

SOUTH AMERICA

Essential Information



Machu Picchu, Peru

KNOW BEFORE YOU GO

PASSPORTS

Passports must be valid for at least six months after your return date. We recommend a validity of at least nine months to avoid issues. Your passport must also have at least three blank visa pages (not endorsement pages). Guests have been deported for insufficient visa pages.

TRAVEL INSURANCE

We strongly recommend purchasing comprehensive travel insurance that covers trip cancellation for medical reasons, delays, medical expenses, accidental death, lost luggage, medical evacuation and airline cancellation charges. Medical treatment, hospital stays, medical evacuation and other costs can be very expensive, and some hospitals in South America may require cash payment prior to providing medical services. Be sure to pack your policy in case you need to make a claim while on tour. Please add your insurance policy details into your Tour Personaliser. For all travellers to Ecuador, travel insurance including medical cover is compulsory. Entry may be denied if you cannot show printed proof of insurance upon entry.

VISAS AND PERMITS

It is your responsibility to ensure that you have the correct travel documentation. Failure to obtain correct documentation may affect entry into certain countries on tour. Visa information is correct at the time of printing, but as regulations may change suddenly, TravelMarvel suggests contacting consulates for up-to-date visa requirements, costs and processing times.

If you hold a passport from another country, check with your travel agent or TravelMarvel about specific visa and permit regulations.

Brazil

As of 10 April 2025, Australian passport holders are required to obtain a visa to enter Brazil. You must apply online through the [consulate of Brazil](#).

The visa is valid for 12 months from date of issue, for stays of up to 90 days upon entry into the country. New Zealand and United Kingdom passport holders do not require a visa to visit for stays of up to 90 days.

Chile

All Australian, New Zealand and UK passport holders must obtain a visa to visit Chile. You must apply online through the [consulate of Chile](#).

Once the visa is issued, you will have 90 days to enter Chile. The visa is valid for 90 days from the date of entry.

Galápagos Islands

As part of the Galápagos Biosecurity Agency's mission to conserve the unique species and ecosystems of the Galápagos Islands, it requires all passengers arriving into the archipelago to make a sworn declaration of the food and goods they are entering with, as well as any recent contact with animals.

Passengers flying to the Islands are now able to complete this declaration form online. Our guests will need to complete this online form no more than 48 hours before their arrival to the Galápagos Islands.

To complete the declaration, please visit: declaracion.abgalapagos.gob.ec/declaracion

WHAT TO PACK

LUGGAGE

Contact your air carrier or travel agent for specific information prior to departure, as luggage size and weight limitations can vary. Portage for one suitcase is included in the tour price. Regardless of international airline allowances, baggage in South America is limited to one bag per person, weighing up to 23kg, due to restrictions on smaller internal flights. International air carriers may impose fees or require you to remove articles if weight or size limits are exceeded. In addition to your main piece of luggage, you may also bring a small carry-on bag to take on the coach with you.

Peru Train Journeys

For these journeys, only a day pack weighing up to 5kg is permitted for your overnight stay in Aguas Calientes, located at the base of Machu Picchu. Your main suitcase will be awaiting you at your hotel in Cusco after your night in Aguas Calientes.

Luggage tags are supplied, which you can fill out and attach to your suitcase. It is also a very good idea to put a label with your name, address and telephone number on the inside of your suitcase and hand luggage.

Clothing

The dress code on tour is casual – there are no formal nights or dress requirements. We suggest bringing a good pair of walking shoes, casual lightweight clothing that can be layered, a jacket or parka, and a sweater or windbreaker.

In the mountainous areas (including Machu Picchu), bring your runners or boots, warm clothing for the cold nights and your hat and sunscreen.

CURRENCY AND SPENDING MONEY

- Argentina – Argentine peso
- Brazil – Brazilian real
- Peru – Peruvian sol
- Chile – Chilean peso
- Ecuador – US dollar

Since each South American country uses a different currency, it's a good idea to bring mostly small-denomination U.S. dollars and a credit card for your spending. In most hotels, you can change the US dollars into the local currency. It is recommended that any US dollars you bring with you are dated 2009 or later.

