



Important Information

Dear ABC Supply Customer,

Congratulations! You're about to embark on a truly memorable travel experience to Montego Bay, Jamaica! This document will assist you in planning your trip. Please review the information below and contact Haley Moll at VIKTOR at (800) 748-0478, (231) 947-0882, or via e-mail at haley.moll@VIKTORwithaK.com if you have any questions.

Air Travel

Documentation

- All U.S. citizens must have a passport that is valid for your intended period of stay, but we recommend your passport be valid at least six months beyond trip dates. To obtain a new passport or to renew your passport, visit: <http://travel.state.gov/content/passports/en/passports.html>.
- **All passenger names (first, middle, last names and any suffixes [Jr., Sr., III, etc.]) on airline tickets / e-tickets must match passport exactly or the airlines will deny boarding.**
- Any changes after ticketing may result in additional fees and penalties.
- Non-U.S. citizens should contact their consulate to determine the necessary documentation.
- Travel with photocopies of your travel documents and passport in case the originals are lost or stolen. Entry into any foreign country can be denied if you have a criminal background. Please check with the country's consulate or embassy.

Airport check-in and boarding

- To avoid being denied check-in or boarding:
 - You and your luggage **must** be checked in with the airline at least 60 minutes prior to flight departure. You may be able to check-in online and prepay baggage fees; visit your airline's website for information.
 - You must be at the gate at least 30 minutes prior to departure.
 - We recommend arriving at the airport at least three hours prior to flight departure to allow for long lines and delays. Plan accordingly as rush hour periods may require more time for check-in and security.
 - If you have an early morning departure, contact your airport to determine when the ticket counter will be manned.
- Airline websites and travel apps are useful for checking your flight status and receiving notifications.
- The trip's mobile web app will include your flight information, confirmation, and ticket number(s), to use as a reference at check-in.
- Visit the TSA website at www.tsa.gov for more information.

Carry-on luggage

- One carry-on bag is permitted per person, plus a personal item (laptop, purse, camera bag). The bag may not exceed 45 linear inches (9" x 14" x 22") and must fit in the overhead bin or under the seat in front of you.
 - Carry some toiletries and a change of clothes should your luggage be delayed.
 - Prescription drugs, in their original containers, should also be in your carry-on luggage.
- Liquids, aerosols, gels, creams and pastes are limited to travel-size (3.4 ounces or less, each) and must fit comfortably in ONE quart-size clear plastic zip-top bag. You will be asked to remove this bag from your carry-on so that it may go through the security x-ray separately. For more details visit <https://www.tsa.gov/travel/security-screening/whatcanibring/all>
- The TSA requires that your luggage be unlocked, or you may use TSA-approved locks, which are available where travel-oriented goods are sold. For the most current exemptions and up-to-date information on requirements, visit www.tsa.gov and/or your airline's website.

Checked luggage fees

Some airlines charge fees for checked luggage on international flights. Fees vary by airline and are charged upon check-in. Contact your scheduled airline to verify their checked luggage fees.

Check on-time departures

Call or check the airline website (phone numbers and websites listed below) before leaving for the airport to verify that your flight is on time. This can save time and effort at the airport and allows you to check and possibly change your seat assignments.

- American Airlines (AA): U.S. (800) 433-7300 / Jamaica (800) 774-0006 / www.aa.com
- Delta Airlines (DL): U.S. (800) 241-4141 / Jamaica (800) 221-1212 / www.delta.com
- JetBlue (B6): U.S. (800) 538-2583 / Jamaica (800) 963-3014 (landline only) / www.jetblue.com
- Southwest (WN): U.S. (800) 435-9792 / Jamaica (800) 425-8130 / www.southwest.com
- United Airlines (UA): U.S. (800) 864-8331 / Jamaica (800) 864-8331 / www.united.com

Flight delays

Once you check in for your flight, the reservation is in the hands of the airline, and any rerouting must be done through them. If your travel is interrupted or cancelled while you are at the airport, please get in line at a ticket counter or service desk. Once you are in line, if you'd like assistance with available flight options, call VIKTOR at (800) 748-0478 or (231) 947-0882. If you call outside of business hours, your call will be automatically forwarded to a VIKTOR Air Coordinator for assistance. Once your new flights are booked, please inform VIKTOR of your new flight information.

