

KNOW *before* YOU GO



answers to most pre-travel questions

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 you to have some beneficial material. ***Spend some time digesting the information that follows.*** You will find answers to most pre-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 friendships 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 is a lot of walking and you will encounter hills, unpaved and cobblestone streets, uneven surfaces, stairs/steps, 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. See the "Handicaps/Limitations" section.
- Many streets in Europe/Middle East are narrow. Strict traffic regulations may prohibit buses from dropping off groups directly in front of 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. Build yourself up until you can 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. Take 10 minutes per day to put prayer first—above other obligations and requirements.

IMPORTANT ITEMS TO REMEMBER TO PACK

- Passport with applicable visas stamped inside
- A copy of your passport (picture page) to keep in your carry-on and checked bag
- Photo identification
- Blue ticket folder with name tag, luggage tags, flight schedule/eticket, etc.
- Tour Brochure and Travel Insurance Brochure
- Hotel information, keep in your carry-on (see the Customs / Disembarkation section.
- Sunglasses and extra prescription eye glasses
- Sweater/jacket, rain gear (poncho or umbrella)
- Camera, extra film/memory cards and batteries
- Comfortable walking shoes. Take a second pair to rotate and give your feet a break.
- 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.
- Adapter appropriate for country you visit (refer to "Adapter/Converters" section.
- Front pocket wallet (for men)
- If you rely on a hair dryer...to be safe, take yours.
- 3-1-1 carry-on bag. Each passenger is entitled to one quart-size ziploc baggie to carry-on liquids, gels, and creams in containers less than 3.4-oz or smaller container.
- Over-the-counter medications (Tylenol, vitamins, cold medicine, etc.)
- Prescription medications

Packing your medication: TSA does not require that medications/vitamins are in prescription or original bottles. Liquid medication or the size of the container are not restricted. Consider taking a note from your physician listing your prescribed medications. Not all brands of medicine are available overseas. Guidelines can change so visit TSA.gov, search traveling with medication for up-to-date rules as you are responsible for compliance. **NOTE: CPAP information available upon request.**

ODD BUT HANDY ITEMS YOU MAY WANT:

- Liquid or powder laundry soap
- 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
- Recording device or journal for Mass and talks
- Grocery size plastic bags (bring several and use them for laundry 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).
- Lanyard
- Extra twist ties (bread ties) to fasten the zippers together on the outside of your bags.

Time Differences

	In: •Mexico	In: •England •Ireland •Italy •Portugal	In: •Austria •Belgium •Croatia •Czech Rep •France •Germany •Hungary •Israel •Poland •Spain •Switzerland	In: •Greece
	It will be:	It will be:	It will be:	It will be:
At NOON Pacific Time (PST):	2pm	8pm	9pm	10pm
At NOON Mountain (MST):	1pm	7pm	8pm	9pm
At NOON Central Time (CST):	Noon	6pm	7pm	8pm
At NOON Eastern (EST):	11am	5pm	6pm	7pm

Length of Flight

From:	To:	Roughly:
Chicago (ORD)	Athens Greece (ATH)	11 hrs, 30 min
Chicago (ORD)	Brussels Belgium (BRU)	8 hrs
Chicago (ORD)	Budapest Hungary (BUD)	10 hrs
Chicago (ORD)	Dublin Ireland (DUB)	8 hrs
Chicago (ORD)	Istanbul Turkey (IST)	11 hrs, 30 min
Chicago (ORD)	Lisbon Portugal (LIS)	8 hrs, 30 min
Chicago (ORD)	London England (YXU)	8 hrs
Chicago (ORD)	Madrid Spain (MAD)	9 hrs
Chicago (ORD)	Mexico City Mexico (MEX)	4 hrs, 15 min
Chicago (ORD)	Munich Germany (MUC)	11 hrs, 30 min
Chicago (ORD)	Paris France (CDG)	9 hrs
Chicago (ORD)	Prague Czech Republic (PRG)	10 hrs, 45 min
Chicago (ORD)	Rome Italy (FCO)	10 hrs
Chicago (ORD)	Tel Aviv Israel (TLV)	13 hrs
Chicago (ORD)	Venice Italy (VCE)	10 hrs
Chicago (ORD)	Vienna Austria (VIE)	9 hrs
Chicago (ORD)	Warsaw Poland (WAW)	9 hrs, 15 min
Chicago (ORD)	Zurich Switzerland (ZRH)	9 hrs, 30 min

Accommodations

European accommodations/standards are routinely different than what you expect in the U.S. 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:

It is imperative to get your request for a roommate in as soon as possible, especially if you need us to pair you with someone. Rooming assignments are handled on a first-come, first-served basis. If we are unable to find you a roommate, you will be billed for the single room 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 hotels do offer a hair dryer in the bathroom, we recommend bringing 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.



