American fare, part of the adventure abroad is sampling local cuisine. Be open minded and enjoy.

SPECIAL DIETS:

For those under doctor's care and requiring a special diet, we will request this service from the airlines and hotels if given sufficient notice. However, Pentecost Tours, Inc. cannot be held responsible if the request is not fulfilled.

U.S. and foreign dining customs differ. Continental waiters are trained to remove dishes when utensils rest parallel on a plate. If you haven't finished eating, simply cross the knife and fork on your plate as that is their signal that your plate should not be disturbed.

▶ FREE TIME

We do not work an abundance of free time into the itinerary unless it is requested by the spiritual leader of the pilgrimage. However, there are opportunities to buy special remembrances from some of the cities you visit (see "shopping" section).

The tour escort remains with the group and is available to offer suggestions on free time sightseeing, dining, shopping, etc.

▶ HANDICAP / LIMITATIONS

Pilgrims who require assistance or cannot move about freely must be accompanied by a paying passenger who will provide that assistance. The tour host, escort, or other tour members cannot be expected to assist. Wheelchair requests must be made in advance. There is a lot of walking on most pilgrimages. One month prior to your journey you may want to begin a walking program to prepare you for the trip.

▶ ILLNESS WHILE TRAVELING

ILLNESS:

If you become ill on the tour, Pentecost Tours, Inc., or its overseas representatives will make phone calls, send cables and assist in every possible way in accordance with instructions; however, the tour member shall be responsible to pay all costs incurred. Should the ill person find it necessary to leave the tour and return to the U.S., he or she will bear the cost of supplemental transportation. Keep all receipts to simplify applicable insurance claims.

Illness can be caused by overindulging in tree or vine-ripened fruits, or by drinking too much water containing salt or minerals to which you are not accustomed. You may want to pack a diarrhea remedy in the bag you check.

PHYSICIANS:

Should a serious illness or injury occur, medical service (by well-trained doctors and well-equipped hospitals) is available almost everywhere we go. Confirm with your insurance company exactly what overseas hospitalization and medical coverage you have. Note: most insurances do not cover overseas travel so travel protection is important.

MOTION SICKNESS (Air, Boat or Bus):

If you have ever experienced any discomfort with motion sickness, there are inexpensive wrist bands you can purchase in the pharmacy department of your local stores. They help prevent nausea and don't cause drowsiness.

▶ JET LAG

Long flights through multiple time zones can be mentally and physical draining. "Jet Lag", when an individual's internal body clock is out of sync with the actual time in the region to which you have traveled, is common but can be minimized by following a few important tips.

On the day of you leave the United States:

- Rise earlier than usual that day.
- Eat a high-carb meal (e.g. pasta, potatoes, etc)
- Drink plenty of water to compensate for the dehydration that is common on long flights.

- Shortly after your evening meal on your flight, set your watch to the foreign country's time.
- Try to rest or sleep as soon as possible on your flight. You may want to wear foam ear plugs.
- When you arrive, it will be late afternoon (local time). Be active and hit the sack around 10PM
- For more information on ways to overcome jet lag, visit www.antijetlagdiet.com

▶ LANGUAGE

English is widely spoken in major cities, and some signs appear in English too. There could be language barriers in smaller cities. Your tour escort will be with the group throughout the pilgrimage and can help with the communication.

▶ LAUNDRY SERVICES

Same-day service is offered in many hotels providing that you leave the items to be cleaned, laundered, or pressed before 8:00 A.M. Items will be returned before dinner.

▶ LIABILITY

As indicated in the tour brochure - which is our contract with you - Pentecost Tours acts only as an agent for the airlines, steamships, hotels, bus companies, and those providing services and is not responsible for loss or injury incurred while on this tour. We recommend you accept the comprehensive insurance we offer for your tour.

▶ LUGGAGE LOCKS

Due to new airline and government regulations, ALL baggage will be searched prior to loading the plane. Therefore, luggage locks are not advisable. If you use a lock and security does not have a master key from the lock manufacturer, then your lock will be cut off and not replaced.