Frequent flyer information

Upon receiving your e-ticket confirmation from VIKTOR, please contact airline general reservations and provide your frequent flyer number, or present your number at check-in. It is a good idea to keep your boarding passes until mileage has been credited to your account.

In-flight meals

Most flights do not provide complimentary meal service but may offer food for purchase. You may wish to purchase snacks/beverages prior to boarding (after security). Prior to travel, we encourage you to check with your scheduled airline for policy updates.

Luggage identification

Securely attach the enclosed ABC Supply Company luggage tags to each piece of luggage you are checking. We also recommend enclosing within your luggage a business card as this may help the airline identify your bag if the outer tag is detached in transit.

Seats

Seat assignments have been requested for all flights (unless VIKTOR has notified you otherwise). Special requests made in advance have been noted with the airline. If you prefer, please check-in early with your scheduled airline to request different arrangements (subject to airline availability).

Smartphone apps

Some airlines have apps for smartphones, iPads and other tablets that assist with flight information, alerts, check-in and boarding passes, baggage tracking, etc. For the latest information, check the airline's website or your app store.

Trip Agenda

Arrival information for all travelers

(Wave 2 travel dates are January 12 – 19; Wave 2.5 travel dates are *January 13 – 20*)

Filling out the Jamaica Immigration Form

- The front of the form is the Immigration Form, and the back is the Customs Form.
- Each person will need a properly completed Immigration Form.
- Only one person per family living in the same house (the “head of household”) needs to complete the Customs Form on the back.
- Complete the form while you are on the airplane. Do not wait until you land in Jamaica.

Airport arrival in Montego Bay, Jamaica

When you are landing in Jamaica, cell phones must be TURNED OFF completely. Unlike in the US, they cannot be in airplane mode. You can use your cell phone once the aircraft has landed and you are on your way to Immigration. Once you get to Immigration, cell phones may not be used until after you have cleared Customs.

Once you arrive at Sangster International Airport (MBJ), proceed to Passport Control where your passport will be checked and stamped. You will then be directed to Baggage Claim. The belt numbers where your luggage will appear are displayed on screens inside the Baggage Claim area. Trolleys are available at this point. Bags may have been pulled from the belt by airport staff. Be sure to check both on and off the belt.

Once you have collected all your luggage, you can proceed to Customs. After clearing Customs, you will find porters available to assist you with your luggage. Upon entering the main welcome area, Island Routes staff holding ABC Supply signs will direct you to the Hyatt Ziva and Zilara welcome area to check off names. They will direct you to exit the terminal building. You will see uniformed Island Routes staff along the way directing everyone to the motor coaches.

The transfer time from the airport to Hyatt Ziva and Zilara is approximately 15 minutes.

Hyatt Ziva and Zilara Rose Hall check-in

Upon arrival at the Hyatt Ziva and Zilara, you will be directed to the group check-in area. A credit card is required at check in to establish room credit, by charging a \$300 pre-authorization fee. If you do not have a credit card available, the resort will accept a \$300 cash deposit during your stay. Room Credit is available for items not included in trip such as: spa treatments, hair salon treatments, concessions shop products, all lessons, local/long distance calls, wine/liquor by the bottle, laundry, gift shop purchases, etc.

Luggage will be delivered to your room as soon as it is ready. We suggest packing a change of clothes and swimwear in your carry-on, in case your room is not ready upon your arrival. Resort check-in time is 3 pm. Wireless internet service is complimentary throughout the resort.

Saturday, January 12 (Wave 2 arrival)

Hospitality Desk, Stirz Lobby at Ziva

8 am – 5 pm: Your VIKTOR travel staff will be there daily during designated hours to assist you and answer questions. The Island Routes Tour Desk will also be available for those who would like to book additional tours at own expense. We suggest you stop by the desk daily to check for any special announcements or program changes.

Private District Reception, East Lawn at Ziva – #841-Eastern New England, and #842-Mid Atlantic Districts

6 – 7 pm: Please check your personal itinerary on the mobile web app for your district reception details. Attire: Resort Casual.

Dinner at leisure

Enjoy dinner at any resort restaurant that is open this evening. Options include a wide range of atmospheres and cuisines. Reservations are not required. Attire: Resort Casual.