Adapters / Converters

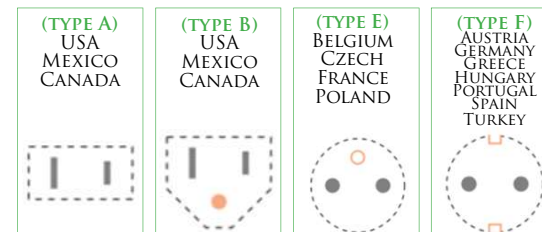
The voltage overseas is 220v-50 cycle AC (the U.S. and Mexico are 110v-60 cycle). Most newer plug-in devices are designed to switch automatically or manually between 110 and 220v (*labeled on each device*).

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 Wal-Mart, Amazon, AAA, Best Buy, etc.*) then plug the adapter into the wall. The adapter has prongs suitable for outlets in the country you are visiting.

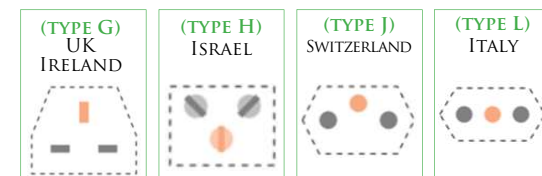
OLDER MODEL DEVICES:

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.**



THE (TYPE C) EUROPLUG

Type C plug fits into type E, F, H, J, K, and N sockets. Includes South America. Used in all countries of Europe except the U.K., Ireland, Cyprus and Malta.



GROUNDING PINS, OR HOLE

(Air) Airline Miles

To **credit your air miles** to an existing account, you should have your air miles account number with you when you check in with the airline agent. Request miles be credited to your account. All mileage credits must be applied **by the airline**. Pentecost Tours has no involvement with air miles.

(Air) Flight Details

INTERNATIONAL FLIGHTS:

Check in for your international flight at least **three** hours before departure. Check luggage at the airline counter with an agent. Advise the agent of your final destination. Watch for PTI color-coded name badges to identify 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 routings provided by the airlines, including connection times/cities. The Airlines determine what qualifies as a legal connection. Pentecost Tours has no control over connecting times or transfers from one gate to another. Connections provided by the airlines can be tight (e.g.: 45 min.) or lengthy as a result of flight availability at the time of booking. **PTI is subject to the rules/regulations/availability of the carriers with whom we work and therefore have no leverage to change arrangements provided.**

At the time of booking, we do our best to consider air reservations and how they correspond with the group transfers between the airport(s)/hotel(s).

AIRLINE TICKETS:

At check-in, be ready to provide the agent with your flight itinerary/eticket (provided in your final PTI packet) and your passport as well.

► (Air) Global Entry/TSA Pre✓

To activate your TSA Pre✓ benefit:

• Pentecost Tours (PTI) **MUST** have your number and full expiration date (mm/dd/yyyy) at least 2 months prior to departure.

• Airlines must receive your TSA Pre✓/Global Entry (with Pre✓) number and full date from PTI before the group is ticketed.

• **If the airline activates your TSA Pre✓ feature it should appear on your boarding pass.**

• *PTI submits what you provide and is not responsible if the airline doesn't apply it or the number/date you submitted is incomplete.*

The Global Entry benefit is not connected to the airline. Its benefit is between the Global Entry holder and Customs upon re-entry in the U.S.

► (Air) Questions

What if my flight is cancelled or delayed or I miss my flight due to my late arrival at my departure airport?

• Work DIRECTLY with the airline to arrange for alternate flights. Be persistent but kind and courteous. Note: the airlines are not required to offer reimbursement for personal expense or overnights when delays/cancellations occur due to weather.

What if I miss my group transfer upon arrival?