ELECTRICAL APPLIANCES

Power points in South America vary by country, with outlets ranging from 120-240 volts. If you have North American appliances, a voltage converter is recommended. South America uses a mix of two-round-pin and three-flat-pin plug sockets. With an Australian, European, or US adaptor, you can access all power sources in the region.

VALUABLES AND SECURITY

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Carry all important documents, money, passport and tickets with you. Do not carry these important items in your suitcase. You may find a money belt (worn inside clothing) useful while travelling. Never leave hand luggage unattended in hotel lobbies or dining rooms.

Avoid exploring unfamiliar streets or areas alone, and refrain from displaying jewellery or cash excessively. When sightseeing, keep all valuables locked in the safe in your room or at reception.

KNOW BEFORE YOU DEPART

GENERAL PHYSICAL FITNESS

Because of the nature of many of the sites you will be visiting, this tour may not be appropriate for guests with certain medical conditions and physical restrictions. Walking tours are often on uneven ground or cobblestones, and may include stairs and steep inclines. Touring in Peru and Ecuador is also at high altitude.

You should be able to stand on your feet for an extended period of time to visit museums and other sites, as well as when checking in for flights and cruises and at Customs and Immigration. This tour involves covering long distances, which may result in early morning starts, sometimes due to airline schedules.

See Your GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend all travellers consult their GP or local travel clinic for detailed advice to ensure maximum pre-travel preparation. Please take a copy of your travel itinerary with you to assist with the recommendations of appropriate medication and vaccinations. Ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation and a list of vaccinations and dates.

A copy of your prescriptions is vital in case of any health problems. Prepare a list of your medications, including the name, dosage, prescribing doctor and their phone number. Pack sufficient medication for the duration of your tour. Your medication should be kept close at hand in your purse or carry-on bag.

It's always a good idea to carry a list of your medications in case they are lost. Be sure to keep them in their original containers for easy identification. Additionally, bringing a copy of your eyeglass and/or contact lens prescription can be very helpful.

Vaccinations

Vaccinations are required for travel to South America. This includes the mandatory yellow fever vaccination when travelling to the Galápagos Islands in Ecuador. Please carry a copy of your yellow fever certificate to be presented upon entry if you are planning to spend more than 10 days in Peru, Bolivia, Brazil or Colombia prior to entering Ecuador.

A yellow fever vaccination may be required for other South American countries you are visiting, and we recommend speaking to your doctor or travel clinic to discuss and schedule your vaccination appointment as soon as possible.

Allergies

Please advise Travelmarvel of any allergies or dietary requirements when booking and inform your Tour Director on arrival, as most suppliers need advance notice. Travelmarvel will pass these requirements on to the relevant suppliers but cannot guarantee that it can be accommodated. In some cases, you might be asked to fill out a form or waiver.

Sleep Apnoea

CPAP machines can be accommodated on tour, but we require advance notice along with the dimensions, weight and, if possible, the make and model of the machine. This will then be passed on to our suppliers to ensure it can be accommodated. Additionally, you will need to take your own power adaptor.



Sea lion on Galápagos Island

HOTEL ACCOMMODATION

Throughout South America, twin-bedded accommodation is very common and double beds are either not available or only available in limited numbers. If you have requested a double bed, we will endeavour to meet your request, but please note this may not always be possible.

The majority of hotels and lodges do not have tea and coffee-making facilities in the rooms. Facilities may be available on request at an additional charge. Hair dryers, irons and ironing boards are usually available on request at most hotels. Some hotels may have a separate shower, or shower over bath.

FOOD AND BEVERAGES

Generally, breakfast is served as a buffet with hot and cold options. Lunches and dinners, when included, may be either buffet-style or a set menu with two or three courses. Water, tea and coffee is included for all meals. Welcome and Farewell Dinners include one alcoholic drink, either house wine or beer. Additional drinks are at your own expense.

Travelmarvel is committed to reducing waste by removing single-use plastics – starting with water bottles. Disposable water bottles will not be supplied during your tour in South America. Please bring your own reusable water bottle which you can refill throughout your tour.

DISRUPTIONS TO YOUR ITINERARY

Under normal operating conditions, itineraries will proceed as outlined in the brochure. However sometimes, for reasons beyond our control, it may be necessary to make alterations to your itinerary. We recommend purchasing comprehensive travel insurance to cover unforeseen events, as Travelmarvel is not liable for any resulting costs.