A "Twist tie" is great for fasten two zipper-pulls together. This prevents your zippers from opening during handling and enables security to screen/search the contents of your bag. Typically, security will re-fasten the twist tie afterwards.

▶ MEDICATION

MEDICATIONS:

If you require special medications, carry them on with you (*in their original prescription containers*). Airlines do not limit liquid medication or the size of the container. We strongly advise you to bring written authorization from your pharmacist/physician. Keep in mind, not all brands of medicine are available overseas.

► MONEY

We are frequently asked, “How much money should I take?” This is an impossible question to answer. The type of lunches you buy, how much you spend on mementos or how much you buy to bring home, etc. must all be factored into your decision. Remember, you can always spend less, or bring money home!

We recommend carrying enough money for your first day or two (plus 40 or 50 singles if in Israel or Mexico). You don't want to end up with excessive local currency. **Consider exchanging a small amount of American dollars into foreign currency before you leave the U.S. and change additional funds when you arrive in the country you are visiting.** There are places within the country (e.g.: airports, banks, exchange centers, etc.) that are authorized to do this. Your tour escort can direct you to the most convenient locations that offer the best exchange rates.

It is also practical and cost effective to withdraw local currency using your ATM/Debit card during your trip. ATMs are readily available in most of the destinations we service, and are very similar to those in USA. Most offer English as a language option. Credit Cards also offer a good rate of exchange. Take a couple of different credit cards (VISA or MasterCard are best) just in case one type is rejected. **NOTE: We recommend that you notify your credit card company that you will be out of the country and may be using your card while away.** Traveler's Checks, American Express, and Discover are NOT widely accepted. *Note: NEVER give money to beggars! No exceptions!*

► MORNING WAKE-UP CALLS

Pack a battery operated alarm clock (with fresh batteries). The Escort may request wake-up calls for the group (usually 1 1/2 hours before departing) but every individual has their own routine. **Wake-up calls are not always reliable** so having your own battery operated alarm clock may prove to be very useful.

► PHONE CALLS

Consider utilizing a calling card to be more cost efficient. Be advised that most hotels charge a connection fee which ranges from 1-5 Euros for calls (attempted or successful). Public phones are usually easy to find and work well. Most of them operate with a phone card, available at post offices and/or newsstands. Cards of 20, 50 and 100 units are available (time per unit depends on distance of call and time of day).

► PHOTOGRAPHY

Film is available but expensive overseas. Pack an adequate supply of fresh film/memory cards/ extra batteries. Test the camera before leaving. Please respect locations/sights that limit or prohibit photography.

► RESTROOMS (W/C = WATER CLOSET)

Be prepared with tissues in your pocket at all times. Also, be aware that some public toilets have attendants who ask for a small “user's fee”. Keep handy a few coins of local currency to pay this fee.

► SECURING YOUR STUFF

Keep passports/money on your person at all times but not all in the same location. DO NOT leave important documents, money, passports, medicine, or jewelry in your suitcase (leave valuable jewelry at home).

We recommend wearing a money belt/pouch inside your clothes. Or, many foreign hotels have mounted in-room safes for your guest use. If you use the safe, be absolutely sure to remove items before check out. Also, guard your money belt, especially in crowded places, squares or churches/cathedrals. Never leave your hand luggage unattended (for any reason).

► SHOPPING

Try bargaining for the best price. Remember exchanges/returns are impossible. **Most European stores/businesses are closed on Sundays.** In the Middle East, most stores close from sundown Friday to sundown Saturday. Some countries observe a midday “siesta”. Ask your tour escort about indigenous specialties (products for which the countries/cities is known). Example: Paris is known for fashion, Venice is known for hand blown glass, etc. If you purchase a video or DVD, be sure it is compatible with your home viewing system (for USA and Canada – VHS NTSC and DVD region 1)

 *Use bubble wrap/tissue paper (see CLOTHING section) to protect breakable gifts during travel back to the U.S. Also, packing breakables in the core area of your suitcase surrounded by soft clothing helps. Consider taking a plastic storage container packed with crackers and other snacks for the journey, then using the container to protect fragile gifts/miraculous water (if applicable) or wine for the way home. If something leaks it will stay within the plastic container.*

► TAXES AND TAXES

Tipping is an integral part of travel. Your initial invoice from Pentecost Tours, Inc. includes the tipping charges (outlined on tip sheet you received in welcome packet). Tips are distributed on your behalf. Tips not listed on the tip sheet are your responsibility (chamber maids, lunch, etc). Airport and departure taxes, and fuel surcharges are estimated on your initial invoice. That figure is firmed up and adjusted on your account at ticketing.