Sunday, January 13 (Wave 2.5 arrival)

Wave 2 Breakfast at leisure, Choicez, Jamaican Rootz, or Urban Heat

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, Stirz Lobby at Ziva

8 am – 5 pm: Your VIKTOR travel staff will be there daily during designated hours to assist you and answer questions. The Island Routes Tour Desk will also be available for those who would like to book additional tours at own expense. We suggest you stop by the desk daily to check for any special announcements or program changes.

Day at leisure

Relax and enjoy the beach and pool areas, sign up for an exciting optional activity or try one of the resort's many onsite activities.

Welcome Dinner, East Lawn at Ziva

7 – 9 pm: Tonight, enjoy great food, entertainment, and delightful weather as you dine al fresco with ABC Supply Co., Inc. friends. Attire: Resort Casual. If for some reason your luggage has not arrived, please come as you are. Seats are not assigned this evening.

Monday, January 14

Breakfast at leisure, Choicez, Jamaican Rootz, or Urban Heat

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, Stirz Lobby at Ziva

8 am – 5 pm: Stop by with questions or just to chat. The Island Routes Tour Desk will also be open to help you with tour reservations at your own expense.

Day at leisure

Relax and enjoy the beach and pool area, sign up for an exciting optional activity or try one of the resort's many onsite activities.

Private District Reception, East Lawn at Ziva – #837 PA-South Jersey, #838 New York Metro, #839 Southern Virginia, #841 Eastern New England – Branch 440 only, #843-Ohio Valley, #845-Western New England Districts

6 – 7 pm: Please check your personal itinerary on the mobile web app for your district reception details. Attire: Resort Casual.

Dinner at leisure

Enjoy dinner at any resort restaurant that is open this evening. Options include a wide range of atmospheres and cuisines. Reservations are not required. Attire: Resort Casual.

Tuesday, January 15

Breakfast at leisure, *Choicez, Jamaican Rootz, or Urban Heat*

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, *Stirz Lobby at Ziva*

8 am – 5 pm: Stop by with questions or just to chat. The Island Routes Tour Desk will also be open to help you with tour reservations at your own expense.

Day at leisure

Relax and enjoy the beach and pool area, sign up for an exciting optional activity or try one of the resort's many onsite activities.

Dinner at leisure

Enjoy dinner at any resort restaurant that is open this evening. Options include a wide range of atmospheres and cuisines. Reservations are not required. Attire: Resort Casual.

Wednesday, January 16

Breakfast at leisure, *Choicez, Jamaican Rootz, or Urban Heat*

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, *Stirz Lobby at Ziva*

8 am – 5 pm: Stop by with questions or just to chat. The Island Routes Tour Desk will also be open to help you with tour reservations at your own expense.

Day at leisure

Relax and enjoy the beach and pool area, sign up for an exciting optional activity or try one of the resort's many onsite activities.

Dinner at leisure

Enjoy dinner at any resort restaurant that is open this evening. Options include a wide range of atmospheres and cuisines. Reservations are not required. Attire: Resort Casual.

Thursday, January 17

Breakfast at leisure, *Choicez, Jamaican Rootz, or Urban Heat*

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, *Stirz Lobby at Ziva*

8 am – 5 pm: Stop by with questions or just to chat. The Island Routes Tour Desk will also be open to help you with tour reservations at your own expense.

Day at leisure

Relax and enjoy the beach and pool area, sign up for an exciting optional activity or try one of the resort's many onsite activities.

Dinner at leisure

Enjoy dinner at any resort restaurant that is open this evening. Options include a wide range of atmospheres and cuisines. Reservations are not required. Attire: Resort Casual.

Friday, January 18

Breakfast at leisure, *Choicez, Jamaican Rootz, or Urban Heat*

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, *Stirz Lobby at Ziva*

8 am – 5 pm: Stop by with questions or just to chat. The Island Routes Tour Desk will also be open to help you with tour reservations at your own expense.

Day at leisure

Relax and enjoy the beach and pool area, sign up for an exciting optional activity or try one of the resort's many onsite activities.

Wave 2 departure day information

Departure information is available on your personal itinerary in the mobile web app. If you would like a hard copy of those details, stop by the hospitality desk and they will be happy to print a copy for you.

