# **Cuba: Essential Destination Advice**

Cuba is a unique and very special destination. However, the service levels can be different from what we experience in the UK and it is very important that clients approach their visit to the Caribbean recognising this fact. Our staff will be more than happy to answer your questions on this matter.

# :: Things to know before you go

How can I best plan my visit? What does my holiday include? When will I get my tickets? What about changes to flights? Can I fly when I'm pregnant? What about DVT? How much luggage can I take? What sort of clothes should I pack? Do I need any jabs? Do I need any special paperwork? When do I need to check in for my flight? Do I have to pay departure tax? What currency do they use in Cuba? I'd like to take some gifts with me. What are the best items to take? What's the weather like in Cuba? How can my friends and family contact me while I'm in Cuba?

### :: Things to know in resort

What happens when I arrive?
What's internal transport like?
Is Cuba safe?
What's the time difference?
What kind of adaptor do I need for my electrical items?
How do I contact home?
Is there a local consulate in case of emergency?
Do I need to tip?
What's the food and drink like?
Are there any public holidays in Cuba?

# How can I best plan my visit?

Visitors to Cuba are often surprised that the island is the size of England but with a tropical climate, three large mountain ranges and 6,000 kilometres of coastline surrounded by three different oceans. The Republic of Cuba has a fascinating history and an impressive legacy of architectural treasures, including two World Heritage UNESCO sites. Why not get in the mood of Cuba before leaving by reading some literature about the country or novels such as Ernest Hemingway's 'The Old Man and the Sea', 'To Have and Have not', 'Islands in the Stream', or Graham Greene's 'Our Man in Havana'? back to top

# What does my holiday include?

# Included:

- Return flights in economy/charter class between the indicated departure airport and your destination. On tours and multi-centre holidays, economy class domestic flights where required.
- Transfers as indicated in your itinerary.
- Accommodation as detailed in the hotel description or tour itinerary including obligatory local taxes and hotels services charges for items included in your pre-paid package.
- Meals as specified in the hotel or tour description.
- UK Air Passenger Duty. Not included:
- Travel between your home and your UK departure airport and vice versa.
- Items of personal expenditure e.g. porterage, tipping, laundry, drinks, telephone calls, hotel extras, etc.
- Holiday Insurance (for details of our comprehensive insurance cover please refer to our information).
- Overseas airport taxes.
- The cost of obtaining visas and vaccinations where necessary.

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# When will I get my tickets?

After we have received your full payment and approximately 10 days before departure you will be sent your tickets and other travel documents. It is ESSENTIAL to carefully check the flight timings on your tickets, as the timings may have been adjusted since we issued your confirmation invoice. When you receive the documents please check them carefully for any minor changes and if in doubt contact our office or your travel agent. We advise you to check in as early as possible so that if you are travelling in a party you are less likely to be separated and it will increase the chances that your preferred seat will be available. We may be able to pre-book your preferred seats: please contact our office for further information. back to top

### What about changes to flights?

Airline schedules may vary and an unexpected change of aircraft may become necessary. We will do our best to inform you of any changes before your departure. The flight timings shown on this site are for guidance only and are subject to confirmation and alteration. Please note a direct flight is one where you do not have to change planes; it does not necessarily mean it is non-stop.

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#### Can I fly when I'm pregnant?

Airline regulations do vary, but many airlines will refuse permission to fly for women who will be 28 or more weeks into pregnancy on the date of return travel unless you have a letter from your doctor. If in doubt, check with the airline concerned, and in any event do obtain clearance to fly from your doctor.

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### What about DVT (Deep Vein Thrombosis)?

Recent research has indicated a possible link between this condition and long periods of sitting, particularly on aircraft. There are some precautions that can be taken such as taking aspirin to thin the blood, ensuring you have a good supply of water, pressure socks and making certain you move around regularly. Please consult your doctor for the most up to date information. back to top

#### How much luggage can I take?

You are allowed one piece of hand luggage (usually not over 5 kilos in weight and there may also be restrictions on size) and one piece of hold luggage per passenger. This is the same for children. Infants do not receive a luggage allowance. Please check with your airline for individual baggage allowance (this is usually printed on your ticket). The maximum weight for luggage on internal flights in Cuba is 20 kilos. Please make sure your luggage has adequate locks or secure straps to discourage petty theft at airports. Loss or damage to luggage is a rare but unfortunate occurrence and needs to be reported immediately whilst at the airport. Once you have completed the forms please ensure you retain a copy in case you need to make a claim. back to top

# What sort of clothes should I pack?

To help you when packing, consider the destination and time of year. Many itineraries to Cuba take the visitor through several climatic and topographical changes. There can be a substantial difference in temperature between Havana and Santiago, and don't forget that from May to October even Cuba experiences a downpour or two, so a light waterproof jacket may be advisable. Travel light whenever possible, particularly as the dress code in Cuba is very informal.