► TAXIS

Be wary of anyone approaching you offering unofficial taxi services. If you need transportation and an airport transfer isn't included, we recommend you arrange it through the hotel's front desk/concierge. Agree on a negotiated fare, as taxi drivers in some countries may attempt to overcharge unwary travelers.

► TIME DIFFERENCES

	Mexico	England Ireland Portugal	France Italy Poland Spain	Greece Israel
Noon PST Pacific	2pm	8pm	9pm	10pm
Noon MST Mountain	1pm	7pm	8pm	9pm
Noon CST Central	Noon	6pm	7pm	8pm
Noon EST Eastern	11am	5pm	6pm	7pm

► TRAVEL DOCUMENTS

Your final travel documents will be mailed (Priority-USPS) 10 days to 2 weeks prior to departure. Late payments can cause delay in the shipment of your final documents. If express mailing is necessary it is the responsibility of the pilgrim to pay the express charge.

► TRAVEL PROTECTION

Not required, but strongly recommended! Please weigh your decision carefully. Included in your welcome packet is a travel insurance brochure and an enrollment form. Please read the brochure thoroughly. Then refer to the clip off portion of your enrollment form that indicates your individual information and has instructions on how to sign up for the plan of your choice or decline insurance. Note: You are billed for insurance on your original invoice which will be adjusted upon receipt of your completed enrollment form. **THERE ARE DEADLINES REGARDING COVERAGE.** It is in your best interest to choose your plan promptly and send your enrollment form to Pentecost Tours right away.

► VACCINATIONS

Vaccinations have not been required for years. You do not need vaccines unless your doctor or Pentecost Tours, Inc. advises otherwise.

► VALUE ADDED TAX (VAT)

There is a value added tax on most goods. At retail stores, this tax is already included in the price. When you purchase \$50 or more at a gift store that has an

agreement with the VAT authorities, fill out a form at the store and have it stamped there. You will be eligible, upon presenting the form and the item, for a refund at the airport prior to departure. Don't pack these gift items in checked bag. They should be kept in your carry-on. Note: tourist services, such as hotel accommodations and meals taken in hotels, paid with foreign currency are exexempt from VAT tax.

► VISAS

For US citizens at the present time, no visas are required for most European countries and Israel. Group visas for Egypt and Jordan will be obtained in the U.S. prior to your departure. Visa information can be found on the PTI passport information sheet. Non-US citizens should contact the consulate for each country they will be visiting to determine if a multiple-entry visa will be required. For more information: (www.travisa.com) or 866-951-1212.

► WATER WARNING

Our bodies are accustomed to drinking water quality, minerals, and micro-biotic levels that we have in the United States. Therefore, we recommend that you drink bottled water when visiting foreign countries. The bus drivers, on many tours, will keep a cooler on the bus that is full of cold bottles of water, offering them on the honor system for minimal fee. This is not an expected service of the driver; it is, rather, a convenience offered courtesy of the driver.

While a foreign country's tap water and ice cubes may be tolerable on our bodies, unless your tour escort tells you the local water is ok, you may want to avoid the risk.

Keep in mind, in some countries fresh fruits and vegetables may be washed in local tap water. Severe stomach upset, diarrhea and vomiting can result from the change in diet. Bring anti-diarrhea medicine just in case.

 We have had travelers who missed several (nonrefundable) days of their pilgrimage because they consumed foreign tap water that did not agree with their system.

If you want to play it safe, make the decision to buy and drink only bottled water.