Additionally, you are not entitled to a refund for any alternations to your itinerary caused by, or contributed to, events beyond our control.

AT THE AIRPORT AND IN THE AIR

RECONFIRMATION OF FLIGHTS

We suggest that you contact your airline(s) or travel agent at least 72 hours before your initial flight to confirm your departure details.

CHECK-IN

Arrive at the airport at least two hours before domestic flights and three hours in advance for international flights. This gives you time to check in baggage, present your passport and ticket, obtain boarding passes, and clear security to reach the boarding area.

FLIGHTS WITHIN SOUTH AMERICA

All flights in economy are included within South America once the tour commences. Travelmarvel has chosen the best available connections for your holiday, some of these may be early morning or late afternoon departures. Your Tour Director will inform you of any flight changes during the tour and assist you at the airport. Please note that preassigned seats or group check-in cannot be guaranteed. Groups may be seated in different rows on the aircraft. Some flights provide light snacks.

CHECKED LUGGAGE RESTRICTIONS

International carriers may impose fees or require you to remove articles if weight or size limits are exceeded. We recommend that you contact your airline(s) or travel agent for specific information prior to departure, especially as size and weight limits can vary between airlines.

HAND/CARRY-ON LUGGAGE RESTRICTIONS

Limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. While on board the plane, make sure you have your passport, airline tickets, medication and all your travel documents in your hand luggage.

LOST OR DELAYED LUGGAGE

Sometimes luggage is delayed during transit. It is recommended that you take a change of clothing and any essential medication in your hand luggage. Place a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you.

Should your luggage be delayed, it is the responsibility of the airline to deliver it to you. Claims for reimbursement should be submitted directly to the airline. Complete a claim form at the appropriate airline desk upon arrival. If you need assistance in contacting the airlines, please ask your Tour Director or local host.

AIRPORT AND AIRLINE SECURITY

The following is based on information issued by the Australian Government regarding liquid, aerosol and gel restrictions on flights. These rules concern flights coming into and departing Australia only. We advise you to check with your airline for clarification of regulations before you leave. Sharp objects and liquids should be stored inside checked luggage. Each container

of liquids, aerosols or gels in your carry-on luggage must be 100ml or less and sealed in a transparent, one litre (or less) resealable plastic bag.

You may carry through prescription and non-prescription medicines required during your flight. Proof of need may be required. Items allowed include empty containers, cosmetics and toiletries such as personal hygiene items, talcum powder, contact lenses and lens solution, solid foods, and medicines including prescribed and essential non-prescribed medication.

DELAYED OR MISSED FLIGHTS

In the event that you miss a flight, please immediately advise the airline representative that you are a tour passenger, bound for a specific location, and the date and time to join your tour or to check-in to a pre-tour hotel.

CUSTOMS

To prevent the introduction of exotic pests and diseases, arriving travellers are screened and luggage is often inspected or x-rayed by Customs or Quarantine officers. All food and other such items of plant and/or animal origin need to be declared, as do items on which duty or tax might be payable (check with Customs about the duty free concession). For more information, visit the customs websites listed under "Useful Information" on [page 6](#).

ARRIVAL INFORMATION

AIRPORT TRANSFERS

Travelmarvel includes airport transfers within South America on the first and last day of the tour. Transfers are also included for pre/post-tour accommodation booked directly with Travelmarvel, either before the first day or after the last day of the tour. Transfers cannot be re-routed to other pick-up points or destinations. Refunds will not be given for unused transfers. Passengers who miss their pre-booked transfers must make their own way to/from the hotel at their own expense. Transfers must be booked and details advised to Travelmarvel at least 60 days prior to travel, otherwise transfers cannot be guaranteed. Transfers in connection

with domestic flights within South America are included as per the itinerary.

Transfer Meeting Arrangements

A Travelmarvel representative will greet you in the airport arrivals hall, holding a Travelmarvel sign. If you cannot locate your transfer representative, please call our local operator **Setours** on:

Peru (Lima) 24-hour: +51 987 524 620
mobile number and WhatsApp number.