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### Do I need any jabs?

There are no current requirements for a certificate of vaccination but the Department of Health recommends typhoid, polio, tetanus and hepatitis A. For the most up to date information please check the Department of Health's free leaflet 'Health Advice for Travellers' (available from 0800 555777) or your General Practitioner. In general, standards of care, hygiene, safety, public services and efficiency may differ from those at home. You should accordingly exercise greater care for your own protection and health in matters of hygiene and choice of food and drink.

In general, however, Cuba's health facilities are good and some of the larger hotels have their own doctor on site. International clinics can be found in all the main resorts as well as Havana, Trinidad, Santiago and Cienfuegos. Remember to use plenty of mosquito repellent and keep covered in the evenings, especially at sunset. Many over the counter medicines are not commonly available (e.g. Imodium, TCP, Piriton, sanitary protection) and we recommend you take your own supply. Mains water is considered safe but bottled water is freely available should you prefer. Should you have to visit a doctor in Cuba, ensure you keep receipts for doctors' fees or medicine paid for, as these will be required for any insurance claim on your return. <u>back to top</u>

# **Do I need any special paperwork?**

Your 10-year passport must be valid for at least six months from the day of return to the UK. If the name you have given us on the booking form is different to that shown on your passport due to marriage, you must bring your marriage certificate with you or otherwise obtain a new passport. THE NAME ON YOUR FLIGHT TICKET MUST AGREE WITH THE NAME ON YOUR PASSPORT for obvious security reasons and Havanatour cannot be held responsible for any delays or costs resulting from failure to meet these requirements.

A tourist visa is compulsory for entry to Cuba and is valid for 30 days from the day of arrival. One for each person will be forwarded with your documents together with instructions on completion, which is very straightforward. Any mistakes made whilst completing the visas will necessitate further cards being sent to you at a cost of 15.00 each. Please ensure that the tourist visa is filled in before you depart, as it will be requested at check-in with your ticket and passport. The tourist visa is valid for 30 days from the date of arrival, and clients staying for longer than this may extend these locally with the help of our local representatives. If you are travelling to another country from Cuba and then returning, you will need another tourist visa in order to re-enter the country. Whilst you are in Cuba, you must retain the tear-off part of the visa given to you by customs, as it will be required on departure.

Please ensure you have the following documents in your hand luggage when you travel.

- Passport
- Completed tourist visa
- Airline tickets
- Hotel and transfer vouchers
- Insurance policy
- Wedding certificate if newly married or on honeymoon
- Money, travellers' cheques and credit cards
- Driving licence if hiring a car
- Emergency telephone numbers.

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# When do I need to check in for my flight?

All airlines recommend a 3 hour check in for long haul flights. Please ensure that you leave sufficient time to reach airports taking into account the local traffic and transport conditions. Havanatour are able to offer through our trade partner ABC Holiday Extras competitive rates for airport parking and hotels, rail travel and executive lounges; please contact us for further details, otherwise full details will be sent to you with your travel documents. Please see below for airport contact details.

#### Terminals

Cubana Airlines:	<b>Gatwick South Terminal</b>
Air Jamaica:	Heathrow Terminal 3
Air France:	Heathrow Terminal 2
Iberia:	Heathrow Terminal 2

### **Airport Information**

Gatwick	(01293) 535353
Heathrow	(0870) 0000 123
Manchester	(0161) 489 3000
Birmingham	(0121) 767 5511
Southampton	(02380) 620021
Edinburgh	(0131) 3331000
Glasgow	(0141) 887 1111
Newcastle	(0191) 286 0966

At Havana airport, check in facilities can be very slow with only a limited number of check in desks open. We strongly recommend that you arrive no later than 3 hours before flight departure, to avoid the long queues. back to top

### Do I have to pay departure tax?

A departure tax of \$25.00 is payable in cash at the airport on departure from Cuba. This tax is not included in the cost your holiday. back to top

