TOURAMERICA.ie CRUISEHOLIDAYS.ie THE TRAVEL SUITE Luxury Cruises & Holidays

IMPORTANT TRAVEL INFORMATION FOR YOU

ESTA – Visa Waiver Programme – USA Travel
The Electronic System for Travel Authorisation (ESTA) allows for foreign nationals from certain countries to travel to the United States for business or pleasure, for stays of 90 days or less without obtaining a visa. The Visa Waiver programme application may be submitted any time prior to travel, but no later than 72 hours prior to travel (one application per person travelling). This application is valid for 2 years, costs $21 per visitor (approx €19) and is payable by credit card only. You can access the ESTA website from our homepage www.touramerica.ie (quick links on top of page, then click on ESTA online form) or by going to this address: https://esta.cbp.dhs.gov.

To ensure you are eligible to apply for admission under the Visa Waiver Programme, please log on to the website link above to check. Passengers who have not received approval may be denied boarding; experience delayed processing or be denied admission as a US port of entry.
**** All information entered into your ESTA application must match the passport you are using for travel to the USA****

Canada Electronic Travel Authorisation (ETA) Programme
Please note if you are flying to or transiting through Canada you will need to complete the ETA. Please log onto www.cic.gc.ca/english/visit/eta-start.asp

This is part of an admittance procedure already in use by several countries, designed to assist travellers in processing their required documents and determine their eligibility for travel to international destinations. The cost of the ETA online will be approximately $7.

Mexico
If you are travelling to Mexico, you require a Tourist Visa. This can be completed when you arrive in Mexico. However it is now available to complete online before you travel. Please use this link: https://www.mexicotouristcard.com/

Passport Information
All names and spellings provided to us, must be as stated on your passport. Passports must be valid for a minimum of 6 months after your return date. All Irish Passport holders visiting America, including children and infants, require an individual machine readable passport to avail of the US Visa Waiver Programme. Non-Irish Passport holders should check with their Embassy or the US Embassy for specific requirements. Please note that security regulations may require us to provide US Immigration with a complete address of where you will be staying while in the US. Failure to do this can result in denied admission into the US port of entry.

New MPC app (Mobile Passport control)
Download the **MPC** (Mobile Passport Control) app. This convenient service allows you to complete a portion of your immigration process before arriving at US pre-clearance, reducing wait times. Simply download the free MPC app, upload your travel documents, photo, and customs declaration information, and skip the paper form. With MPC, you'll enjoy shorter wait times, less congestion, and faster processing at US pre-clearance.

Travel Documentation
Please ensure to bring all your travel documents sent to you by Tour America. Airline Tickets and Vouchers for accommodation, car hire, attractions, transfers will be required at time check-in, along with Photo ID.

Cruising from the USA: If you are boarding a cruise ship in a USA port, you will be required to have a printed copy of your ESTA approval.

Cruising in Asia: Please check with your Embassy, or the relevant Embassy of the country(s) travelling to, if a multiple entry visa is required.

Please note that it is the customer's responsibility to ensure they have the required visa's etc to enter the countries they are visiting. Of course, we are always here to help, and you can also find additional help using the following link:
https://thetravelsuite.ie/visa/

Flights
Ensure you check the airport terminal your flight is departing from by logging onto the relevant airline website or contacting us.

Recommended Check-In Times:
- 3 hours for International Flights
- 2 hours for UK and European Flights
- 2 hours for Domestic Flights within the US

Please note that you will clear immigration in Dublin for all flights going directly to the USA. Should you have an onward connection through any European country or the UK to go to America, you will clear immigration upon arrival in the US.

You can now check in with all airlines through their airline app. We would recommend you download the app before your trip. This will also allow you to choose your seats prior to departure. (Most airlines now only allow seat assignment when you check in 24 hours pre departure). If we have been able to pre assign your seats, we will advise on your documentation. Please note that sometimes flights may be overbooked, so it is always best to check in online prior to departure.

Fly/Cruise Package with cruise Line
Where we have booked you a fly/cruise package with the Cruise line, you will only be able to check in at the airport where your seats will have been pre-allocated for you. You will not be able to checkin online for your flight.

