

• ESSENTIAL •  
*Travel guide*



# What have I received?

## Internal flights

If you are taking any internal flights between destinations:

- Make sure you have tickets for those flights packed safely away
- Make sure you check the baggage allowance
- Make sure you are aware of overnight flights and check your arrival date.

(And, if you've booked transfers for an internal flight and you change this flight whilst in resort, it's essential you let your local Virgin Holidays office know so your booking can be amended).

## Pre-purchased excursions

Any pre-purchased excursions or vouchers will be included in your ticket wallet and will have full details on your trip booked.

## Got a question?

If you have a question we've not answered, there are a number of ways we can help you: Please go to [virginholidays.com/customer](http://virginholidays.com/customer)

Alternatively you can use Twitter or Facebook to keep in touch...



Check and check again! Make sure all your documents are correct and correspond fully with your booking – it's so much easier to clear up any misunderstandings before you leave the UK.

## Tickets

These include everything you need to enjoy your Virgin Holiday, including flight tickets, accommodation vouchers, car hire, transfers and pre-purchased tickets for attractions, excursions and shows – keep safe at all times.

## Accommodation vouchers

These vouchers provide details of accommodation reserved for you – check carefully and make sure they correspond with your booking. Make sure you take these with you, as they must be handed to your hotel upon arrival.

## Car voucher

Ensure your voucher is correct; check the grade of car, insurance package, pick-up points and duration of the rental. If so you're ready to hit the road!

## Transfers

We are only able to provide transfers when they have been booked with us and you have a voucher.

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# Health

Health and hygiene standards vary around the world, as do vaccination requirements and other health precautions. It's important to keep up to date with the health requirements of your chosen destination – after all, the last thing you want on holiday is to get ill. Here are a few ways to do it:

- Check any requirements prior to your holiday with your GP
- Visit a travel health clinic for the latest information on health precautions
- If visiting 2 countries for which Yellow Fever immunisation is recommended, it may become mandatory for you to have this vaccination
- Request a copy of the Department of Health's free leaflet 'Health Advice for Travellers' or visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

And last but not least, don't forget to pack a basic first aid kit in your luggage along with any prescribed medication you may need.

## Foreign and Commonwealth Office travel advice

It's always best to be up to date with the latest travel advice concerning the country you're visiting. To check with the Foreign and Commonwealth Office Travel Advice Unit:

- Log on to [fco.gov.uk/travel](http://fco.gov.uk/travel).

If you have any travel advice enquiries:

- Contact the ABTA Information Department on **0901 201 5050** (calls cost 51p per minute).



## Travel insurance

If you want peace of mind on holiday, you need travel insurance, but not all packages are created equal! Check the small print to ensure you're fully covered, particularly if you have a pre-existing medical condition or are participating in any sports or activities. Don't leave it too late either – travel insurance must be purchased prior to your departure from the UK. Most countries outside of the EU don't have reciprocal health agreements with the UK so good quality travel insurance is a must.

If you are in any doubt regarding your travel insurance, simply call your insurance provider before departure to check the finer details. If you wish to purchase Travel Insurance please call us on **0844 557 0476**.

# Pack your bags

It's important to make sure you've got everything you need for a great holiday in your suitcase – with a bit of spare room perhaps to bring some bargains back. Baggage allowance and the guidelines for unusual or oversized luggage vary from airline to airline, however, so it's important to check your allowance with them beforehand – if you exceed it, it may cost extra.

## Flying with Virgin Atlantic

The following applies on a transatlantic route:

**Upper Class:** You are allowed to check in 3 pieces of luggage into the hold not exceeding 32 kg per item

**Premium Economy:** You are allowed to check in 2 pieces of luggage into the hold not exceeding 23 kg per item

**Economy:** You are allowed to check in 1 piece of luggage into the hold not exceeding 23 kg per item

**Infants:** As per Economy.

The overall dimensions per bag must not exceed 90cm x 75cm x 43cm.

**Hand luggage:** (Not including a lady's handbag) Ensure any prescribed medication is in your hand luggage.

Please check for any updates on hand luggage restrictions before you travel.

**Upper Class:** You are allowed 2 pieces of hand luggage with a combined weight of 16 kg, no bag more than 12 kg.

**Premium Economy and Economy:** You are allowed 1 piece of hand luggage not exceeding 10 kg. The overall dimensions per bag must not exceed 23cm x 36cm x 56cm.



## Sports equipment

If you are carrying any sporting equipment such as surfboards, please contact the relevant airline before you fly. Some large sporting goods may incur a small charge for transferring them to the hotel.

## Additional baggage fees on all US domestic flights

If you are flying with a different airline to Virgin Atlantic, including internal flights and UK domestic flights, baggage allowances may differ. Most US carriers now charge between \$25 and \$50 per item of checked in baggage on flights between, US cities (including Hawaii), Canada and the Caribbean.

Please check with the airline you are flying with for more details as prices can change and you can budget or pack accordingly.



## When it's time to fly

Virgin Atlantic knows how important seating is and has recently introduced some exciting changes to the way in which you can book your seats. You can choose a seat for your flight at the time of booking (from 336 days before travel) via [www.virgin-atlantic.com](http://www.virgin-atlantic.com) (Manage your booking). The cost to assign a seat starts from £30 per person per flight (£60 per round trip) on Virgin Atlantic long-haul flights. If you are travelling in Premium Economy or Upper Class, or are a Virgin Atlantic Flying Club Gold member there will also be no charge for this service. Please note that online check-in will still be available 24 hours prior to your departure, whereby you can book your seats at no charge, unless selecting extra leg room seats.

At the same time as booking your seats with Virgin Atlantic, please complete your

personal information including your mobile phone number, so that if there is a change to your flights (i.e. in the event of a delay or bad weather), you'll hear about it just as soon as the airline knows. If you've booked with anyone other than Virgin Atlantic, please check their website as not all airlines offer this service.

If you have any other special requests – i.e. if you're travelling with children and want to order kids meals – or need to request a special meal for dietary reasons, Virgin Atlantic will always do their best to accommodate you. Just visit the 'My Booking' section on the Virgin Atlantic website and go from there.