Customer Appreciation Dinner, *Ziva Pool*

7 – 10 pm: Enjoy a delicious dinner as you bid a fond farewell to beautiful Montego Bay. Attire: Resort Casual. Please refer to the table assignments below, based on your district.

- #841 Eastern New England: **Pink**
- #842 Mid Atlantic, #837 PA-South Jersey: **Red**
- #843 Ohio Valley, #839 Southern Virginia: **Blue**
- #845 Western New England, #838 New York Metro: **Green**

Saturday, January 19

Breakfast at leisure, *Choicez, Jamaican Rootz, or Urban Heat*

7 – 11 am: Enjoy a delicious breakfast at your leisure. Be sure to allow enough time for breakfast before you need to head to the airport.

Hospitality Desk, *Stirz Lobby at Ziva*

8 am – 5 pm: Travel staff will be on hand to assist with departures.

Wave 2 resort check-out and departure

The day before you depart, the resort will deliver a balance notice to your room. If you have a balance due, stop by the Front Desk to pay these charges before departure. Cash, existing credit cards or debit cards can be used to settle your account. Resort check-out time is 11 am. Luggage pick-up and resort departure times for each group flight will be available in the trip mobile web app. If you would like a hard copy of your departure information or have any questions, please stop by the Hospitality Desk. Bags should be placed just inside your door for pick up by bell staff.

You will be asked to identify your bags before you board the bus. Travel staff will assist at the airport and direct you to the correct check-in counter. Plan on your luggage being manually searched prior to checking in with the airlines. Following airline check-in, you will proceed through normal airport security to the gate area. In the departure lounge, you'll find restaurants, bars, and duty-free stores.

Wave 2.5 departure day information

Departure information is available on your personal itinerary in the mobile web app. If you would like a hard copy of those details, stop by the Hospitality Desk and they will be happy to print a copy for you.

Dinner at leisure

Enjoy dinner at any resort restaurant that is open this evening. Options include a wide range of atmospheres and cuisines. Reservations are not required. Attire: Resort Casual.

Sunday, January 20 (Wave 2.5)

Breakfast at leisure, *Choicez, Jamaican Rootz, or Urban Heat*

7 – 11 am: Enjoy a delicious breakfast at your leisure.

Hospitality Desk, *Stirz Lobby at Ziva*

8 am – 5 pm: Stop by with questions or just to chat. The Island Routes Tour Desk will also be open to help you with tour reservations at your own expense.

Wave 2.5 resort check-out and departure

The day before you depart, the resort will deliver a balance notice to your room. If you have a balance due, stop by the Front Desk to pay these charges before departure. Cash, existing credit cards or debit cards can be used to settle your account. Resort check-out time is 11 am. Luggage pick-up and resort departure times for each group flight will be available in the trip

mobile web app. If you would like a hard copy of your departure information or have any questions, please stop by the Hospitality Desk. Bags should be placed just inside your door for pick up by bell staff.

You will be asked to identify your bags before you board the bus. Travel staff will assist at the airport and direct you to the correct check-in counter. Plan on your luggage being manually searched prior to checking in with the airlines. Following airline check-in, you will proceed through normal airport security to the gate area. In the departure lounge, you'll find restaurants, bars, and duty-free stores.

Resort Information

Hyatt Ziva & Zilara Rose Hall

Rose Hall Rd, A1

Montego Bay, Jamaica

Phone: (876) 618-1234

Websites: [Hyatt Ziva Rose Hall](#) / [Hyatt Zilara Rose Hall](#)

ATM

Hyatt Ziva has an ATM off of the main lobby, across from Grindz Coffee Shop. The machine will dispense Jamaican and U.S. currency.

Bars

- Hyatt Ziva
 - Swim up to your favorite creative tropical cocktails at Lagoonz. Open daily, 10 am – 6 pm, in the main pool area.
 - Kick back with friends at Stirz, a relaxing piano bar. Open daily, 10 am – 12 am, in the main lobby.
 - Grab some fresh air and a cocktail at Shakerz, an open-air bar. Open daily 6 pm – 12 am, near Rose Hall Village.
 - Watch TV while sipping a brew at Union Jack'z, an UK-inspired Sports Pub. Open daily from 6 pm – 2 am, on the ground level of the Rose Hall Village.

