



Come Trip with us!

Canada's Student
Travel Experts
Since 1976

PreTrip Pack

Hello S-Trip passengers! We hope that all of you are ready for an exciting trip. All of us here at Student Trip have been working hard to make certain that you all have a fun and exciting vacation, but also that your vacation is a safe one. Below are some important points that you all should keep in mind while before and during the trip. Please take the time and read this information thoroughly. For people traveling on the cruise, please read the following points as well as the Cruise Passengers section at the end.

Documentation:

- As of January 23, 2007 all passengers traveling to or through the United States require a valid passport.
- Even though you might be traveling in a group you should be personally informed. Know your travel itinerary and be early. Each passenger is responsible to make sure that they have their own travel documents
- A valid passport, although not required for all destinations, is *very* highly recommended when you are traveling.
- Students and Parents will receive Final Invoice and Itineraries by email. These itineraries inform you about your flight numbers, dates and times. It is important to note that this itinerary may change. If you have an outstanding balance you will have to pay it before you receive your documents.
- Your group organizer will obtain all of your travel documents approximately 3 weeks before your trip. A meeting will be announced for when you can pick them up. Some group organizers hold on to the documents and will only distribute them on departure day. Once you've signed for your tickets they are your responsibility. Please have them with you when traveling. If you lose the documents there can be fees to have them reissued.
- Here are some of the document that you should have on travel day:
 1. Airline or Bus Ticket
 2. Valid Passport
 3. Hotel or Cruise Voucher
 4. RBC Insurance Card
 5. S-Trip! ID Bracelet
 6. Travel Itinerary
- Student Trip also recommends having photocopies of all your identification in case your passport is lost or stolen. Photocopies of: Driver's License, Birth Certificate, Health Card, and Passport.

Packing:

- Pack practically. Half of the stuff that you bring you probably won't end up wearing; remember that you're going to the beach after all.
- It is a good idea to pack some nice clothes for the evening, as some of the discos and restaurants have dress codes.
- Packing a light change of clothes and your bathing suit into your carry on luggage is a very good idea. In the rare event that your luggage does get lost, you will at least be able to enjoy yourself while you wait for your luggage; not to mention change out of your winter attire upon arriving at your destination.
- All airlines have weight restrictions for luggage, which can sometimes be as low as 20 Kg in two bags. So pack wisely, and avoid bringing heavy items.

Travel Day:

- **Traveling can be stressful. There are a lot of lines to wait in. Plan ahead; dress comfortably & bring along something to keep you busy while you are waiting. Delays and changes are common when traveling. Try and make the best of your travel time you are only hours away from the getting to destination.**
- S-Trip! Staff will greet you at your departure terminal to ensure that you successfully board your flight.

- Flight Check In – Airport check-in is the first step in your vacation. Your flight seats are not assigned, so check-in with the people that you want to sit with on the plane. Remember to have ALL of the necessary travel documents and to arrive early.
- Security Clearance – Be patient when waiting in line for your carry on luggage to be scanned. The men / women are there for everybody's safety. To avoid delays only pack necessary items with your carry on luggage. Items with sharp or pointy edges should be left in your other luggage along with any creams, aerosols, detergents, or liquid based items. All toiletries packed in your luggage must be sealed in clear plastic zip lock bags. All toiletries, liquid and/or paste, brought on board in carry-on luggage must be limited to 3 oz. or less.
- Immigration Card – Before or upon boarding your flight you will be handed an "Immigration / Customs Card". Fill this form out with all the necessary information and keep it with your other documents, as it is required to enter the country of your destination.
- In Flight – Everyone is excited, but remember that there are other vacationers traveling as well. Yelling or rowdy behavior is not permitted on planes; flight attendants are the authority while in flight and they must be obeyed.
- Baggage Claim – Remember to pick up ALL your baggage. If your baggage does not arrive, DO NOT PANIC. Speak with an Airline representative and they can aide in locate your baggage. In the event that your baggage is lost, and if you purchased *RBC Deluxe Package*, contact the insurance company for extra assistance/coverage.
- Transfers – Make sure that you have your S-Trip! bracelet on, and exit through the main exit. There you will be greeted by a Destination Staff who will guide you to the bus which transfers you to your hotel or the cruise ship.
- Hotel/Cruise Check In – Try to keep in mind that there are a lot of people checking-in all at the same time. In order to speed up the process, wait in line with the people whom you are rooming with. Be patient as the S-Trip! Staff will ensure that this process is as quick as possible. Upon receiving your rooms make sure that everything is functioning properly and that there are no damages. If there is any problem bring it to the attention of an S-Trip! Destination Staff immediately.