### Pre-booking seats on other airlines

If you're flying with any other airline, please

contact them directly as each airline offers different services for pre-booking seats.

### General questions about your flights

If you have any questions i.e. which terminal do I fly from, how much luggage am I allowed, flying times etc – please contact the relevant airline directly, for their latest information.

### Virgin Atlantic Special Assistance

For those passengers that are disabled or have less mobility and require airport assistance on a Virgin Atlantic flight, please contact Virgin Atlantic Special Assistance 11 months prior to departure on **0844 412 4455**.

### Virgin Holidays Special Assistance in resort

If you require medical assistance in resort or with any other airline, please contact our Special Assistance Team on **0844 557 3998** or email [special.assistance@virginholidays.com](mailto:special.assistance@virginholidays.com)



## TOP TIPS

Checking in online saves a lot of time and stress, check with your airline to see if this is available.

A multi-adapter for multi-centre tours is recommended, this can usually be bought on your flight. South Africa has a distinct adapter which is worth purchasing before travel.

Airlines and countries vary as well – always check with airlines that you are travelling with as they may have unique requirements. Please note if you're flying internally as well then your baggage allowance can vary and might not always be the same as your long-haul flight.





# At the airport

**Checking in for your flight has never been so easy! We offer a variety of check-in options when flying with Virgin Atlantic, beating the queues and getting your holiday off to, quite literally, a flying start!**

## **Kiosk check-in**

If you haven't checked in beforehand and arrive at London Heathrow, London Gatwick or Manchester Airport and see the huge queues before you, don't despair. We have fantastic self-service kiosks where you can check in up to 1 hour before your flight's scheduled departure, keeping the process very speedy indeed.

## **Virgin Holidays desk**

At Gatwick, Heathrow and Manchester airports you will find the Virgin Holidays' desk located within the Virgin Atlantic check-in area. The desks are manned by Virgin Holidays staff, who will do all they can to help you with queries you may have or assistance you may need on your day of departure. This is the desk for collecting 'tickets on departure' on the day you travel.



Put your email address on your luggage instead of your home address and pop a card inside with your name, address and phone number

on it. This will keep your home safe and also allow airport security to identify you should your case get delayed.



## **Online check-in\*\***

Beat the queues from the comfort of your own home! Between 24 hours and 2 hours before departure, log on to [virgin.com/diy](http://virgin.com/diy) and check yourself in, choosing your seats online. Print off your check-in voucher and boarding pass. Once at the airport, drop your luggage at the designated desk 'bag drop' and head to the departure lounge. The bag drop desk closes 60 min before your flight's scheduled departure, so make sure you arrive in plenty of time.

## **Don't miss your flight**

Security and safety measures at UK and overseas airports do tend to change from time to time, so we recommend you allow plenty of time before your flight, arriving 3 hours before departure – after all, any spare time you have can be spent in the duty free section, stocking up on bargains!

\*\*This service is available to all Virgin Atlantic passengers except unaccompanied minors, young persons travelling alone, customers required by Virgin Atlantic to see a member of staff before checking in, some customers booked as part of a group or corporate group, customers checking in firearms, customers who are already checked in.



# Gatwick Airport



Virgin Atlantic check-in kiosks have moved from the South to the North Terminal at London Gatwick Airport. Right next to the Virgin Atlantic Check In Area (Zone A – North Terminal) you will find our dedicated Virgin Holidays' desk.

The desk is manned with Virgin Holidays staff, who will be on hand to answer any queries you may have or provide further assistance to you on your day of departure.

## Twilight check-in

If you live locally or are staying at the airport, take advantage of our twilight check-in, open the day before your flight between 5:00pm–9:00pm at Gatwick North Terminal, Zone A. Turn up with your tickets, passport and luggage and check-in, leaving an overnight contact number. Then go off and enjoy a good night's rest. Return 1 hour at the latest before your flight and go straight to security through to the departure lounge, it's easy and stress-free.

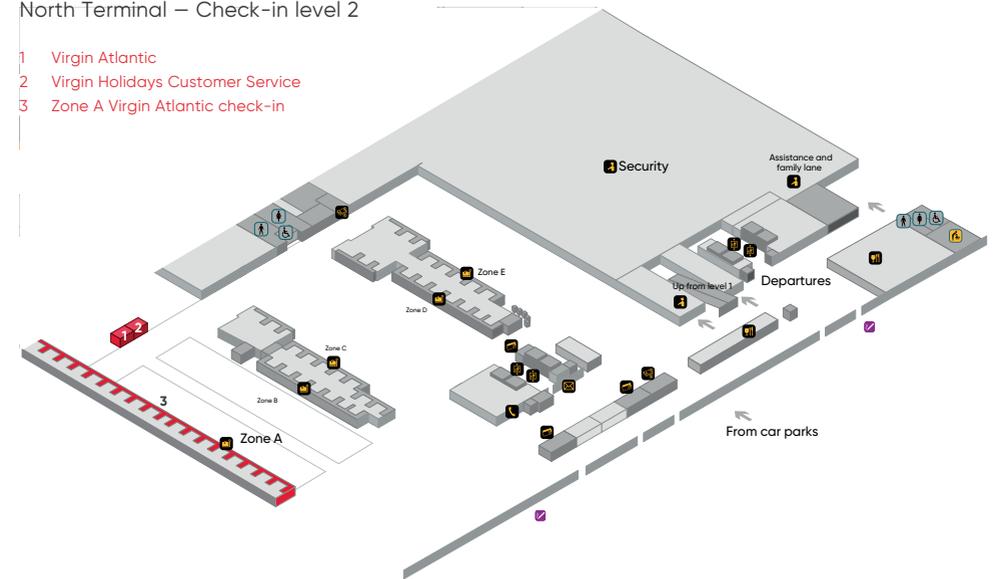


**Questions about Gatwick**  
To keep up-to-date with the latest airport security regulations please contact Gatwick Airport on:  
**0844 892 0322** or online [gatwickairport.com](http://gatwickairport.com)

\*In the case of Tickets on Departure, you cannot take advantage of Twilight check-in. Please note: If you bring extra baggage on the day of departure after checking in the night before, you'll have to join the queue – you've been warned!