- Hyatt Zilara
 - Sip on a beverage of your choice and float away at Islandz, a swim-up bar. Open daily, 10 am – 6 pm, in the main pool.
 - Pay homage to the famed White Witch of Rose Hall with magical cocktails and ambiance at Potionz. Open daily, 12 pm – 1 am.

Check-in and check-out times

Check-in time is 3 pm. Check-out time is 11 am.

Church services

A variety of services are available off-property. Please check with the concierge to verify times and locations.

Credit cards accepted

The resort accepts Visa, MasterCard, American Express, and Diners Club.

Electricity

Outlets are wired for 110/120V, 60 cycles, which is the U.S. standard. No adaptors or converters are needed.

Emergency contacts

- Resort emergency: Dial zero for the operator.
- Resort Nurse Station: The resort has a Nurse Station, open from 9 am – 5 pm, with a nurse on property and on call 24 hours a day.
- Local hospital: Hospiten Montego Bay is a two-minute drive from the resort. Tel: (876) 618-4455.
- Pharmacy: Clinicare Pharmacy is a six-minute drive from the resort and is open daily; hours vary. Tel: (876) 953-8874.

Guest room amenities

Amenities include a private balcony, rainfall shower head, designer toiletries, bathrobes, slippers, hair dryer, individually controlled air conditioning, a minibar restocked daily, coffee maker, LCD satellite TV, iPod docking station, and an electronic laptop-sized safety deposit box.

Included in your all-inclusive package

- All meals and beverages served at resort restaurants, including room service
- All applicable taxes and gratuities
- Transportation to and from the airport
- Daily activity programs and activities
- Nightly entertainment
- Unlimited wireless Internet access
- Minibar drinks
- Non-motorized water sports
- Access to the Fitness Center
- Pool and Beach wait service

Not included as part of the all-inclusive package

Retail shop purchases, spa treatments, hair salon services, concessions shop products or services, all lessons, laundry services, wine and liquor by the bottle, local and long-distance phone calls, motorized water sports and equipment, and dive shop services.

Internet connection

All guest rooms and resort public areas provide complimentary Wi-Fi with unlimited connectivity.

Laundry services

Express dry cleaning and laundry are available for a fee.

Pools

- Hyatt Ziva has two pool areas—a relaxation pool and an activities pool with a swim-up bar, Lagoonz—and two heated whirlpools. Dry off under a cabana and enjoy the view. Recreational items, like floats and goggles, are available at the activity center for free. Whirlpool hours: 8 am – 8 pm. Lifeguard hours: 9 am – 5 pm.
- Hyatt Zilara offers a spacious, secluded pool, plus Islandz Bar, with swim-up seating. Visit the activities pool for pool volleyball and other recreational activities. Whirlpool hours: 8 am – 8 pm. Lifeguard hours: 9 am – 5 pm.

Resort restaurants

- Hyatt Ziva
 - Choicez is a gourmet buffet offering delicious specialties and dishes from around the world, many cooked in front of you at three show cooking stations. Open daily: Breakfast 7 – 11 am / Lunch 12:30 – 3 pm / Dinner 6 – 10 pm. Located on the ground level of the Rose Hall Village.
 - Barefoot Jerkz is a jerk shack where you can take a taste of Jamaica’s different jerk meats, just steps away from the warm Caribbean Sea. Open daily, 11 am – 6 pm. Located on the beach.
 - Calypzo is an open kitchen and bar serving Caribbean cuisine with an emphasis on seafood caught in the waters offshore. Open daily: Lunch 12 – 5 pm / Dinner 6:30 – 10 pm (closed for dinner on Tuesdays). Located near the beach.
 - Hot Spot by Calypzo is a pizzeria located near Calypzo. Open daily, 11 am – 6 pm.
 - Brazil is a Brazilian steakhouse offering sizzling skewers of grilled meats served by Gauchos. Open daily for dinner, 6 – 10 pm. Located below the Lobby.
 - Di Roza is an authentic Italian dining experience, including homemade pasta and authentic wood-fired pizza, made from the finest and freshest ingredients. Open daily for dinner, 6 – 10 pm. Located on the ground level of the Rose Hall Village.
 - Fuzion is an Asian grill where talented chefs prepare modern Asian cuisine Yakitori-style before your eyes. Open daily for dinner, 6 – 10 pm. Located on the ground level of the Rose Hall Village.
 - Room Service is available 24 hours a day.
- Hyatt Zilara
 - Jamaican Rootz is Jamaican all the way, with passion and amazing culinary vitality. Open on Mon, Wed, Thurs, and Sat: Breakfast 7 – 10 am / Lunch 12:30 – 3 pm / Dinner 6:30 – 10 pm. Located beside the Lobby.
 - Urban Heat is an a la carte full service breakfast and buffet with a Mediterranean inspired lunch menu and an internationally inspired dinner menu. Open daily: Breakfast 7 – 10 am / Dinner 6:30 – 10 pm. Located beside the Lobby.
 - Petit Pariz is an upscale restaurant offering fine French cuisine paired with exquisite views of the Caribbean Sea. Don’t miss out on their martini trolley serving original cocktails throughout the night. Open daily for dinner, 6 – 10 pm. Located in the Lobby.
 - Room Service is available 24 hours a day.