Rooms/Cabins:

- Safety Deposit Box - It is a good idea to keep any valuables or identification in your hotel or cabin safe (wallets, watches, iPods, passports, return travel documents etc).
- Damage - Upon receiving your room, move thoroughly through the room ensuring that there is no damage. You will be held responsible if any damage does occur to either your room, the hotel or cruise ship. Please report any damage immediately to the hotel or cruise line staff; they will appreciate your honesty and may be more lenient.
- Mini-Bar – Most rooms and cabins will have a mini-bar. Often the items in the fridge are not included. Check before you use the mini-bar.
- Problems – Throughout the trip if you have problems with your accommodations please speak with the front desk for assistance.

Destination Briefing:

- A destination briefing will take place after everyone has received their rooms. Destination Staff will tell what time it will be held when you check in.
- The briefing will be an A – Z rundown about your destination: your hotel, food, sites, general tips and advisories etc.
- This meeting is mandatory to attend as Destination Staff will be letting you know the best ways to have a fun, safe trip and how to make the most out of your destination.

Safety:

- Even though you are on vacation, you are in a different country; so the rules and general customs / courtesies are different.
- Respect the locals. You are guest in their country and they should be treated with respect and dignity.

- When traveling to discos or to participate in excursion activities, it is VERY important to stay in groups. Also, before you go anywhere, tell your friends where you are going so that someone knows where you are.
- This may seem childish, but when crossing the streets, pay attention to oncoming traffic; cars drive very fast, and there are few speed limits.
- If your room has a balcony, please be careful around the railings. Also, remember to lock your balcony door when you are not using it.
- Fighting will not be tolerated. We're all on vacation to have a good time and fighting ruins it for everybody. If you are involved in a fight, all those involved will be dismissed from the trip. Plain and simple.

Sports Equipment:

- We discourage all passengers from taking part in motorized water sports or the rental of watercrafts; they're unpredictable and dangerous.
- If you do participate, be careful; don't go crazy and be smart; don't ruin your vacation by getting hurt.
- Before renting anything, be sure to inspect it thoroughly for any damages. Any damages which you do inflict or are accused of inflicting can be very costly and will be burdened by you.

Insurance:

- Your insurance information is important to keep on you at all times. Your insurance policy number is the same for all S-Trip! passengers at your destination.
- In the event of an emergency, first and foremost seek proper medical attention; get to a hospital or clinic immediately, and send someone to notify an S-Trip! staff member. If time allows, contact RBC Insurance, as they can pre-arrange payment of any bills or advise you in what to do should the circumstances be grave. If you cannot contact them before hand, make sure that you notify them as soon as possible.

Food & Water:

- You will be notified of all the food options which are available at your destination: times, locations, food choices etc. If you have any food allergies, please notify the Food & Beverage Manager at your specific hotel or cruise ship.
- All your food is included with the "All Inclusive" packages, however, please be aware of the main eating times.
- Onboard the cruise all drinks at the buffet are free of charge. This includes, water, iced tea, coffee, etc. Alcoholic beverages and soft drinks from the bar are *not* included. A drinks package can be obtained at a nominal charge which will cover all soft drinks, otherwise, they will be charged to your card at the cruise line rate.
- *Do not* drink the water at any of the destinations. Your hotel often provides bottled water and bottled water can otherwise be purchased at many locations throughout your destination.