#### What currency do they use in Cuba?

There are three main currencies in circulation in Cuba: the peso, the convertible peso and the US dollar. We do not recommend using the peso. The convertible peso is issued on a par with the US dollar, although they are of no use outside Cuba and must be changed before leaving the country. Visitors will be given change in either convertible pesos or dollars and they may be used in exactly the same way. When ordering your foreign currency, ask for small denominations, as it is sometimes difficult to get change for large dollar bills. National Bank regulations apply to the import and export of foreign currency, and it is prohibited to import or export local Cuban currency. Please note also that exchange houses are not familiar with Scottish and Ulster banknotes and do not always accept them. Euros are accepted in Varadero, Cayo Coco, Cayo Guillermo and Cayo Largo.

Sterling and dollar travellers' cheques are acceptable provided they are not issued by an American bank, but they can be difficult to change outside of Havana and the main resorts. As well as the major hotels they can be changed in exchange houses in Havana signposted CADECA (Casa de Cambio). Non-American issued credit cards are also acceptable; however, in these days of an increasing number of credit cards bearing individual names, it is very important to check that the card has not been issued by an American bank. Sometimes the name may sound British but the parent company will be American. Cash in Cuba can be drawn against Visa cards at the Banco Financiero Internacional, which has offices outside the Habana Libre hotel and other locations in Havana and Varadero. They are open from 8.30 a.m. to 3.30 p.m.

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### I'd like to take some gifts with me. What are the best items to take?

During the course of your stay in Cuba you will have many opportunities to meet with the locals who are very friendly and hospitable. The economic situation is very difficult and there are shortages of many everyday items, therefore it can be a great gesture to take a small number of presents to give to the Cubans that you meet. Such items as nicely wrapped toiletries (particularly soap), pens, pencils, writing paper or t-shirts make great presents.

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#### What's the weather like in Cuba?

Peak holiday months for visiting Cuba range from December through to March, although July and August are popular with Europeans. The quietest months are June, September and October. The conditions from December to March are pleasantly warm and dry, with an average daytime temperate of 25C. Between May and October temperatures rise to 30C with high humidity and some short-lived showers, usually in the afternoon or evening. The east, particularly in Santiago province, is much hotter than the west around Havana. Hotels and restaurants have air conditioning which can sometimes be uncomfortably cool, so make sure you take a light jacket or shawl for eating out. Water temperatures can range from 24C in February to 28C between July and October. The sea is noticeably cooler in the north-eastern province.

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### How can my friends and family contact me while I'm in Cuba?

Under the Data Protection Act we are not permitted to discuss or give out any personal information to anyone other than the lead passenger on the booking. Please ensure therefore that relatives and friends have your contact details in Cuba before you travel. The address and telephone numbers for each hotel will be printed on the service vouchers, and emergency contact numbers for our representation team will be sent to you with your travel documentation.

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## What happens when I arrive?

We recommend making a prompt exit from the aircraft on arrival, as queues at immigration can be lengthy and slow. Once you have cleared customs and collected your luggage you will proceed through automatic security doors. Please make yourself known to the Havanatour representative, who will then direct you to your transfer bus (if pre-booked). Your arrival transfer will be shared with other clients and there may be some waiting time whilst everyone clears customs. Private transfers may be booked and pre-paid. The local representative will advise you concerning pick up times for onward transfers from hotels and for your flight home.

If you do not have a transfer it is very important that you still make yourself known to the representative so that he can give you important information about welcome meetings and contact details. English speaking representatives will be on duty for the following international flight arrivals: Air France, Iberia, Air Jamaica, and Cubana. Outside these arrival times, in the absence of a representative passengers may contact Havanatour personnel in the airport office, which can be found in Terminal 3 next to exit door C or alternatively in Terminal 2 on the second floor on the right of the exit door.

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# What's internal transport like?

Taxis are freely available in Havana and the main resort areas. The best prices are to be found with Fenix and Panataxi, both of which are metered. Cocotaxi and Grancar are not metered but their prices are set according to distance. Bicitaxis and private taxis (which are legal but not official) will require the price negotiating in advance. If you wish to embark on a long journey outside the city boundaries, it is strongly advisable to agree a price with the driver in advance. Public transport is erratic and crowded and not recommended.

Domestic flights can be subject to change and delay due to weather, operational difficulties and, regrettably, over-booking. Every effort will be made to minimise the inconvenience this causes. Therefore all domestic flight timings advised by Havanatour are for guidance purposes only. Your representative in resort will confirm final timings with you.