Arriving in Santiago

For arrivals in Santiago, please remain in the arrivals hall and do not engage nor accept the services of taxi drivers in this area. Unauthorised taxi operators are known to solicit fares and offer assistance to arriving guests. Travelmarvel will not be responsible, nor will a refund be applied if you choose to take a taxi to your hotel in place of, or advised by our operator **Setours** directly.

HOTEL ARRIVAL/DEPARTURE INFORMATION

Check-In

The official check-in time at hotels is 3pm local time but, where possible, the hotel will try to have your room available earlier. If your flight arrives in the morning, luggage can be stored at the hotel before check-in, to be delivered to your room later.

Check-out

Normal check-out times vary, but are usually at 11am or midday. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store luggage until your departure.

GRATUITIES

Gratuities for your Tour Director and local guides are included in the tour price. See your itinerary for any variations to the above. Tipping cannot be redeemed for a cash refund. Gratuities are not included on our holiday extensions.

GRATUITIES WHEN TOURING INDEPENDENTLY

Most restaurants include tax in their prices. A service charge is only included in prices in Brazil, for all other countries standard tipping for good service is 10% of the bill or more (15-25%) if you feel the level of service is superior.

- Taxi drivers should be tipped by rounding up the amount of the fare.
- Small tips of around US\$1-2 are reasonable for cloakroom and washroom attendants, ushers and museum tour guides.

EMERGENCY CONTACT INFORMATION

In case of an emergency please use the below contact details. State your name, Travelmarvel tour information and booking number, if available, at the time of emergency.

Emergency number: +51 987 524 620

STAYING HEALTHY ON HOLIDAY

It's important for you to be as healthy as possible before you travel, and to maintain your health by applying good hygiene practices while on tour. Respiratory and gastrointestinal illnesses, while usually minor in nature, can spread rapidly within a tour group, and can have a major impact on everyone's enjoyment. Travelmarvel is committed to reducing the spread of infections on all tours.

Please read and follow our recommendations, to ensure a healthy, safe and enjoyable holiday for yourself and your fellow travellers.

TRAVELMARVEL HEALTH AND SAFETY PROTOCOL

Travelmarvel has created Health and Safety as well as COVID-19 protocols that all our Tour Directors are required to follow. You may be requested to assist in reducing the spread of viruses if you are showing symptoms while on tour. If you are showing symptoms of a cold or a virus while on tour, you may be asked to wear a face mask, have meals in your room instead of the dining room, or remain in your room until the symptoms improve.

Colds and Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesy – wash your hands often, cover your coughs and sneezes, and use anti-bacterial wipes/hand sanitiser frequently (i.e. after shore excursions, prior to meals and throughout the day). Influenza is commonly contracted while travelling overseas. The flu vaccine protects against the flu viruses likely to circulate during flu seasons. Consult your GP for advice.

Gastro and Traveller's Diarrhoea

Traveller's diarrhoea is the second-most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact, whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water.

Water and Food Safety

- In remote destinations, we recommend drinking bottled/filtered water when travelling. Always ensure the seal is intact.

- In remote destinations, bottled water should always be used for cleaning your teeth, unless otherwise advised. If you are unsure, please ask your Tour Director.
- When visiting countries where you are unsure about general hygiene practice, please take care if buying food from street vendors or in small restaurants away from your hotel, cruise ship or recommended venues. At these places, avoid raw fruit and vegetables, dairy products (including ice-cream) as well as meat and fish not properly cooked.
- It is generally safe to eat cooked meats and vegetables prepared in tourist hotels and tourist area restaurants. Fruit that you peel yourself is considered safe.
- You can feel safe eating anything served to you at the tour hotels and while on board your cruise.
- Don't buy alcohol from street vendors.

Altitude Sickness

Acute Mountain Sickness (AMS) is a condition caused by ascending to high altitudes. Symptoms include headache, lack of appetite, nausea, dizziness, fatigue or weakness. We recommend consulting your GP about the need for preventative medication. To reduce symptoms of altitude sickness, drink plenty of fluids: water, fruit juices, herbal tea (or the

local 'mate de coca' if in Peru), and avoid caffeinated and alcoholic drinks.