Alcohol & Drugs:

- Drinking Age – Different countries have different drinking ages. Please be aware of them and respect the law. It is at the sole discretion of the hotels, restaurants, cruise lines and bars to enforce drinking ages. S-Trip! does not have any control or is in now way involved in enforcing legal drinking ages. Any venue reserves the right to deny alcohol to any passenger for any reason.
- Responsible Drinking – S-Trip! does not condone excessive drinking. If you are of age, please drink responsibly and consider the safety of yourself and those around you. Being hung over and sick simply means that you don't have the energy to enjoy all there is to do at your destination. Heavy drinking is very dangerous. Please be smart and look out for your friends.
- Bracelets / ID – If you are not of age and the hotel or cruise line gives you a bracelet that identifies you as a minor please do not tamper with it. The hotel, cruise or venue can remove you from their facilities.
- Drugs – Although some drugs may be tolerated in Canada, the laws in other countries can be VERY severe. Don't take the chance of purchasing or participating in the use of drugs. Authorities and staff will be looking for drugs, and if you are caught, you will be removed from the trip immediately and may wind up in jail.

Money:

- Each country accepts different currencies. Pay attention to the S-Trip! website which will inform you about the major currencies accepted at your specific destination. US dollars cash and travelers cheques are widely accepted in tourist areas.
- Traveler's cheques are a wise form of currency to travel with as they are insurable and can be replaced if they are lost or stolen. With this in mind, be sure to only cash in your traveler's cheques as needed.
- Having a credit card and/or bank card for emergency purposes is also a good idea, however keep in mind that not all cards work everywhere. Please contact your financial institution for more information.
- Debit cards can be used in all destinations except Cuba. They can be used to take out money directly from your bank account in Canada. Do not rely on the availability of a bank machines.
- Hotels & Cruise Lines charge security deposits. This deposit is given at check-in and can be charged to a credit card or pay cash. The deposit can be between \$25-\$100 per person. The exact amount will be given to you with your travel documents. Please be prepared as these hotels can change the deposit amounts without notice.
- Some countries charge a Departure Tax. This is payable when you are leaving the country. Please be sure to have the right amount of cash available when you arrive at the airport. Dominican Rep \$20USD / Cuba \$25CUC, subject to change.

Excursions:

- The S-Trip! website outlines some of the activities and attractions that are available at your destination. Speak to your destination staff onsite for details.
- If you do decide to go on an excursion make sure that you let your friends know. This way someone will know where you have gone. Don't go anywhere by yourself.

Respect:

- Respect the locals! You are guests in their country, so respect their culture and way of life. A lack of respect breeds ill-feelings towards visitors, and is a detriment to everyone on vacation. Canadians are well received around the world. Please think of yourself as an ambassador for future travelers.
- Other guests in your hotel or cruise ship are there for the same reason you are: to have fun and relax. So please respect other tourists and you will receive the same.
- Hotel, service staff and S-Trip! staff are there for your comfort and convenience. Appreciation of their services and day to day functions can make your vacation all the more enjoyable. Treating people kindly will always help resolve your situation better than being demanding.

Staff:

- Get to know your S-Trip! staff; they know a lot of the details about your destination and are there to make sure that you are having a fun and safe trip. Simply ask, and they will do what they can to assist you.
- Some things are out of control of S-Trip! staff, however if there is something that they cannot answer or do, they will forward it to their supervisor and the situation will hopefully be resolved. In the case where something cannot be resolved it will immediately be looked into upon return to Canada.

Weather:

- For the first couple days of your vacation, it's important to wear a lot of sunscreen; the sun is much hotter in the Caribbean and you will burn quickly. There's no easier way to ruin your vacation than getting sunburned your first day.

Inclusions & Limitations:

- With your travel documents you will receive a list of inclusions. This will list everything that is included in your package. Facilities and services may not always be available due to abnormal circumstances.

- S-Trip! is a retail travel agency in Canada. Our staff travels to destination to provide extra assistance onsite. Our company does not directly own or control any bus lines, airlines, cruise ships, hotels, restaurants, discos, etc. We will assist passengers where possible. Please understand our company's limitation over these facilities or services.