Road transfers may be shared with clients of different nationalities. Transfer times are for guidance purposes only since journey times can be extended due to picking up other clients from hotels, awaiting delayed flights, local road conditions, traffic, inclement weather, etc. back to top

## Is Cuba safe?

Cuba is generally considered a very safe destination but wherever you travel in the world the risk of theft, mugging etc. is always there, as indeed it is at home. Generally your own common sense prevails but take extra care when walking around cities or towns, especially at night and avoid carrying valuables, which should be left in the hotel safety deposit box. If you enjoy sea bathing, please remember that tides and other conditions may make this inadvisable. Be guided by our local representatives or your hotel. Beaches throughout the world are usually public property and therefore neither Havanatour nor hoteliers can be held responsible for their condition or safety.

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### What's the time difference?

Cuba is 5 hours behind Greenwich Mean Time. back to top

# What kind of adaptor do I need for my electrical items?

Most of the sockets in the hotels are of the American, two pin, flat type although some are the round pin variety. The normal voltage is 110v although some of the more modern hotels have 220v. Most large resorts have hairdryers and shaver points in the bathroom. back to top

#### How do I contact home?

Post can be very unreliable and slow so it is rare for a postcard to reach home before you do! Some hotels now offer internet access. Telephone calls to the UK are extremely expensive from the hotel so we recommend you purchase 10 and 20 dollar phone cards to call internationally from payphones. The international dialling code for the UK from Cuba is 119 44 (then drop the first zero on the area code). <u>back to top</u>

### Is there a local consulate in case of emergency?

Our local representation team should be your first port of call in any emergency. However, for informational purposes some consulates in Havana are listed below although please note phone numbers and addresses can change frequently.

Canada: Calle 30 no. 518 esq.7ma, Miramar T. (7)242516 Czech Republic: Av. Kohly No. 259, Nuevo Vedado T. (7)333467 Denmark: Paseo de Marti no. 20, Old Havana T. (7)338128 **Finland:** Calle 140 no. 3121 e/21 & 23. Miramar T. (7)240793 **France:** Calle 14 no. 213 e/ 3ra & 5ta, Miramar T. (7)242143 Germany: Calle 13 no. 652, Vedado T. (7)332460 Greece: Av. 5ta no. 7802 esq. 78, Miramar T. (7)242995 Hungary: Calle G no. 458, Vedado T. (7)333365 **Italy:** Paso no. 606 e/ 25 & 27, Vedado T. (7)333378 Jamaica: Av. 5ta no. 3608 e/36 & 36A, Miramar T. (7)242908 Norway: Paseo de Marti no. 20, Old Havana T. (7)338128 **Portugal:** Av. 5ta no. 6604 e/66 & 68, Miramar T. (7)242871 Romania: Calle 21 no. 307, Vedado T. (7)333325 **Russia:** Av. 5ta no. 6402 e/ 62 & 66, Miramar T. (7)241749 Spain: Calle Carcel no. 51 esq. Agramonte, Old Havana T. (7)338025 Sweden: Av. 31A no. 1411 e/ 14 & 18, Miramar T. (7)242563 Switzerland: Av. 5ta no. 2005 e/ 20 & 22, Miramar T. (7)242611 **Turkey:** Calle 20 no. 301, Miramar T. (7)242933 **United Kingdom:** Calle 34 no. 708, Miramar T. (7)241771 USA (Interests Section): Calzada e/L y M, Vedado T. (7)333531

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### Do I need to tip?

Plenty of one dollar notes and coins are advisable for tipping purposes to

porters at hotels and airports, guides and drivers. This is a much appreciated source of income.

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# What's the food and drink like?

There is some Creole content in Cuban food but a wide range of international dishes is also on offer. Many larger resorts offer comprehensive buffets including a full range of meat, fish, vegetables, fruit and desserts, which can be very sweet and include pastries, flans, caramel custard, etc. Outside the main resort areas, choices for vegetarians can be limited. Eating out can be done either in dollar restaurants or in private homes, called paladares. These enterprises, consisting of no more than 12 places, provide a good opportunity to meet Cubans in their home environment and provide a real taste of home cooking! Restaurant meals will cost between \$15 and \$30 dollars a head, whilst in private homes the cost will be between \$8 and \$15.