Delays/Cancellations of Flights:
Whilst at the airport or abroad, please contact us to advise of any delay or cancellation so that we can advise your hotel, transfer company, car company on your behalf. Please note, all supplier contact information, including phone numbers, will be noted on your itinerary / voucher.
Where your flight is cancelled or you miss a flight due to delays, the airline must re-protect you on the next available flight to your destination. Please go to the relevant airline ticket desk at the airport for assistance.
In case of any delays/cancellations, we would recommend that any required medicines you require are packed into your carry-on luggage.

Baggage Allowance
Please refer to the below – please note the airlines may change the allowance at any time. Please ask us to confirm the baggage allowance for you.

Destination	Economy		Business	
	Checked in Bag	Hand Baggage	Checked in Bag	Hand Baggage
USA	1 x 23Kg	1 x 10Kg	2 x 23Kg	2 x 10Kg
UK/Europe	1 x 20Kg	1 x 7-10Kg	2 x 20Kg	2 x 7-10Kg
Other	See airline website			

Please note that if you have a separate ticket for an internal USA flight, checked in baggage is not included as standard.
In economy, most airlines will charge you for a 2nd checked in bag. You can either pay via the airline website or at check in at the airport.

Cruise – online check in
Prior to your cruise, you will need to complete your cruise Online check in. This can either be done through the relevant cruise line app or their website. Details of this, together with your cruise confirmation number are provided on your original booking invoice. This must be done at least 4 weeks prior to departure.

Booking additional onboard services:
Once you download the app, you are able to book additional onboard services prior to your cruise departure, such as drinks packages/excursions/spa treatments. Speciality dining etc.

Accommodation
Please note that most hotels in the USA offer rooms with two double beds or one King / Queen size bed. Any specific requirements made at time of booking, have been requested on your behalf but cannot be guaranteed. Resort Fees: We have, where possible, informed you of any resort fees at time of booking or in the hotel description on your itinerary. However, please note these resort fees are subject to change at any time and have to be paid locally.

Hotel refundable deposits
Most hotels will also take a copy of your credit card for any incidentals charged to your room. If you are using a debit card, the hotel will hold an amount on your debit card which should be returned to you within 14 days of your return.

Car Hire
1) All drivers must bring a Full Driving Licence with them. The "main" driver on your booking must also present a credit card in their name when picking up the vehicle. The car rental company will be unable to provide the car hire should you have only a photocopy or have forgotten your license or credit card.

2) If you have booked your car hire with Tour America, please ensure you have chosen a car size that suits your requirements with sufficient insurance cover. The Car Rental Representative at the desk at your holiday destination may suggest that you take additional insurance cover, change the vehicle type you have booked or offer other additional services. Please note that any change that you make to the original booking in most circumstances will incur additional charges by the Car Rental Company. They will ask you to sign for these additional charges and debit the amount from your credit card. Tour America will not be responsible for these extra charges accepted by the customer. If you are in any doubt about the charges, please contact us on **01 817 3500**.

Transfers
Should you have any flight delays and have transfers booked through ourselves, please contact the transfer company to advise of delay. Phone numbers are provided on your itinerary/voucher.

Travel Insurance
Travel insurance is compulsory for package holiday clients and must provide cover that is at least equivalent to the Travel Insurance provided by Tour America (except where client is purchasing seat only).Please contact us on **01 817 3500** to avail of our Travel insurance Policy. Please also remember to take the contact details of your Travel Insurance provider with you on your trip.

Special Assistance
If you or anyone in your party requires special assistance with travel arrangement, we must be made aware at time of booking so we can ensure all your requirements have been met. After booking, you can complete a confidential special assistance form on our customer portal: https://www.touramerica.ie/customer-portal/login/

In Resort Injury
You must contact us immediately: emergency.support@touramerica.ie to tell us about your injury or illness and complete our report form while you are in the resort: https://www.touramerica.ie/customer-portal/login/ You should also report the injury, accident, illness to the relevant service provider's staff eg airport/hotel/transfer/attraction/tour etc.

Emergency Contact
Should you have an emergency while you are abroad, please contact our emergency e-mail at:
emergency.support@touramerica.ie

For any Additional Extras, Park Passes, Car Hire, Attractions, etc. Please log onto www.touramerica.ie or contact us on: **01 817 3500**