



## 出發前

### 護照與簽證

1. 任何護照，有效期須超過旅行結束日期至少六個月。護照須保留至少三頁空白，以供入出境時蓋章，否則可能會被拒絕入境、罰款，或自費返回原居地。
2. 美國永久居民除護照外，尚須攜帶綠卡以便再進美國。
3. 隨身攜帶在美國的緊急聯絡人姓名、電話和地址。
4. 妥善保管旅行證件、護照、信用卡、電話卡、旅行支票、現金、機票等，影印留底，與原件分開存放。最好將影本以電子郵件寄給自己，俾需要時即能迅速取得。
5. 出發前最後一刻，務必再檢查，確定證件齊全。
6. 進入智利、巴西和阿根廷旅遊，持用有效的美國護照，90天內可免入境簽證。持用其他護照及有關入境智利、巴西和阿根廷的最新詳情，請旅客查詢該國領事館網站。  
智利：<https://chile.gov.cl/estados-unidos>  
巴西：<http://cgwashington.itamaraty.gov.br>  
阿根廷：<https://eeeuu.cancilleria.gob.ar/en>

### 旅遊諮詢

美國國務院為國民提供全世界每個國家的最新旅遊信息、旅行警報和警告。旅客查詢可致電 888-407-4747 或 202-501-4444，或上網 [travel.state.gov](http://travel.state.gov)。

### 行李

1. 行李規定以所搭乘航空公司為準，或會隨時調整，一切費用及責任由旅客自行承擔，旅客行前應查詢所搭乘的航空公司網站、再確認。
2. 為了旅途的方便，行李盡可能精簡，預留空間存放沿途購買之物。托運行李箱應堅固耐用，附滑輪和安全鎖，建議使用美國運輸管理局 TSA 認可的安全鎖，配掛**本公司提供的行李牌**，上面註明英文姓名、美國地址和電話、團隊號碼，以利團體辨識。
3. 貴重物品及個人常用藥物應隨身攜帶，勿置放於托運行李內或隨意放在車上。不論旅遊途中或巴士上，如有個人物品遺失或損壞，本公司或巴士公司均無法承擔任何責任或義務。
4. 嚴禁攜帶三星手機 Samsung Galaxy note 7 登機！
5. 考慮將一套衣服、內衣褲和盥洗化妝包放在隨身行李內，以免行李延誤或遺失等突發狀況時，造成不便。
6. 旅遊巴士行李限制：由於巴士上存放行李的空間有限，規定每位旅客以攜帶托運行李一件和隨身行李一件為限。切勿攜帶超出限額的行李，以免因行李超件而被收取額外的費用。
7. 有關美國機場安檢須知及TSA合格鎖的資訊，請查詢美國運輸安全局TSA網站：[www.tsa.gov](http://www.tsa.gov)

### 健康、醫療與保險

1. 本公司強烈建議旅客，出發前應購買旅遊保險，以確保自身權益，安心旅遊。
2. 熟悉自身健康狀況、了解旅遊目的地，對旅遊而言是至關重要的。建議旅客行前諮詢美國疾病控制和防治中心 (CDC)，可致電 800-232-4636，或上網查詢至智利、巴西、阿根廷旅遊的疫苗及藥物的最新消息 <http://wwwnc.cdc.gov/travel>。
3. 旅客只要出發地不是傳染病疫區，且中途不於疫區轉機或停留，入境南美國家均無出示檢疫證明的規定；雖然如此，美國國務院仍建議旅客，前往南美國家最好接種黃熱病疫苗，並隨身攜帶接種證明。請注意，黃熱病疫苗應在旅行前 10 天接種，才有效。
4. 出發前四至六星期，諮詢您的家庭醫師，瞭解自身健康，甚至是牙齒的狀況，確定您兒時已按期接種一般傳染病的疫苗，以及是否須要追加注射或服用疫苗。
5. 自備個人常用藥品，如感冒、胃腸、暈車、消炎、止痛、維他命等。個人處方藥品份量要足夠，並要放置於隨身行李內，須具註明姓名標籤或醫生處方證明，以備海關查詢或旅途中不時之需。
6. 旅途中，如有醫藥健康方面的問題，請隨時告知領隊，我們將盡力協助。

### 氣候

1. 出發前，請上網查詢南美當地的天氣狀況 [weather.com](http://weather.com)。
2. 智利首都聖地亞哥，屬地中海型氣候，夏季（11 月至 3 月）氣溫最高只有 95°F，並不炎熱；冬季（6 月至 8 月）早晨潮濕陰冷，雨季多發在比較涼爽的季節。
3. 巴西第二大城里約熱內盧，屬熱帶氣候，全年溫暖潮濕。偶而會達到 104°F 的高溫，但大多數情況下，一般氣溫為 86°F 左右。
4. 阿根廷首府布宜諾斯艾利斯，屬亞熱帶氣候，四季分明，雨量充沛，降雨量最低的月份是七月，冬季寒冷，夏季炎熱潮濕。