The most famous drink in Cuba is of course rum, which is extremely cheap to buy and forms the basis of most of their cocktails! The locally produced Cristal and Hatuey beers are also very good. In the larger resorts there is usually a good selection of freshly squeezed juices, otherwise these tend to come in cartons. The local versions of Coke, Sprite etc. are available or you may also see 'the real thing' which has been imported from Mexico. <u>back to top</u>

# When are public holidays in Cuba?

Festivals and local celebrations can rate as local public holidays as well as the Cuban national holidays. Carnival is celebrated in Havana and Santiago in July, but other towns may hold their carnivals in January or February. Please note celebrations can be cancelled or altered according to local restrictions in place at the time.

*January 1,2	Anniversary of the Revolution
January 28	Birth of Jose Marti
February 24	Start of the 1895 Revolution
March 13	Commemoration of the attack on the Presidential Palace
April 4	Young Communists' Day
April 19	Victory of the Bay of Pigs
*May 1	Workers' Day
May 17	Country Workers' Day
* July 25,26,27	Commemoration of the storming of the Moncada Barracks
July 30	Commemoration of the Martyrs of the Revolution

<b>September 28</b> Anniversary of the Committee for the Defence of the Revolution		
October 8	Che Guevara's Anniversary	
* October 10	Start of the War of Independence	
November 27	Student Martyrs Day	
December 2	<b>ecember 2</b> Landing of the 'Granma' yacht	
December 7	Death of Antonio Maceo	
* = Denotes full public holidays.		

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Jamaica: Essential Destination Advice

#### :: Things to know before you go

How can I best plan my visit? What does my holiday include? When will I get my tickets? What about changes to flights? Can I fly when I'm pregnant? What about DVT? How much luggage can I take? What sort of clothes should I pack? Do I need any jabs? Do I need any special paperwork? When do I need to check in for my flight? Do I have to pay departure tax? What currency do they use in Jamaica? What's the weather like in Jamaica? How can my friends and family contact me while I'm in Jamaica?

### :: Things to know in resort

What happens when I arrive? What's internal transport like? Is Jamaica safe? What's the time difference? What kind of adaptor do I need for my electrical items? How do I contact home? Do I need to tip? What's the food and drink like? <u>Are there any churches in Jamaica?</u> <u>Are there any public holidays in Jamaica?</u>

### How can I best plan my visit?

Jamaica is of course famous for its reggae music, so why not get in the mood by listening to some classic Bob Marley tracks, or reading some Ian Fleming? James Bond is inextricably linked with Jamaica – his creator made Jamaica his home; he took his name from a Jamaican author; and a number of his films, including Dr No and Live and Let Die, were filmed there. In fact Jamaica is one of the world's most popular film locations, having provided the background for Papillon, Cocktail, Cool Runnings, Treasure Island, and many others. Many celebrities have homes in Jamaica and Noel Coward's estate played host to some of Hollywood's most famous names as well as royalty.

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#### When will I get my tickets?

After we have received your full payment and approximately 10 days before departure you will be sent your tickets and other travel documents. It is ESSENTIAL to carefully check the flight timings on your tickets, as the timings may have been adjusted since we issued your confirmation invoice. When you receive the documents please check them carefully for any minor changes and if in doubt contact our office or your travel agent. We advise you to check in as early as possible so that if you are travelling in a party you are less likely to be separated and it will increase the chances that your preferred seat will be available. We may be able to pre-book your preferred seats: please contact our office for further information. back to top

### What about changes to flights?

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# **Can I fly when I'm pregnant?**

Airline regulations do vary, but many airlines will refuse permission to fly for women who will be 28 or more weeks into pregnancy on the date of return travel unless you have a letter from your doctor. If in doubt, check with the airline concerned, and in any event do obtain clearance to fly from your doctor.

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# What about Deep Vein Thrombosis (DVT)?

Recent research has indicated a possible link between this condition and long periods of sitting, particularly on aircraft. There are some precautions that can be taken such as taking aspirin to thin the blood, ensuring you have a good supply of water, pressure socks and making certain you move around regularly. Please consult your doctor for the most up to date information. back to top

# How much luggage can I take?

You are allowed one piece of hand luggage (usually not over 5 kilos in weight and there may also be restrictions on size) and one piece of hold luggage per passenger. This is the same for children. Infants do not receive a luggage allowance. Please check with your airline for individual baggage allowance (this is usually printed on your ticket). The maximum weight for luggage on internal flights is 20 kilos. Please make sure your luggage has adequate locks or secure straps to discourage petty theft at airports. Loss or damage to luggage is a rare but unfortunate occurrence and needs to be reported immediately whilst at the airport. Once you have completed the forms please ensure you retain a copy in case you need to make a claim. <u>back to top</u>