• If you miss the group transfer, pay for your separate private transfer. Upon your return to the United States, submit a claim to the airlines in hopes of reimbursement. Save receipts!

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

• Clear immigration/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.

► (Air) Seat Assignments

Pentecost Tours (PTI) works with the Airlines' group departments to secure a block of ECONOMY seats. The airlines don't allow us to be involved in seat assignments. Therefore, seat assignments are handled by the airlines and each passenger at check-in. **If you want specific seating on the flight, you can purchase the Land Only package on any PTI pilgrimage. It is the responsibility of Land Only passengers to purchase your own flights/seat(s) and connect with the group.**

BUSINESS CLASS SEATS.

Pentecost Tours may be able to help you acquire Business Class seats ONLY. Please note:

- the typical airline cost of for a Business Class seat is an additional \$4,000-\$8,000 per seat.
- Written requests must be submitted at least 90-days in advance.
- Once the airline accepts your request, payment is due immediately and the ticket is non-refundable.

► Baggage

Due to limited storage space on the motor coaches, EACH Passenger is entitled to ONE check-in bag and ONE CARRY-ON. Any portage included in your tour price has been based on that allotment. You may have to move your own luggage during the tour (e.g.: trains), so be sure you can manage it!

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

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.

NOTE: Some flights between overseas cities allow only 44 pounds (total combined weight) per person.

Generally, a **carry-on piece** may not exceed a linear dimension of 45 inches, and must fit under the seat or in the overhead compartment. A large briefcase/camera bag may be considered a carry-on by the airlines. **Allowed carry-on sizes vary by airline. Verify allowable dimensions on the website of the airline you are flying.**

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, the schedule can be very full from morning until evening. You may choose to remain on the motorcoach (providing parking is available) while the group visits a site...but please check first with the tour escort as some stops require the bus to return for passenger pickup. If the pace is too fast, the terrain is difficult, or you want to explore on your own for a day, you have the option to refrain from the tour's scheduled events (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.



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! SHORTS ARE NOT RECOMMENDED! 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.

Be prepared 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 late spring, summer, and early fall: pack a hat to protect your head and neck from the sun.

Comfortable, rubber-soled shoes are best. General Clothing for Men: Jeans, slacks/dockers, short/long sleeve shirts, socks, undergarments, and jacket, sweater, or light coat. Shorts are NOT recommended. Gentlemen, watch your billfold.

General Clothing for Women: Knees and shoulders should be covered. Jeans, slacks, longer skirts, casual dresses, capris, short/long sleeve shirts, socks, undergarments, and a jacket, sweater, or light coat. Shorts are NOT recommended. Ladies, purses should have a shoulder strap and be carried securely under the arm or use a cross-body style. Money pouches should be worn under clothing.



*Some packers feel rolling clothing makes it more compact. Some of our staff folds tissue paper in each shirt to minimize wrinkling. The tissue paper can be reused to pack fragile gifts going home. **DON'T OVERPACK!** Wear everything twice...mix and match. Fill extra space with bubble wrap to prevent clothes from sliding around... then, the bubble wrap can wrap and protect breakable gifts or discarded if not needed.*

Keep passports/money on your person. Leave valuables, such as jewelry, at home!

► Customs / Debarkation

Flight attendants will distribute customs declaration forms. You must declare purchases in your possession if they exceed \$800 per person. Amount varies per country. The attendants can assist with questions. Merchandise acquired abroad must accompany you if it is to be included in your duty-free exemption. Click on Duty-free exemptions. For traveling abroad DOs and DONTs, visit www.tsa.gov and use the travelers & consumers tab.

DISEMBARKATION CARDS:

Disembarkation cards will be distributed just before landing. Keep your hotel information handy as you will need to list the address on the form.

CUSTOMS AND IMMIGRATION:

Upon landing, proceed to the Immigration Department, where your passport is checked for re-entry into the U.S. Customs officers may examine your gifts.

► Food

Provided meals are generally ample and delicious servings of American fare. Lunches are on your own. If you wish to defray the cost of buying lunches, pack snacks to eat for lunch or buy a small lunch and use the snacks as your side items. Sampling local cuisine is part of the adventure...Be open minded and enjoy.