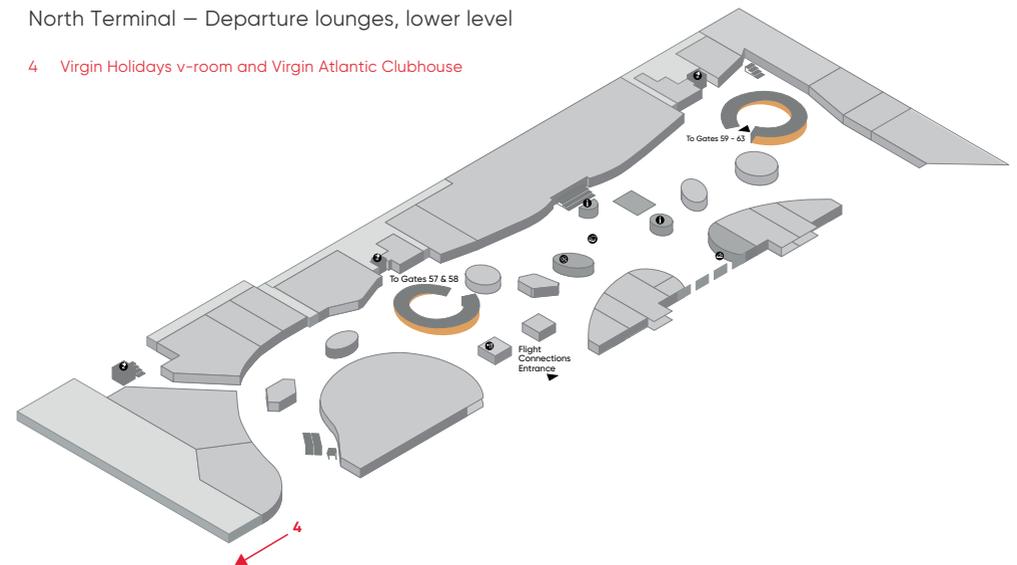
North Terminal – Check-in level 2

- 1 Virgin Atlantic
- 2 Virgin Holidays Customer Service
- 3 Zone A Virgin Atlantic check-in



North Terminal – Departure lounges, lower level

- 4 Virgin Holidays v-room and Virgin Atlantic Clubhouse





# Heathrow Airport



# Manchester Airport

If you are flying from Heathrow Airport all of Virgin Atlantic's International flights depart from Terminal 3. If you are flying with another airline then please check on their website for which terminal their flights depart from but to be helpful some are below.

## Which Terminal at Heathrow?

Airline	Terminal
Air Mauritius	Terminal 4
Air New Zealand	Terminal 2
Delta	Terminal 3
Emirates	Terminal 3
Kenya Airlines	Terminal 4
Malaysia Airlines	Terminal 4
Qatar Airways	Terminal 4
Sri Lankan Airlines	Terminal 3
Thai Airways	Terminal 2

It is always best to check with your airline or the Heathrow Airport website to ensure these terminals are up to date.



### Questions about Heathrow

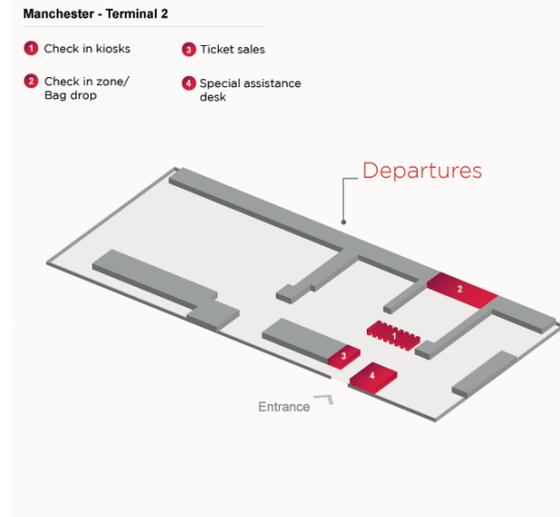
To keep up-to-date with the latest airport security regulations please contact Heathrow Airport on:

0844 335 1801 or online [heathrowairport.com](http://heathrowairport.com)

If you are flying from Manchester Airport all of Virgin Atlantic's flights depart from Terminal 2. If you are flying with another airline then please check on their website for which terminal their flights depart from but to be helpful some are below.

## Which Terminal at Manchester?

Airline	Terminal
Emirates	Terminal 1
Qatar Airways	Terminal 2



### Questions about Manchester

To keep up-to-date with the latest airport security regulations please contact Manchester Airport on:

0871 271 0711 or online [manchesterairport.com](http://manchesterairport.com)





# Ticket and internal flights



## Excursion vouchers

If you lose your excursion tickets please contact your local office straight away so they can be reissued (please note: That this may result in additional charges).

## Internal flights

If you're on a multi-centre holiday and the next leg of your journey requires an onward flight with another airline **always** reconfirm your flight directly with the airline concerned. Alternatively ask your local Virgin Holidays rep and they'll be happy to do it for you.

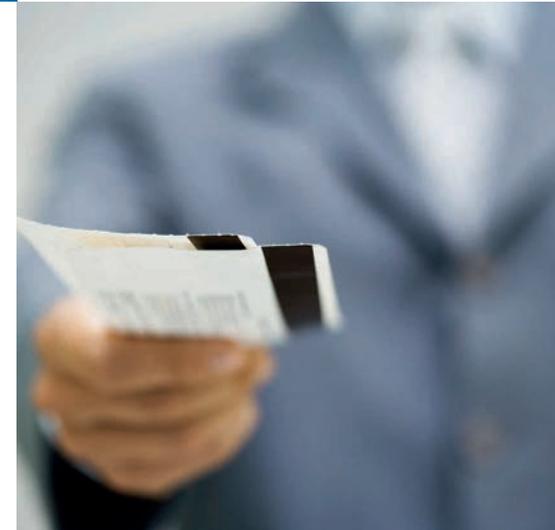
## Baggage delays

If you're changing planes, there's a slightly higher risk of baggage delays. In the unlikely event this happens to you, make sure it doesn't ruin your holiday by packing a day bag with all essential items, such as medication, in your hand luggage. That way, you're prepared for anything!