If you experience any of the above symptoms, please inform your Tour Director. Some parts of Peru, including Cusco and Lake Titicaca, are situated at an altitude of up to 4,000 metres above sea level. Quito in Ecuador is 2,850 metres above sea level. At these altitudes, the lack of oxygen affects most people to some extent until they become acclimatised.

Avoiding Malaria

Antimalarial medication is recommended for some parts of South America. See your GP or visit a travel clinic at least eight weeks prior to travel for your recommended vaccines and/or antimalarial medication.

Whether or not you are taking antimalarial medication, it is important to protect yourself from mosquito bites, especially at dawn and dusk when mosquitoes are most active.

Yellow Fever

In compliance with Ecuador's Ministry of Public Health, it is mandatory for travellers to present an International Vaccination certificate against yellow fever upon entering Ecuador from the 12th May 2025 if you have spent more than 10 days in Peru, Colombia, Bolivia or Brazil before arriving in Ecuador. Please see your GP or travel clinic for advice or exemptions.



Galapagos Islands tortoise

EXTENSIONS

GALÁPAGOS ISLANDS EXTENSION

Cabin Information

All cabins have an en suite with a shower and amenities (shampoo, conditioner and soap) and hair dryers. All cabins have air conditioning, MP3 player docking stations and a safe.

Crew

Our local guides and onboard crew will assist you during the Galápagos Islands Extension; Travelmarvel Tour Directors do not escort this part of the trip.

Embarkation and Disembarkation

Upon arrival in the Galápagos Islands, you will be escorted to the Yacht Isabela II and greeted by the crew at a welcome briefing. On disembarkation day, checkout from your cabin is usually around 9am and you will be transferred to the airport for your flight.

Excursions and Activities

Daily activities will be posted on the notice board. Briefings are given by naturalist guides, who will also escort the excursions and provide interpretation and knowledge on the local flora, fauna and customs. Excursions and activities are subject to local conditions and may be changed at short notice. Shore excursions use inflatable landing crafts known as pangas. You may have to walk through water after you disembark a panga to walk ashore. We recommend Teva-style sandals or an old pair of runners which can get wet to protect your feet from rocks in the water during these landings.

Internet

Wi-Fi is available on board at a charge. Please note the ship uses satellite internet so reception may be unclear or restricted.

Meals and Beverages

All meals are prepared on board and the emphasis is on local produce and Ecuadorian specialities. Water is included and readily available for refilling on board. Tap water on board is not suitable for consumption. Tea and coffee are also available in the public areas. All other drinks must be purchased from the bar and will be added to your bill.

Medical

A medical officer is on board and crew are trained in first aid.

Ship Payments

Items purchased while on board, from the bar or the gift shop, including wetsuit rental, will be added to your bill which must be settled the evening before disembarkation. Payment can be made in cash (US dollars) or by credit card. Credit card fees may apply.

Smoking

Smoking is not permitted anywhere inside the ship. Smoking is only permitted in the designated area on deck and ashtrays will be provided. For the safety and comfort of guests, your cooperation in observing the smoking policy is appreciated.

Yellow Fever Certificate

Please ensure you carry a copy of your yellow fever certificate. If you are planning to spend more than 10 days in Peru, Bolivia, Brazil or

Colombia prior to entering the Galápagos Islands in Ecuador, the certificate needs to be presented upon arrival in Ecuador and must indicate that the vaccine was administered at least 10 days prior to arriving.

PERUVIAN AMAZON LODGE EXTENSION

Room Information

All cabañas have en suites with a shower, fans, a seating area, mosquito nets, bathroom amenities, robes, slippers and in-room safes.

Arrival and Departure

On arrival in Puerto Maldonado, you will be met by the hotel manager or a guide from the Inkatererra Reserva Amazonica. You will be transferred via boat (approx. 45 minutes) to the lodge. On departure day, check-out is usually around 11am before you are transferred back to Puerto Maldonado for your flight. Please note: check-out is flexible and will depend on your flight time.

Excursions and Activities

Daily activities range from half-day to full-day and can be discussed with your guides on arrival. Excursions/activities are subject to local conditions and minimum numbers apply. The Lake Valencia and Ornithology full-day trips incur a supplement.