If you require a **special diet** and Pentecost Tours is given **sufficient notice**, we will request this service from the airlines/hotels. Note: Pentecost Tours cannot be held responsible if the request is not fulfilled. Be sure

► Free Time

An abundance of free time isn't written into the itinerary unless it is requested by the spiritual leader. However, there are opportunities to buy mementoes in some of the locations (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

If you require assistance or cannot move about freely or for stretches of time, you 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 and steps on most pilgrimages. Pavement can be uneven, rocky, hilly, etc. Be realistic about what you can do. Of course we want you on the trip but you can't hold up the group.

► Illness While Traveling

ILLNESS:

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

Illness can be caused by eating 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 remedy for stomach related ailments.

PHYSICIANS:

Medical service is available almost everywhere. 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.

► Jet Lag

Long flights through multiple time zones can cause "Jet Lag" (body clock is out of sync with the time in the region). It's common but can be minimized by following a few 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.

► Language

English is widely spoken and some signs appear in English too. Language barriers may exist in smaller cities. Your tour escort can help with the communication.

► Laundry Services

Check with the concierge about same-day service.

► Liability

The tour brochure is our contract with you. Pentecost Tours acts as an agent for the airlines/ships/hotels/bus companies, and those providing services. PTI is not responsible for loss/injury incurred while on a tour. We highly recommend comprehensive travel protection.

► Luggage Locks

Due to airline and government regulations, ALL baggage is searched/scanned. If you use a luggage lock and security does not have a manufacturer's master key, your lock will be cut off and not replaced.



Twist ties are great for fastening zipper-pulls together. This prevents zippers from opening during handling and enables security to screen/search your bags. Typically, security will re-fasten the twist tie afterwards.

► Money

How much money to take depends on your spending habits. Your lunches, shopping plans, etc. must be factored into your decision.

- **CASH:** Carry some singles for restrooms or street vendors. Your tour escort can direct you to the most convenient locations that offer the best exchange rates.
- **ATMs:** It is practical/cost effective to withdraw local money using your ATM/Debit card during your trip. ATMs are available in most of the places we visit, and are very similar to those in USA. Most offer English as a language option.
- **CREDIT CARDS:** Credit Cards also offer a good rate of exchange. Take a couple of different credit cards (VISA or MasterCard are best). NOTE: Notify your credit card company of your travel dates and that you may have international charges.
- Holy Land Note: Israel accepts U.S. currency.
- **NOT RECOMMENDED:** Traveler's Checks, American Express, and Discover.
- NEVER give money to beggars! No exceptions!

► Morning Wake-Up Calls

Pack a battery operated alarm clock (with fresh batteries) or use your cell phone. The Escort may request wake-up calls for the group but every individual has their own routine. **Wake-up calls are not always reliable.**

► Phone Calls

Cell carriers offer international calling plans. Sign up is simple and plans are not that expensive.

► Restrooms (W/C = Water Closet)

Have tissues in your pocket at all times. Also, be aware that some public toilets may charge a small "user's fee". Keep local currency handy to pay this fee.

► Shopping

Exchanges/returns are impossible. **Most European stores/businesses are closed Sundays.** In the Middle East, stores close from sundown Friday to sundown Saturday. Some countries observe a midday "siesta".

► Taxis

Avoid unofficial taxi services. We recommend you arrange transportation through the hotel's front desk. Agree on a negotiated fare upfront.

► Vaccinations

Required vaccines are decided by the airline and the country you will be visiting. Passengers will be notified if any are required and it is your responsibility to comply.

► Value Added Tax (VAT)

There is a value added tax on most goods (often included in the price). If you buy \$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 for a refund, upon presenting the form and the item, at the airport prior to departure. Don't pack these items in your checked bag!

► Water Warning

Our bodies are accustomed to drinking U.S. water quality, minerals, and micro-biotic levels. The tap water and ice cubes abroad may be tolerable, but avoid the risk unless your tour escort tells you the local water is ok. We **highly recommend drinking only bottled water.**

As convenience and courtesy, most of our coach drivers keep a stock of cold water bottles on the bus (for a minimal fee).

FYI...fresh fruits and vegetables may be washed in local tap water. Severe stomach/digestive related ailments can result. Bring anti-diarrhea medicine just in case.

Some travelers consumed foreign tap water that did not agree with them. Consequently, they missed non-refundable days and/or activities on their pilgrimage. Better to hear on the side of caution.