## Lost tickets

We sincerely hope this doesn't happen **but** if you lose your flight tickets at any stage (or forget to bring them with you) contact your local Virgin Holidays rep and we'll do all we can to help. Some tickets can be re-issued however, there are others which can't and in these situations you may be asked to purchase a new ticket. This policy also applies to other airlines. If you find yourself in this situation, check your insurance policy, it may cover you for this event, allowing you to claim back any expenses.



## Missing an internal flight

If you're running late and miss the plane, don't despair – contact your local Virgin Holidays office as soon as possible and we'll rearrange flights and transfers. Please note: This may incur extra costs.

## Problems? Questions about your documents?

Just visit [virginholidays.co.uk/customer](http://virginholidays.co.uk/customer)



Make sure you have tickets for any internal flights before leaving the UK (unless advised otherwise) and, as we can't stress enough, keep them safe.



## At your service

**We want you to get the very best from your precious holiday time. To make sure that you do, we have your very own highly trained destination managers, reps and support teams always on hand to provide advice or answers to any questions for you, no matter where you are in the world.**

In our Worldwide destinations our resort reps have been chosen from the best local companies. Make contact with your rep either on arrival at the airport or over the phone. You will be provided with details of your local service and 24-hour contact numbers.



### TOP TIP

We're passionate about making your holiday perfect. So if it isn't don't bottle it up until you get home. Let us know by any

of the methods below so that we have an opportunity to fix any issues;

- Speak to reception/front desk for any hotel issues you have
- Contact your Virgin Holidays rep in your hotel or nearest service centre
- Or call your local Virgin Holidays/agents office

#### Excursions/water sports/activities

Virgin Holidays operate their excursions, activities and water sports through reputable and professional locally registered companies. During your stay you may well find that you are offered a variety of activities by other operators, or even independent ones. We must warn you that we cannot guarantee the safety standards of any other operator or that they are adequately insured against accidents. Therefore if you are wishing to take part in any activity during your holiday always book them through the Virgin Holidays rep. Before undertaking any activity on holiday, please ensure that you are adequately covered by the terms and conditions of your insurance policy. We strongly advise that you DO NOT hire quad bikes or jet skis.

- Let us know what your concerns are and what we can do to help.

Make sure you contact us straightaway.

You must make your resort team aware of any concerns immediately – it'll be difficult to resolve issues later in the holiday or on your return if you didn't give us the chance to put things right straightaway.

Whatever your destination, you can rest assured that our local rep is only ever a phone call away.

#### Hotel info

Check in: International check-in times vary from country to country, as a general rule Worldwide hotels check-in times are between 2:00pm–4:00pm. Please check with the hotel reception.

If you are on a multi-centre holiday, you may not be able to check in to your next hotel until 4:00pm – it's best to check locally.

**Check-out:** Your check-out time will generally be between 10:00am–12 noon.

**Key deposit:** A refundable key deposit may be payable at some hotels.

**Credit cards:** You'll normally be asked to provide a credit card to cover incidentals like room service, telephone calls or other hotel services charged to your room.

**Queries:** Your hotel staff are always pleased to help you with any problems or queries you have with your accommodation. Just give them a shout!

**Phoning home:** You'll find it easy to phone home wherever you are in the world. All you need to do is remember the correct dialling codes and follow these steps:

- +44 (the prefix to 44 will vary, depending on which country you are dialling from).
- Next, drop the 0 from the area code (e.g. 01293 becomes 1293).
- Finally, dial your home number.

Hotels make a surcharge on the cost of calls. In some cases you'll also be charged for unconnected calls if the phone has rung 5 times or more. You've been warned!

**Safety deposit boxes:** Please note: That if your room has, or you rent a safety deposit box, you are responsible for that key. If you lose it you will be liable to pay for a locksmith and a replacement lock and key. So keep those keys safe!

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**Dress code:** Many of our worldwide hotels have a dress code, this can vary, as a general rule this is a smart casual for dining in the evening, long trousers for men.

**Remember:** you always pack more than you'll wear and you'll want to leave some room for all your extra shopping! Generally, the dress codes in our hotels are casual, however certain places, particularly in the Caribbean, like to make your evening meal something of a special occasion and therefore request that guests dress up for dinner. This generally means long trousers (some hotels will not accept jeans) and collared shirts for men and smart/casual dress for ladies (although in some hotels, men are required to wear jackets for dinner). So don't forget your glad rags, just in case! It has also been advised that you should not wear military/camouflage clothing in many Caribbean destinations.

**Tipping:** 'Tips' in the USA are part of day-to-day life. Generally speaking, 15% is expected. In restaurants the 'tip' or 'service' is NOT normally included in the bill. The waiter or waitress will expect their 15%. If you want to reward them for specially good service then you will need to add a little extra to the 15%. Equally, for bad service you would deduct, but very, very rarely not tip at all! In addition, when you're at a bar and you're paying for drinks, you should tip the barman.

**Duty and tax-free allowances:** Check your duty free allowances for the UK:

Spirits	1 litre of spirits over 22% ABV, or 2 litres spirits up to 22% ABV, or 2 litres still wine & 2 litres sparkling wine
Tobacco	200 cigarettes or 50 cigars or 250g rolling tobacco
Fragrances	60ml eau de parfum or 250ml eau de toilette
Other goods	£300

### Disney Springs Check-In

Take the stress out of checking in for your return flight from Orlando and give yourself time to shop for those last minute presents. Just follow these simple steps. Simply check-in your luggage in the morning (desk opens at 8:15am and closes at 1:00pm), receive your boarding pass and seat assignment and enjoy the rest of your last day. This service is exclusively free to all Virgin Holidays guests travelling on a Virgin Atlantic flight.