Internet

Wi-Fi is not available at Inkatererra Reserva Amazonica.

Local Guides

Our local guides and the staff at Inkatererra Reserva Amazonica will assist you during the Amazon Lodge Extension; there is no Travelmarvel Tour Director escorting this part of the trip.

Meals and Beverages

All meals are prepared with an emphasis on local produce and Peruvian specialities. Drinks must be purchased from the bar and will be added to your bill.

Medical

Staff are trained in first aid and additional medical services can be requested via the lodge reception. Charges apply and will be advised.

Payments

Any items purchased including but not limited to drinks, spa treatments, private guides and binocular rental, will be added to your bill. Payment can be made in cash (US dollars) or by credit card. Credit card fees may apply.

Smoking

Smoking is not permitted anywhere inside the lodge, only in designated outside areas where ashtrays are provided.

AMAZON LODGE EXTENSION

Luggage

There is a 10kg per person luggage limit, or 20kg per two passengers (one bag) for guests travelling to the Peruvian Amazon Lodge. You must have your luggage packed and ready before arriving at the Inkatererra administration office. Remaining luggage will be left securely

at the Inkatererra office and you will be given a baggage tag. Upon returning from the lodge to the Inkatererra office, your bags will be ready for collection and can be identified using the baggage tag supplied. Check out of the lodge is 10am, and the last boat departs between 1pm - 1.30pm.

HOLLAND AMERICA LINE – CHILEAN FJORDS CRUISE

Online Check-In and Express Docs Cruise Documentation

Please complete your cruise online check-in prior to departing for your trip. Once you've completed the online check-in and are within 50 days of sailing, your electronic documentation (Express Docs) will be available for you to print. Please have the following information at hand to help you complete your online check-in:

- Full legal name
- Birth date
- Passport details
- Home address
- Home telephone number
- Emergency contact details
- Return flight information
- Credit card you wish to use for onboard purchases
- Operational Reference (located in your Travelmarvel itinerary).

Holland America Line will provide you with your online check-in link closer to departure. To complete your check-in, go to hollandamerica.com, click on 'Manage My Cruise', choose the menu option to 'Check In', and enter the booking number located with your cruise details listed as 'Op Ref'.

Appliances

All staterooms are equipped with standard 110 and 220 volt outlets. Hair dryers are available in staterooms on all ships. You will need a plug adaptor that has two parallel flat prongs to fit North American sockets.

Crew

Enjoy the expert services of Holland America Line's staff on board the MS Oosterdam. Please note, your cruise is not escorted by a Travelmarvel Tour Director.

Dining

Formal dining is available in the main dining room and a buffet dining option is also available. Specialty restaurants on board are subject to a surcharge, starting from US\$10 per person. Complimentary room service is available 24 hours a day. If you have any special dietary requirements or other special needs, you may be required to complete a special request form.

Embarkation

The following are required for embarkation:

- Your Signature Preferred Boarding Pass.
- Appropriate identification and passport.
- Cruise documents containing your Cruise and/or Cruise Tour Contract.
- Visa and immunisation information.

Gratuities

Tipping is included in your tour price for dining and stateroom services. Please note that an 18%+ service charge will be automatically added to your bar charges and dining room wine account.

Medical Assistance

A doctor and nurse are on board, and a charge applies for their services. Payment must be made upfront, and you can claim reimbursement from your travel insurance upon your return home. The crew is authorised to have you disembark for medical reasons and you may not be able to reboard. Please carry appropriate medical insurance with you.

Smoking

Smoking is not permitted in any staterooms, including verandahs, showrooms and most other indoor areas. Designated smoking areas outside are clearly marked and must be followed.

Settling Your Bill On Board

Cruise lines maintain a 'cashless society' – simply provide your credit card details during the online check-in procedure, authorise your purchases, then settle your account with one transaction at the end. Please note that personal cheques, travellers' cheques and debit cards are not accepted on board. Upon embarkation, an initial authorisation of US\$60 per person per day will be placed on your credit card.

Alternatively, a cash deposit of approximately US\$60 per person per day is required at the start of your cruise. Failure to provide this may result in the forfeiture of your boarding rights.