All restaurants and bars are open to all guests, regardless of which resort you are assigned to. Please note: All restaurants other than the coffee shops and room service will be closed for dinner on Sunday, January 13 and Friday January 18.

Resort shops

- One Love, open 8 am – 10 pm
- Gift Shop, open 8 am – 10 pm
- Cigar Shop, open 1:30 – 10 pm
- Gift Some Love, open 9 am – 10 pm
- Kool Tingz, open 8 am – 4 pm

Security

All guest rooms are equipped with in-room safes. Any valuable items that are not placed in the safe are not the responsibility of the resorts. Should you require special security arrangements, please communicate these requirements with the Hospitality Desk.

Smoking policy

All guest rooms and public areas are non-smoking. Smoking is allowed on balconies and at designated smoking areas.

Spa and fitness

The Zen Spa at Hyatt Ziva and Zilara will help you find your bliss! At the Ziva, the spa is on the third floor, off the Lobby. At the Zilara, the spa is on the beach. Hours at both are 9 am – 8 pm. The Fitness Center is in the main building behind the Zen Spa. It is open 24 hours a day.

Taxis

Taxis are readily available at the resort 24 hours a day.

Telephone calls

Check with your service provider to see if international dialing is included on your plan. You may want to use your personal cell phone to call home, as calling long distance from your guest room can result in high fees. Please dial zero to consult the resort operator to inquire about exact long-distance charges before dialing direct.

Additional Information

Attire guidelines

- Tour Casual: Comfortable but neat attire. This can include hiking shorts, sun hats, T-shirts, walking shoes and sandals. Revealing clothing is discouraged.
- Resort Casual: Dress shorts or slacks with polo or button-down shirts for men; dress shorts, sundresses, or separates for women.
 - Resort Casual is appropriate at all resort restaurant outlets.

Credit cards / currency

Major credit cards (Visa/MasterCard/American Express) are accepted in most shops, resorts and restaurants. Make sure your credit cards are valid for at least 30 days after you return home, and activate them before you travel. Some places may require a minimum charge and others may not accept certain cards, so it's best to bring more than one.

If you have not traveled recently, you may want to contact your credit card company and advise them that you will be traveling to Montego Bay, Jamaica. As a security measure, credit card companies may put a hold on a card showing activity that does not follow your usual profile.

The Jamaican Dollar is the official currency, and exchange rates fluctuate daily. For the most up-to-date exchange rates, visit <http://www.xe.com>.

U.S. dollars are accepted in most places in Montego Bay, although you will receive change in Jamaican Dollars. We recommend you use your ATM card to receive Jamaican Dollars at the official exchange rate. Check with your provider before traveling to make sure their card is accepted in Montego Bay. Purchases made with credit cards will also be charged at the official exchange rate, which is often more favorable at the time of billing.

Destination tips

- Have the resort phone number and address with you when you leave to explore the area.
- Bring photocopies of your ATM and credit cards. In case of loss, replacement will be easier.
- Leave passport and travel documents in your room safe. Only carry a copy of your passport with you.