### US National Parks

If you're travelling to the US and plan a visit to one of the many spectacular National Parks. You can access a wide range of information about the history, flora and fauna in the parks as well as accommodation, activities, facilities, fees and permits – visit [www.nps.gov](http://www.nps.gov)



Low denomination notes can be very useful when arriving at the airport and hotel to tip helpful staff!



Please be aware of other countries' cultures and beliefs for example;

- It is considered rude to tip in Japan

- Please be careful when taking pictures of locals and ensure you ask them first
- It's rude to touch someone on the head in Thailand or to point your foot at people.



### Travelling to Cuba?

We offer a Visa service for UK citizens travelling to Cuba – your reservation agent or travel agent will be happy to give you more details.

# Driving in the USA

With traffic jams being far less common, driving in the USA is generally more relaxed than in the UK. We suggest you take a little time to familiarise yourself with the controls of your car before driving out of the rental depot.

## Driving abroad

Familiarise yourself with the controls of your car and make sure you understand any local driving regulations and laws. Always wear your seat belt and never drink and drive.

## Automatic transmission

If you are hiring a car in America your car will almost certainly have automatic gears. The gear lever ('gearshift') will either be mounted by the steering wheel, or between the front seats (console-mount). Console mounted gearshifts include a 'thumb button' which you need to press to move the lever.

## Using your gearshift

Most cars normally have 6 gear positions, P=park, R=reverse, N=neutral, D=drive, 1=first gear and 2=second gear. With most journeys you'll just use the first 4 positions; the last 2 are only for use crossing difficult terrain or climbing steep hills. Drive is the normal position, and the gears will automatically change as you slow down or accelerate.

## Fuel tank release

If your car has a locking petrol cap, the release is normally a button switch located in the glove compartment or on the floor between the driver's seat and door. At some petrol stations in the USA, you will be required to pre-pay for fuel before filling your car.

## Automatic boot (trunk)

Some larger grade cars have 'automatic' boots that slowly close themselves when you push them shut. Please don't force them!

## Boot (trunk) release

If your car is equipped with an interior boot release it may be located on the floor, between the driver's seat and door, in the glove compartment, on the dashboard or on the driver's door.

## Handbrake (parking brake) release

Some cars have a foot-operated parking brake located next to the brake pedal. A release lever or pull tab may be located on the lower left dash panel. If no lever is found, press the parking brake pedal a second time to release.

So now that you know how to drive your car, here's some useful 'highway code' info:

## Right!

Remember to drive on the right in the USA.

## Seat Belts

Laws governing the use of seat belts vary, but it is advisable to wear them at all times. Check the local requirements when you collect your car.

## The Road Network

In the USA it is important to know that most roads are numbered, and these numbers are indicated on virtually all traffic signs and at intersections. Obtain a decent map before you set out in the Caribbean as roads are less clearly marked.

## Tolls

Interstate highways and bridges in the USA often charge tolls. These will be marked on your road map. Some toll booths distribute cards indicating your point of entry; the toll is determined by the distance travelled. Others charge a fixed rate.

## Traffic Lights

These often hang above junctions, so remember to look out for them.

## Road Signs

Road signs are generally similar to European signs, and in increasing cases, are exactly the same.

**'Right of way'** – A red and white triangle with the word 'yield' in the centre (like a 'Give Way' sign in the UK). You must give priority to the traffic on the road you are joining when you see this sign.

**Directional signs** – These vary, but in the USA they are usually green and give directions by route number. The compass points are used for signs and directions e.g. '417 South to I4'.

**Street names** – In the USA street names that hang over the road indicate the road you are crossing, not the one you are on.





### Overtaking on the Left and Right

No lanes are designated as either fast or slow, however some motorway signs ask slow drivers to use the right lanes.

On most multi-lane routes, you can overtake on the left and right. It's important to remember this when you check your rear view mirror before changing lanes.



### Drink Driving

US Drink Driving laws are stricter than the UK, therefore it's best to designate a non-drinking driver. Drink driving is inadvisable in all our destinations and an offence will invalidate your car insurance and mean that your vehicle would be taken away.

### Speed Limits

Beware! Speed limits are strictly enforced and fines are high. As in the UK, limits are displayed in mph.

### Car Pool Lanes

Freeways in many US states operate Car Pool Lanes in peak times. This means cars must have 2 or more people travelling in them.

### Right Turns on Red Lights

In the USA when you're stopped at a traffic light, you may turn right as long as the road you're crossing is clear, however you must come to a complete stop before turning. Just be sure to check the road signs quickly before continuing, busier junctions often have 'no right turn on red' signs. Remember to avoid the right hand lane at traffic lights if you intend to go straight ahead!



### 4-Way Stop

A 4-way stop is a junction where no particular direction has priority. All drivers should come to a stop and the driver who got there first has the right of way.

### Flashing Yellow/Red Light at a Junction

These hang over the road at a junction and mean proceed with caution. If they flash red it means stop and treat it as a 4 way stop.

### School Bus

In the USA, you are not allowed to overtake a stationary yellow school bus with red lights flashing from either direction on a 2 way street.

### Parking

Most parking is 'off street' and car parks are well indicated.

No Parking signs must be obeyed. If you're parking 'on street' remember the following parking rules:

- Do not park within 10 ft of a fire hydrant
- You must park on the right – your car must never face the traffic
- Never park in a disabled space
- Never park in front of red or yellow painted kerbs, these are for emergency vehicles
- Never park on a white line at a bus stop



### Accidents

In the USA your rental agreement states that if you are involved in a road accident, you must remain at the scene and call the Police. If you fail to do this, or are found liable for the accident, your hire company will cancel your rental agreement and is not obliged to supply you with a replacement vehicle.

### Beware!

Do not respond to strangers telling you that 'your trunk (boot) is open' or 'on fire.' If your car is bumped by someone, only stop at a public area such as a petrol station before exchanging insurance details. Never take 'short cuts' through unfamiliar areas, instead stick to main, well-lit roads.