At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. Refunds for purchases of onboard products and services will be credited to your onboard account whether purchased prior to or during your cruise. Please have your credit or debit

card(s) with you and available for the duration of the cruise in case our shipboard staff needs additional information. Inform your credit or debit card issuer in advance that your card will be used on a Holland America Line ship. This will help prevent delays in obtaining the authorisation(s) throughout your cruise. Some banks may keep the authorisation in place for up to 30 days. Please allow for this deduction on your account for up to 30 days and contact your bank if you have any concerns or if the amount is not refunded.

Shore Excursions

We recommend booking shore excursions online before you depart (at least 10 days prior to your cruise departure), as popular excursions may sell out before you board. To book, visit www.hollandamerica.com. You will need your credit card and booking reference. Your tickets will be waiting for you in your stateroom when you board.

USEFUL INFORMATION

AUSTRALIAN EMBASSIES AND CONSULATES

Argentina

Villanueva 1400, Palermo, Buenos Aires
P: (+54) 11 4779 3500

Brazil

St de Embaixadas Sul 801 - Brasília,
Federal District, 70200-010, Brazil
P: (+55) 61 3226 3111

Chile

Isidora Goyenechea 3621, 12th and 13th floors,
Las Condes, Santiago, Chile
P: (+56) 2 2550 3500

Ecuador

Honorary Consulate in Guayaquil:
Pinturas Unidas S.A., Km 16.5, Via Daule.
Guayaquil, Ecuador
P: (+593) 9 5981 1614

Peru

Av La Paz 1049, Piso 10 Miraflores, Lima 18
P: (+51) 1 630 0500

NEW ZEALAND EMBASSIES AND CONSULATES

Argentina

AAC, Carlos Pellegrini 1427,
C1011 CABA, Argentina
P: (+54) 11 5070 0700

Brazil

SHIS QI 09 Conjunto 16 Casa 01
CEP 71625-160
Brasília – DF
P: (+55) 61 3248 9900

Chile

12th floor, Avenida Isidora Goyenechea 3000
Las Condes, Santiago, Chile
P: (+56) 2 2616 3000

Peru

Leonidas Yerovi 106,
Oficina 42, San Isidoro, Lima
P: (+51) 1 627 7778

TRAVEL HEALTH INFORMATION

Australia

traveldoctor.com.au
travelclinic.com.au
travelvax.com.au

New Zealand

worldwise.co.nz

United Kingdom

fitfortravel.nhs.uk/home
travelhealthpro.org.uk
masta-travel-health.com

USEFUL TRAVEL INFORMATION

Climate: climate-zone.com

Time: timeanddate.com/worldclock

Currency Conversion: xe.com

International Telephone Calling:
countrycallingcodes.com

VISA INFORMATION

Australia: dfat.gov.au

New Zealand: mfat.govt.nz

United Kingdom: www.gov.uk

CUSTOMS

Australia: border.gov.au

New Zealand: customs.govt.nz

United Kingdom: gov.uk

TRAVEL ADVISORY

Australia: smartraveller.gov.au

New Zealand: safetravel.govt.nz

United Kingdom: gov.uk

TRAVELMARVEL TRAVEL CENTRES

Australia

Building 4, Level 1, 15 Cochrane Road,
Moorabbin, VIC 3189

P: 1300 300 036 (within Australia)

E: info@travelmarvel.com.au

W: travelmarvel.com

New Zealand

Level 1, 20 Augustus Terrace, Parnell,
Auckland 1052

P: 0800 278 800 (within New Zealand)

E: info@travelmarvel.co.nz

W: travelmarvel.com

United Kingdom

3rd Floor, 52 Grosvenor Gardens,
London SW1W 0AU

P: 0800 012 6686 (within the UK)

E: info@aptouring.co.uk

W: travelmarvel.com

North America

Suite 530, World Trade Centre,
999 Canada Place, Vancouver,
British Columbia, V6C 3E1

P: +1 778 300 1058 (within North America)

W: travelmarvel.com



This booklet is designed as a guide to assist you when preparing for your tour. Much of the information within is subject to change and, while all care has been taken to ensure information is correct at the time of printing, we cannot take responsibility for any subsequent alterations. Published in Australia. Effective May 2025. TM-3313

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