Drinking water

The resort purifies all of its water; however, a change in drinking water anywhere in the world can cause stomach distress. We recommend drinking bottled water when you travel. Bottled water is provided at no charge at the resort.

Expenses

Personal items such as room incidentals, laundry, phone calls, movie rentals and activities not sponsored by ABC Supply will be at your own expense.

Gratuities and taxes

Tips and taxes for all services outlined in the itinerary have been prepaid for you. Tips for optional sightseeing, additional meals, and other services rendered should be handled on an individual basis.

Health insurance

Check with your health insurance provider to make sure they cover medical expenses in Montego Bay, Jamaica. Any treatments received while in Jamaica must be paid for at the time of treatment and filed with your insurance company when you return home.

ABC Supply has purchased a Travelex Choice Group Policy on your behalf. This does not cover trip cancellation, but it will provide reimbursement for emergency medical and dental treatment, out of pocket expenses due to trip delay or interruption, baggage delay/loss expenses and other services. To make a claim, visit www.travelexinsurance.com/plan-holders/file-a-claim or call the Claims Team at 888-968-2061, and reference both numbers:

- Agency code: 22-0220
- ABC group plan: ACGB-1217

Be sure to keep all receipts when submitting a claim for reimbursement.

Hosted events

- Welcome Dinner on January 13
- Customer Appreciation Dinner on January 18
- Private District Reception on the evening designated for your ABC District

Medical information

Please advise VIKTOR of any medical conditions that may require special attention or treatment. Bring a copy of any prescriptions you are taking and pack your prescription medicine in your carry-on luggage. We suggest you bring an extra supply in case of an unforeseen emergency. **Do not pack medication in your checked luggage.**

Needles and syringes are permitted if a passenger is also carrying medication with a professionally-printed label identifying the contents. Please note that patients who have had recent chemotherapy or radiation treatments may set off security alarms. Plan to carry a letter from your doctor stating the dates of the treatment. Women in their last trimester of pregnancy may require a doctor's letter. Please contact haley.moll@VIKTORwithaK.com if you have questions.

Mobile web app

The ABC Supply mobile web app will contain all the information you'll want to know about your upcoming trip, including an attendee list, a personalized itinerary, and a concierge function so you can text questions to on-site travel staff. A few weeks before travel, you'll receive a text message (it will come from a **231**-area code) that will provide the link to the web app. Simply click the link and the web app will display in your smartphone's web browser. We recommend bookmarking it or adding it to your home screen so it's easily accessible. We also recommend utilizing the resort's complimentary Wi-Fi when using the app to avoid excessive data usage.

Name badges

Please wear your name badge upon arriving in Montego Bay to identify yourself to travel staff, resort personnel, and your travel companions. Please wear your name badge at all group events. All ABC Supply staff will have blue badges, customers and guests will have red badges, and vendor hosts will have yellow badges.

Optional activities at your own expense

You can sign up for a wide variety of exciting activities and tours with Island Routes, the VIKTOR preferred vendor in Montego Bay. They will have a dedicated desk next to the Hospitality Desk.

Special dietary requests

We are happy to help you with special menu requests (i.e. vegetarian meals, etc.) and any other special needs. Please contact Haley Moll at VIKTOR at (800) 748-0478, (231) 947-0882, or via e-mail at haley.moll@VIKTORwithaK.com.

Sponsored tours and activities

Confirmations for your sponsored activity are provided in the mobile web app. All appropriate tips have been paid to the guides, drivers, and tour staff. Local travel staff will be available at the Hospitality Desk to help you arrange additional activities at your own expense.

Swimming

Always use caution when swimming in the ocean. Heed posted warning signs or flags regarding surf, undertow, riptides, etc. The resort posts color-coded flags regarding swimming conditions for their designated swimming area on their beach. Red indicates no swimming, yellow indicates caution, and green indicates good swimming conditions.

Sunrise / sunset

6:45 am / 5:53 pm

State Department Smart Traveler Enrollment Program (STEP)

The State Department's Smart Traveler Enrollment Program (STEP) is a free service that allows U.S. citizens and nationals traveling abroad to enroll with the nearest U.S. Embassy or Consulate. Benefits of enrolling include:

- Receive important information from the Embassy about safety conditions in your destination country, helping you make informed decisions about your travel plans.
- Help the U.S. Embassy contact you in an emergency, whether natural disaster, civil unrest, or family emergency.
- Help family and friends get in touch with you in an emergency.