# Alamo car hire



**Alamo are our car rental partner in the USA. They offer a range of exclusive products and we believe they offer the best value quality and service.**

## Choice

You have chosen your holiday, why not choose your exact car? Well with Virgin Holidays and Alamo you can! All cars within the category you booked are located together – giving you the chance to choose the make, model and even colour of the car you want. Simply pick the one you want and you are away!



## Online Check-In

### Exclusive to Virgin Holidays!

A great way to beat the queues at the airport from the comfort of your own home! Simply log online before you go and complete the car hire check in process by following a few easy steps on the website. Then when you collect your luggage at the airport you're all set to go, no need to go to the car hire desks, simply go straight to the garage and choose your car and begin your journey. So while others are still queuing at the airport you are already on your way to experience the best the USA has to offer!

Online check-in and Choice are available at most airport locations as well as the Disney Car Care Centre in Orlando. Please check in using [www.Alamo.com/Virgin](http://www.Alamo.com/Virgin) Once you have checked in, if you make any changes to your reservation you will need to check-in again.

Online check-in available only at Choice locations.

If you are arriving a day later than planned, go to the main desk, as your online request may have expired.

## Virgin Holidays Kiosks

Even if you have not used online check-in you can still save valuable time at the airport. Our self-service check-in kiosks enable you to smoothly complete the check in process in a few minutes without having to wait at the rental desk.

Choice available at all Virgin gateway airport depots and selected other airports. Please check online or ask your sales consultant for further information.



## What's included in your car rental package

At Virgin Holidays we have 3 types of car hire packages. Please check your car hire voucher for details of the one you have booked.

### Basic

Basic includes 3rd party liability cover up to state minimum (between \$0 to \$30,000). It does not include extended 3rd party protection (EP) and Collision Damage Waiver (CDW) which covers you for damage to your own hire car. Mandatory taxes and airport fees are also not included and will be payable on arrival.

### Virgin Fully Inclusive Package

This includes extended 3rd party liability cover up to \$1million, CDW, Uninsured Motorist Protection (UMP), all pre-payable state/airport taxes and fees and 1 additional driver (EXCLUSIVE to Virgin Holidays).

## Virgin Gold Plus Package

This package includes all of the cover provided in the Fully Inclusive, plus up to 3 additional drivers and a tank of fuel. In addition to this exclusively to Virgin Holidays customers, our Gold Plus package also includes child seats and underage driver fees. For departures from 01 Jan 2017 our Gold Plus package will also include a FREE GPS rental.'

## CDW

You will also be offered CDW locally if you haven't taken our Fully Inclusive or Gold Plus package and have just taken the Basic package. It is important you have this as if you do not take it and have an accident you will be liable for up to the full value of any damage to the car. It is not compulsory but we STRONGLY RECOMMEND YOU TAKE THIS INSURANCE locally or pre-purchase one of our car hire packages that includes it.



# Driving in South Africa

## General Information

### Driving Licence

You must be 21 years old and hold a full UK Driving licence. You will need either the plastic photo card or the old style paper license. Please note: A photocopy is not valid. USA and Canadian Driving licences will not be accepted by Alamo.

### Underage Driving Fees

If you are aged between 21-24 years inclusive then you will be required to pay an Underage driving fee unless you have taken our Platinum package. Underage Driver fee approx \$10.99 per day plus tax.

### Deposit/Credit Cards

You will need to leave a credit card or debit card imprint when you collect your car. Alamo will take \$1 refundable deposit plus any locally purchased items you have purchased. The credit/debit cards MUST be in the Lead driver's name

### Grace Period

We have negotiated a special 2-hour grace period for you so if you get stuck in traffic don't worry! You have up to 2 hours after your drop off time to return the car.

### Roadside Assistance and Peace of mind

Alamo offer 24-hour roadside assistance, and if that's not enough our Virgin representatives are on hand to offer you advice and help if you need it.

### Locally Purchased Items

If you purchase something directly with Alamo but then change your mind, call Alamo within 24 hours and they will arrange with you to return it and you can have a full refund.

### Car Types

Remember to book a car big enough for your whole party and your luggage. Car makes and models and passenger and luggage capacities are for guidance only and the actual make and model of the car you collect can not be guaranteed.

### SAT NAV

Sat Nav can be pre-booked from only £6 per day!

So if you are worried about getting lost or finding your way around then Sat Nav is the perfect solution for you! Please call our Sales consultants to add this to your package.



**We suggest you plan your route in advance and stick to the main roads, which are generally in good condition. Our local reps will be able to advise you of any areas to avoid or additional safety measures you should take when out on the open road.**



- All drivers need a full valid driver's license and this must be carried with them when driving.
- Speed signs are displayed in kilometers, there is a speed limit of 120 kph on open roads in built up areas, although you must check local road signs for any variations.
- Seat belts must be worn.
- Many petrol stations are open 24 hours a day in main centres or at least from 7:00am-7:00pm. In rural areas, opening hours can be limited and there may be considerable distances between them, so it is advisable to plan your journey carefully or fill up when you get the opportunity. Please be careful as petrol stations often will not take credit cards so make sure you have sufficient cash.
- If you're driving into any of the National Parks e.g. Kruger, it is advisable to check the fees payable and opening/closing times of the gates (to avoid being locked inside!) Before starting your journey.

## PROBLEMS? QUESTIONS ABOUT YOUR CAR HIRE?

Just give us a call on **0844 557 0476** or visit [virginholidays.co.uk](http://virginholidays.co.uk)



# Be safe out there...

**At Virgin Holidays, we consider your safety to be of paramount importance and, as such, we are continuously working with the Federation of Tour Operators to raise the safety standards abroad to those which we enjoy in the UK. We will do our utmost to ensure that your holiday is safe and trouble free, however, we ask that you familiarise yourself with the safety tips below and take extra care while you are on holiday.**

## Electricity

For your safety, be cautious when handling electrical appliances. Report any defects to reception or to your Virgin Holidays rep.