Cruise Passengers:

- Arrival at the Cruise Ship - Once you arrive at the cruise ship your baggage will be taken by a baggage handler and delivered to your cabin approximately 3 hrs after check in. So make sure that you have a change of clothes and your bathing suit before checking your baggage so that you can go swimming and relax.
- Cruise Ship Card Registration – While checking in to the cruise, every passenger will be required to register a credit card or pay cash for anything which they may purchase aboard the cruise. Credit cards are easiest to use because they do not have to be replenished and anything that you do purchase aboard will be charged directly to the card. Otherwise when/if your cash deposit runs out, it will have to be replenished before further purchases can be made. Likewise, if you do not use all of the money you placed on your cruise card it will be refunded to you at the end of the cruise.
- Cabins & Keys – Every passenger's cabin will be ready as of 1:00 pm. The keys to your cabin will be inside when they are ready, with an extra key placed in the cabin door.
- Electronics – All Canadian electrical devices will work on board the cruise. However, irons are not permitted due to fire safety.
- Cruise Cards – Each passenger will be issued a "Cruise Card" which will have your name and cruise ship on the back. These debit type cards can be used for many different purposes:
 - Room keys
 - Boarding and disembarking the cruise ship
 - Purchasing:
 - Bar Drinks
 - Duty free items
 - Spa & beauty services
 - Laundry services
- Currency Exchange – The cruise ship does provide currency exchange for a nominal service charge.
- Dinner Seating Times – There are two major restaurants aboard the cruise ship. Each of the restaurants has 2 main seating times. You will be notified about your specific seating time upon entering your cabin via a seating time card notifying you of the restaurant, time and table.
- Dress Code - For the most part, there is a casual dress code in effect. There are however is a formal night where people often dress up. This is completely optional, yet most people participate. On the last night there is also a Roman Toga Party where all passengers will be provided with togas and head dresses. If you wish to creative work on your Roman costume and bring it with you.
- Eating – The cruise ship has food available 23 hrs per day (no food 5 am – 6 am). The main buffet is located on the 9th deck. Room service is also available to every room aboard the cruise during the same hours.
- Special Diets – If any passenger has special diet requirement e.g. Allergies, please inform the cruise line at least 2 weeks prior to you departure dates so that they can make the proper arrangements. You can also advise the food and beverage manager upon boarding.
- Security – Each passenger will go through a security procedure when embarking and disembarking the ship. Any bottles of alcohol will be kept with security until the second last day of sailing. No weapons are allowed onboard. This procedure is similar to security check at an airport. There are security guards on board the ship to maintain order. There is also an extensive closed circuit camera system onboard the ship.
- Motion Sickness – Occasionally, due to rough seas some people may experience motion sickness. Lie down for a while, the feeling should pass. If the feeling continues; the ship provides motion sickness patches at the customer service desk or visit the onboard doctor.

- Newspaper – Twice a day, a cruise ship newspaper will circulate to every room informing passengers about upcoming islands, cruise ship shows, and additional island activities which everyone is welcome to participate.
- Tendering – Due to shallow waters at some ports of call, tenders (smaller type ships) carry cruise ship passengers to and from the shore. At these particular ports, it is recommended that any passenger(s) wishing to leave the ship arrive early to register for tender service and to shorten wait times.
- All Aboard Times – Due to the tight schedules of the cruise ship, it is the passenger's responsibility to be aware of the specific "All Aboard Time" at each individual island; it varies with each island. The cruise ship does not wait for small numbers of passengers, the ship *will* leave without you and it is the passenger's responsibility to meet up with the ship at its next port of call.
- Internet – Internet services are available on the cruise for a nominal rate. Generally the internet connection via satellite is slow and expensive. On the islands there are many internet cafes near the port.
- Phone Calls – Ship to shore service is available on the cruise, however, it is recommended that passengers wait until they reach a stop off island to make phone calls. International GSM phones will work onboard the cruise ship at all times and on the islands. Please contact your cell phone provider to see if your phone will work.