# What sort of clothes should I pack?

Lightweight clothing is advisable throughout the year, with a light sweater for the evening and particularly if you are going into the Blue Mountains, together with a waterproof. Some hotels have an evening dress code of jackets for men and casual evening wear for ladies. <u>back to top</u>

# Do I need any jabs?

Currently there are no vaccinations required for Jamaica UNLESS in the 6 weeks prior to your arrival you have visited one of the following regions: Asia, Africa, Central & South America, the Dominican Republic, Haiti, Trinidad or Tobago. Please see your doctor for the most up to date information. There are hospitals throughout Jamaica, and many hotels have their own doctor on call. back to top

# Do I need any special paperwork?

Your 10-year passport must be valid for at least six months from the day of return to the UK. Nationals of the British Commonwealth, the Republic of Ireland and the United States may stay up to six months without a visa. Members of the European Community may stay up to three months without a visa. With the exception of Mexico and Turkey, all other nationals require visas. Upon arrival you must have an onward or return ticket and sufficient funds for your stay. If the name you have given us on the booking form is different to that shown on your passport due to marriage, you must bring your marriage certificate with you or otherwise obtain a new passport. THE NAME ON YOUR FLIGHT TICKET MUST AGREE WITH THE NAME ON YOUR PASSPORT for obvious security reasons and Havanatour cannot be held responsible for any delays or costs resulting from failure to meet these requirements.

Please ensure you have the following documents in your hand luggage when you travel.

- Passport
- Airline tickets
- Hotel and transfer vouchers
- Insurance policy
- Wedding certificate if newly married or on honeymoon
- Money, travellers' cheques and credit cards
- Driving licence if hiring a car
- Emergency telephone numbers. <u>back to top</u>

# When do I need to check in for my flight?

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Air Jamaica:	Heathrow Terminal 3
Gatwick	(01293) 535353
Heathrow	(0870) 0000 123
Manchester	(0161) 489 3000
Birmingham	(0121) 767 5511
Southampto	n (02380) 620021
Edinburgh	(0131) 3331000
Glasgow	(0141) 887 1111
Newcastle	(0191) 286 0966

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### **Do I have to pay departure tax?**

Departure tax from Jamaica is included in the price of your ticket. back to top

## What currency do they use in Jamaica?

The two main currencies in circulation in Jamaica are the US and Jamaican dollar. There are currency exchange bureaux in resort areas, hotels and airports, and foreign currency may also be exchanged at any bank. Banking hours are generally from 9 a.m. to 2 p.m. Monday to Thursday and 9 a.m. to 4 p.m. on Fridays. ATMs are also readily available but remember that they only dispense Jamaican dollars, so you need to request cash in the Jamaican dollar amount. All the main credit cards are widely accepted. It is recommended that if you take travellers' cheques these should be in \$US to avoid additional charges.

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### What's the weather like in Jamaica?

The rainiest months are May and October, although short lived showers can occur at any time of year. It is generally warm and sunny with an average year round temperate of 25C (78F). The greatest humidity is between August and October.

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### How can my friends and family contact me while I'm in Jamaica?

Under the Data Protection Act we are not permitted to discuss or give out any personal information to anyone other than the lead passenger on the booking. Please ensure therefore that relatives and friends have your contact details before you travel. The address and telephone numbers for each hotel will be printed on the service vouchers, and emergency contact numbers for our representation team will be sent to you with your travel documentation. back to top

# What happens when I arrive?

On arrival, you will be met either by the representative from the hotel providing your transfer, or our local ground agent Tropical Tours, who will direct you to your transfer bus. You may share the vehicle with other passengers, so you need to be prepared to wait until all are aboard before departing. Private transfers may be booked and pre-paid. The local representative will advise you concerning pick up times for onward transfers from hotels and for your flight home.

Transfer timesMontego Bay – resort area20 minutesMontego Bay – Negril45 minutesMontego Bay – Ocho Rios2 hoursMontego Bay – Trelawny1 hourMontego Bay – Runaway Bay1.5 hoursMontego Bay – Port Antonio2 hoursMontego Bay – Ocho Rios2 hours

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# What's the local transport like?