## Swimming pools/whirlpools/spas and Jacuzzis

Swimming or lounging in whirlpools or Jacuzzis adds a great deal of enjoyment to your holiday, but please be aware of the following safety tips before use:

- Familiarise yourself with the pool layout, identify the deep end and shallow end before use.
- Please be aware that not all facilities are supervised by a lifeguard.
- Have fun in the pool, but avoid unruly behaviour and observe pool rules and safety signs at all times.

- Please look after the young members of your party and ensure children are supervised by an adult at all times in the pool and the surrounding area.
- Do not jump or dive in the pool, from bridges or other raised features.
- Pool surrounds can be slippery so take care and don't run around them.
- Don't use the pool after dark, or when closed even if it has underwater lights.
- Take a shower before entering the pool.
- Don't swim immediately after a meal or when you have been drinking alcohol.
- Do not swim (or allow children to swim) if suffering from an upset stomach and wait for 48 hours after illness before using the pool again.

## Gas appliances

- Familiarise yourself with the operating instructions for gas appliances e.g. gas cookers or fires in your room and if you're unsure, please ask for assistance.
- Never use a gas cooker to heat the room.
- Always make sure that all appliances are turned off when not in use and before going to bed.
- If a gas appliance is faulty, signs can include black marks or stains, lazy orange flames instead of crisp blue ones and excessive condensation in the room. If you do have any concerns please speak to reception, tell your Virgin Holidays representative or call the emergency number provided.
- Carbon monoxide detectors are rare overseas. The symptoms of carbon monoxide poisoning can include tightness across the forehead, tiredness, drowsiness, headaches and pain in the chest or stomach. If you experience any of these symptoms and think it could be related to a gas appliance in or adjacent to your room, leave the room immediately and notify reception.
- Avoid ice in drinks where possible.
- If you smell gas within your accommodation:
  - Extinguish all naked flames and don't use matches or lighters
  - Don't switch lights or any other electrical appliances on or off
  - If you can, turn off the gas supply
  - Open all doors and windows
  - Inform reception
  - Leave the building and allow time for the gas to disperse
  - Only re-enter when you are sure it is safe to do so.

## Fire safety

Although the risk of fire is actually very small, you should always be aware of what to do in an emergency:

- Study the fire instruction notice displayed in your room.
- Familiarise yourself with the escape routes and fire exits, as well as the method of raising the alarm on discovering a fire.
- If you're a smoker, ensure that all smoking materials are safely extinguished and don't smoke in bed.
- Exercise extreme care with all electrical and cooking appliances and ensure they are switched off when leaving the room or going to bed. Be careful when cooking with oil.

## If a fire occurs

- Stay calm and raise the alarm.
- Get everyone out of the room immediately – don't stop to collect personal belongings.
- Close the door behind you, follow the escape route and leave the building.
- Proceed to the designated assembly point and don't re-enter the building until you are told to do so. Remember – use the stairs, not the lift.



## Beaches

As a precaution we recommend that you always wear footwear when walking on the beach. Swimming in the sea is great fun but you should always be extra vigilant for unseen problems. Before jumping into the waves, ensure you follow these basic steps:

- Check out the beach when you arrive and look out for safety information e.g. warning flags and safety signs and adhere to them at all times.
- Check whether there is a lifeguard and what you should do in the event of an emergency.
- Take care when bathing and swimming. Never swim alone and make sure there are other people around.
- Never swim where a sign says not to, like in zoned areas for boats and jet skis.
- Don't swim near or dive from rocks, piers, breakwaters and coral and always stay within your depth.
- Be aware of dangerous rip currents and strong tides and look out for large waves when entering and exiting the water.
- Ensure children are supervised by an adult at all times.
- Stingrays and jellyfish stings are very rare, but we suggest you 'shuffle' your feet through the water as you enter the sea to warn rays that you're there.

## Water sports

Always check that you are properly insured, especially if participating in higher risk sports such as paragliding, scuba-diving, water-skiing or windsurfing. Your insurance should include cover for personal accidents, third parties and damage. We strongly advise that you DO NOT hire jet skis.

Remember: Any participation in water sports is totally at your own risk and that you cannot scuba-dive 48 hours before flying.



## Balconies

Please take extra care on balconies. If you are travelling with young children consider requesting a room on the ground floor, and ensure children are never left unsupervised on balconies or allowed to climb on balcony furniture. We recommend that you never lean over, sit or climb on the balcony wall or railings.

## Personal safety

Sadly, crimes against people and their property are a fact of life the world over. Here are a few tips for staying safe whilst on your holiday:

- Check that your windows and doors (including balcony doors) are securely locked before leaving your room or going to bed.
- Even when you are in the room use a security chain if provided, especially if your room is on the ground floor.
- Some doors do not lock automatically when closed so always double check.
- Some door, balcony door and window locking devices can be confusing to operate. If you are unsure how to lock any door or window to your room, do not hesitate to ask a hotel staff member for assistance. Never leave your door unlocked.
- Familiarise yourself with how to raise the alarm or who to call in the event of an emergency.
- Don't share, exchange or accept drinks from strangers or anyone you do not completely trust and don't leave your food unattended in bars and restaurants or with someone you do not completely trust.
- Remember, alcohol and drugs can lead you to being less alert, less in control and less aware of what's going on around you.
- Mobile phones and MP3 players have become attractive to potential thieves and as such you should use carefully in public areas and exercise extra caution when using your mobile phone at night.



- Be vigilant and don't walk alone at night, particularly if you are unfamiliar with the area.
- Keep your room keys with you at all times and do not reveal your room number to anyone you do not completely trust.
- Stay aware of what is going on around you and keep away from any situation where you do not feel comfortable. If you are approached by a potential thief, do not resist in giving your possessions to ensure your safety.
- Keep all valuables close to you at all times and avoid carrying large sums of money or wearing a lot of jewellery in public areas.
- You may be tempted to allow your children to drink alcohol whilst on holiday. Please be aware that some destinations enforce stricter laws than the UK which can result in heavy fines and/or prison sentences.
- If you are not sure where you are going and need directions, ask our representatives or the hotel's reception for advice.
- Avoid walking around alone and visiting poorly lit areas and beaches.
- Be aware of how much you have had to drink and remember that alcohol will dehydrate you.
- If you're calling a taxi from a public place, try not to let people overhear your name or details of where you are staying.
- Never accept a lift from an unlicensed taxi, a stranger or anyone you do not completely trust and try to share a taxi with a friend.