If you are interested in this program, you can register yourself and your guest at:
<https://step.state.gov/step/>.

Time comparison

Montego Bay observes Eastern Standard Time all year. During your trip, when it is 12 pm in Philadelphia, it is also 12 pm in Montego Bay.

U.S. Customs and Immigration

You will pass through Customs in the first U.S. city upon your return. You are allowed duty-free purchases of \$800 per person. Be sure to keep receipts of all your purchases. Articles purchased at a "duty free" shop are only duty free for the country in which they are purchased and are subject to U.S. Customs duty and should be included in your list of purchases.

U.S. Consulate

U.S. Consular Agency
Whitter Village, Ironshore
Unit EU-1 (across from Burger King)
Montego Bay, St. James
Phone: (876) 953-0620 / (876) 953-3898
Email: MobayACS@state.gov

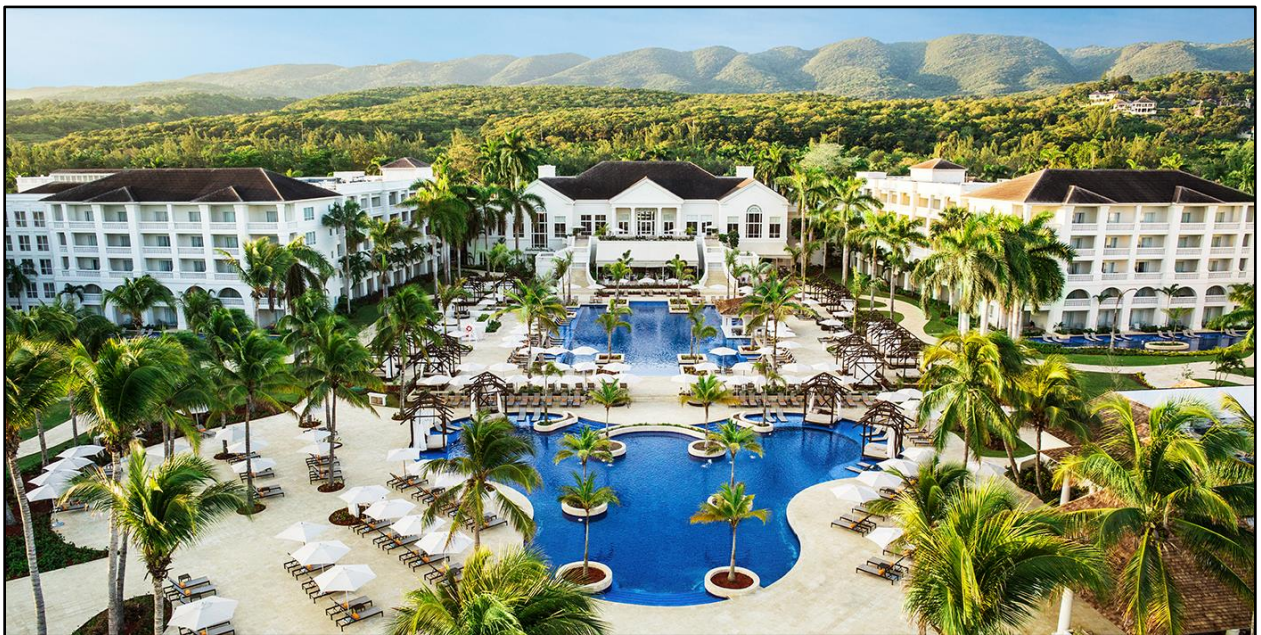
Weather

January is a great time to visit Montego Bay, with comfortable temperatures ranging from a nighttime average low of 69 degrees to a daytime average high of 83 degrees.

Your VIKTOR travel staff

We look forward to meeting you and assisting you in any way possible. Throughout the trip, we will be available at the ABC Supply Company Hospitality Desk:

- Patty Armstrong
- Laura Bianco
- Mark Bondy
- Julia Clark
- Michelle Elliott
- Beverly Franklin
- Alison Rummel
- John Shattuck
- Michael Southerton



We wish you a pleasant journey!