Taxis have fixed rates between locations, although a ten per cent tip is usually expected. All cabs have red PPV plates (Public Passenger Vehicle) next to their regular licence plate. There is a local bus service between towns but this can be crowded. There is no rail service in Jamaica.

There is a very good network of domestic flights within the island operated on a daily basis by Air Jamaica Express. Please contact us for further information.

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# Is Jamaica safe?

As with all destinations, take extra care when walking around town, especially at night and avoid carrying valuables, which should be left in the hotel safety deposit box. All the main hotels have a security presence on site. If you enjoy sea bathing, please remember that tides and other conditions may make this inadvisable. Beaches throughout the world are usually public property and therefore neither Havanatour nor hoteliers can be held responsible for their condition or safety.

As tourism is a valuable source of income for most Jamaicans, you can expect to be approached on a regular basis. If you are not interested in the service being offered, a cheerful but firm 'no thank you' will usually have the desired effect. If you wish to take them up on their offer, bargaining is common however where taxi services are concerned we would recommend you only use the ones with red licence plates, which are official and properly insured.

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## What's the time difference?

Jamaica is 6 hours behind British Summer Time and 5 hours behind Greenwich Mean Time. back to top

# What kind of adaptor do I need for my electrical items?

The standard voltage in Jamaica is 110v although some hotels have 220v. Most large resorts have hairdryers, shaver points and irons in the room. <u>back to top</u>

### How do I contact home?

International cables and inland telegrams can be sent from most hotels and post offices and direct dial international calls can be made from all hotels, however please note that as with most destinations these can be expensive, so we recommend the purchase of telephone cards to call home. Some of the larger hotels offer internet access and fax/telex services. back to top

### Do I need to tip?

Some hotels operate a 'no tipping' policy within resort. Elsewhere it can be a much appreciated source of income. When eating out, a 10% to 15% service charge is normally added to your bill, in which case there is no need to leave any further tip. back to top

#### What's the food and drink like?

Jamaican food has been described as Caribbean's most creative cuisine, and this is in part due to its rich cultural history, many of the dishes having originated with the Taino and Arawak indians, African slaves, Indian and Chinese plantation labourers, as well as the English – the meat patties often sold by roadside vendors descend from our own meat pastie! Jamaica's markets are piled high with a staggering array of fruits and vegetables: chocho (which tastes a little like squash), callaloo (similar to spinach), breadfruit (originally brought over by Captain Bligh on H.M.S. Bounty), bananas, coconuts, pineapples, pawpaws, sweetsops, star apple – the list goes on. The most famous method of cooking in Jamaica is called 'jerking', a technique thought to have originated with the Maroons, descendants of slaves who escaped into the remote mountain areas. The meat is marinated for hours in a hot mixture of peppers, pimento seeds, scallion, thyme and nutmeg and then cooked over an outdoor pit lined with pimento wood, ensuring a tender feast retaining all the natural juices and infused with the flavour of the wood.

Blue Mountain coffee is of course world famous. You can tour a coffee plantation in the Blue Mountains where it is grown between 2,500 and 6,000 feet above sea level and get a chance to sample it at its source! You can also tour the Appleton estate in the Nassau valley to see where Jamaica's most famous rum is blended, from those flavoured with island spices to the dark, rich 'Navy' rum – not for the faint hearted! And of course there is Tia Maria, Jamaica's home-grown liqueur, a rich coffee-flavoured concoction known and enjoyed by millions worldwide.

#### Are there any churches in Jamaica?

The vast majority of Jamaicans are Christian with the Church of Jamaica having the largest membership on the island. However, there are also many active communities of Jews, Hindus, Moslems, and of course Rastafarianism which commands a large following and general respect. <u>back to top</u>

#### Are there any Public Holidays in Jamaica?

New Year's Day	1 January
Ash Wednesday	Variable February/March
Good Friday	Variable March/April
Easter Monday	Variable March/April
Labour Day	23 May

Emancipation Day1 AugustIndependence Day6 AugustNational Heroes' DayThird Monday in OctoberChristmas Day25 DecemberBoxing Day26 December

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#### Accuracy

Every care has been taken to ensure that the information on this site is correct. It is possible that service providers may suddenly change or suspend facilities and if we become aware of any significant changes we will inform you as soon as is reasonably possible if there is time before your departure. Should any such events occur during the course of your trip, our local agents will do their best to rectify the matter on the spot. However, we reserve the right to alter the scheduled programme without becoming liable to you for any refund or compensation. back to top