- Where available keep all your money, valuables and important documents in a safety deposit box. Always keep a photocopy of your passport and a list of the numbers on your travellers cheques in a safe place.

In the event of the loss or theft of your personal belongings, it is important that you check your insurance policy to see if you are covered and obtain a police report to assist with any claim. If you do not report it to the Police, you may be unable to make an insurance claim.

**Remember, if any of your luggage gets damaged or goes missing on arrival at your destination airport, you should report it immediately to the carrier airline or their agent before you leave the airport. Written confirmation of the loss is necessary to process and validate a claim with any insurance company.**

### Sunburn

Don't forget the power of the sun! We recommend that you stay out of the sun between 11:00am and 3:00pm. Always use a sunblock or sun cream with high protection factor (even when it's cloudy), remember a sun hat and drink plenty of water. Re-apply sunscreen at regular intervals, especially after swimming.



### Hygiene/food safety/tummy tips

Food is an integral part of the holiday experience however everything in moderation is the key, particularly at the beginning of your holiday when the local cuisine may be unfamiliar to you. Make sure your food has been thoroughly cooked and is still piping hot all the way through when served. Avoid any uncooked food apart from food that can be peeled or shelled including fruits and vegetables.

### Drinking water

In some destinations, you may be advised that tap water is safe; however as a precautionary measure, you may wish to consider drinking only from sealed bottled water.

### Insect bites

We recommend that you take the following precautions against mosquito and other insect bites which can cause illness such as Dengue Fever, Yellow Fever, West Nile Virus and Malaria etc:

- Insect repellents containing DEET\* should be used as these are proven to be the most effective. The length of protection is affected by conditions such as heat, humidity, and perspiration and you therefore may need to re-apply more regularly.
- Mosquitoes are most active at dusk and dawn and you should consider staying indoors at these times or wear long sleeves and trousers when outdoors.
- Mosquitoes are able to bite through tight clothing so loose fitting garments are best.
- Light coloured clothing can help you to spot any mosquitoes that land on you!
- Avoid wearing perfumes or highly scented products.
- Make sure you sleep under a mosquito net if one has been provided.
- If you experience any flu-like symptoms, headaches, skin rash or fever upon your return you should seek medical advice.

\*Please consult your GP for advice before using DEET products on young children and women who are pregnant or breast-feeding.

# Emergency contact list

## USA and Canada

Destination	Whilst on holiday (office hours)	24 hour emergency number
Canada	(001) 888 566 8439	001 888 566 8439
Florida	(001) 407 856 1177	1 800 251 5572
Hawaii	(001) 702 891 8668	1 800 251 5572
Las Vegas	(001) 702 891 8668	1 800 251 5572
Los Angeles	(001) 702 891 8668	1 800 251 5572
Miami	(001) 407 856 1177	1 800 251 5572
Boston and New England	(001) 212 790 9560	1 800 251 5572
New York	(001) 212 790 9560	1 800 251 5572
San Francisco	(001) 702 891 8668	1 800 251 5572

## Caribbean

Destination	Whilst on holiday (office hours)	24 hour emergency number
Antigua	(001) 268 462 7862	(001) 268 464 1171
Bahamas	(001) 242 677 2604	00 53 52 805 269
Barbados	(001) 246 434 8461	(001) 246 826 1000
Cuba	(001) 534 561 4567	(0053) 52 805 269
Grenada	(001) 473 439 1380	(001) 473 444 1594
Jamaica	(001) 876 953 6708	(001) 876 383 8190
Mexico	(0052) 984 803 1928	(0052) 984 114 1995
St Lucia	(001) 758 458 0935	(001) 758 484 6253
Tobago	(001) 868 639 8105	(001) 868 688 1903

## Rest of the world

Destination	Whilst on holiday (office hours)	24 hour emergency number
Australia	(0061) 292 682 111	1 800 009 179
Bali	(0062) 361 283 898	(0062) 81 337 873 777
Dubai	(00971) 04403 6777	(00971) 506 564163
China	(0086) 10 8522 8134	(0086) 1346 666 6359
Fiji	(0067) 967 228 11	0067 077 73895
Hong Kong	(00852) 2915 6031	(00852) 6381 3164
India	(0091) 2222 709 100	(0091) 98 202 25158
Japan	(0081) 03 6895 8344	(0081) 090 6486 8153
Maldives	(00960) 331 6073	(00960) 790 4662
Malaysia;	(0060) 4892 7378	(0060) 3 2181 4080
Kuala Lumpur	(0060) 4892 7378	(0060) 12 482 7552
Penang	(0060) 4892 7378	(0060) 12 482 7552
Langkawi	(0060) 4892 7378	(0060) 12 433 0530
Kota Kinabalu and Kuching	(0060) 4892 7378	(0060) 12 482 7552
Mauritius	(0023) 0604 3112	00230 5423 6210
Mombasa	(00254) 725 929 555	(00254) 722 629 402
Nairobi (Kenya)	00254 0202720610	00 254 722 524 708
Namibia	(0027) 312 753 500	(0027) 312 753 500
New Zealand	(0064) 991 871 20	(0064) 274 964 325
Oman	(00968) 24654141	(00968) 95063512
Seychelles		
Praslin	(00248) 4297059	(00248) 25 209 00
Mahe	(00248) 429 7059	(00248) 25 209 99
Singapore	(0065) 6887 5508	(0065) 9833 8275
Sri Lanka	(0094) 112306714	(0094) 773 95 65 80
South Africa	(0027) 312 753 500	(0027) 312 753 500
Tanzania	(00255) 777 413 352	(00255) 777 474 344
	(00255) 242 230 666	(00255) 778 704 040
Thailand	(0066) 2127 5888 5602	66840236949
Vietnam	(0084) 28 3844 8071	(0084) 905 010 035
UK 24 hour support		(0044) 7711 179 057