### 電器

南美地區的電壓是 220 伏特 60 赫茲。旅客應自備國際旅行用的變壓器和萬用插頭、吹風機、刮鬍刀、充電器等，部份酒店備有 110 伏特的插頭及變壓器。

### 服裝與攜帶物品

1. 出發前幾天注意氣象報告，查詢當地的天氣狀況 [www.weather.com](http://www.weather.com)，根據季節和氣候變化準備衣物。
2. 衣著以輕便、實用、舒適、透氣為主，為適應日夜氣溫的變化，服裝穿著以分層次、容易穿脫為佳，不須攜帶正式服裝。

3. 舒適且便於行走的鞋子。
4. 輕便的外套或夾克。
5. 輕便的雨衣或雨具。
6. 太陽眼鏡、防曬油、遮陽帽。
7. 防蚊蟲藥或噴劑。
8. 輕便的望遠鏡。
9. 簡便急救包。
10. 個人處方藥應置於原裝藥瓶／袋內，註明姓名和藥方。
11. 手機、照相機、攝影機及各種小家電的充電器。
12. 國際旅行用的變壓器及插頭。
13. 一般酒店都會提供洗衣服務。

## 抵達後

### 入境機場 / 海關

本公司導遊領隊或當地代表依法不能進入國際機場的移民檢查站、海關或領行李區。旅客抵達聖地亞哥的國際機場後，須自行通過移民檢查站和海關，領完行李後，自行步出至抵達大廳，本公司導遊領隊或當地代表將於大廳舉牌「Peony Tours」恭候。所有團員的行李都將收集一處，由另一部專車運送至酒店。

### 語言

阿根廷：西班牙語；

智利：西班牙語、卡斯提亞語（智利西班牙語）；

巴西：葡萄牙語

### 時差

智利和阿根廷的時間比美國東岸時區快 2 小時，巴西的時間則比美國東岸時區快 3 小時，但 3 月至 11 月美國的夏令時間除外。

### 貨幣與信用卡

1. 智利：智利的官方貨幣為 Chilean peso (書面縮寫為 CLP)。紙幣發行面額為：\$1000、\$2000、\$5000、\$10000、\$20000。硬幣有：\$1、\$5、\$10、\$50、\$100、\$500。智利商家大多不收美元現金。
2. 巴西：巴西的官方貨幣為 Real (書面縮寫為 R\$或 BRL)。紙幣發行面額為：R\$2、R\$5、R\$10、R\$20、R\$50、R\$100。通用的貨幣有：5cvs、10cvs、20cvs、50cvs、R\$1。遊客可用美金支付小費，但大部份商家不收美元現金。
3. 阿根廷：阿根廷的官方貨幣為 Argentina peso (書面縮寫為 ARS)。紙幣發行面額為：\$2、\$5、\$10、\$20、\$50、\$100。硬幣分為：5c、10c、25c、50c、\$1、\$2。阿根廷商家普遍接受美元現金。
4. 建議出發前兌好一些外幣，足夠旅行期間花用即可。

5. 信用卡：南美國家大都市的大型購物商店、餐廳、酒店、機場多接受主要的信用卡如 Visa、MasterCard；但小型商店可能只收現金，或限制信用卡的最低額度。使用信用卡，按規定須向店家展示您的護照。
6. 銀行營業時間  
智利：週一至週五 9am-2pm，週六、週日休息  
巴西/阿根廷：週一至週五 10am-3pm，週六、週日休息
7. 自動櫃員機 (ATM)：美國許多大銀行在南美國家境內設有分行及自動櫃員機，但不十分普及。有關分行位置及自動櫃員機的服務據點，請查詢您的銀行官方網站。
8. 按 2019 年 11 月匯率如下，僅供參考：  
美金 1 元 = 巴西幣 BRL 4.01  
美金 1 元 = 阿根廷披索 ARS 59.57  
美金 1 元 = 智利披索 CLP 741.60

### 食物與飲料

1. 阿根廷：牛肉是阿根廷飲食的主要部分。當地的特色菜餚有 empanadas (肉餡餅)，Chorizo 或 moricilla (香腸)，bife de chorizo (牛腩 / 牛肋排)。
2. 智利：當地的特色菜餚有 Pastel de choclo (菜肉湯飯)，Empanada de queso (油炸奶酪餡餅)。
3. 巴西：最著名的是 feijoada，一種搭配黑豆、香腸、燉豬肉搭配乾米飯的料理。
4. 應多喝水，但勿生飲自來水，請購買瓶裝水。
5. 團費不包含任何飲料，飲料費用由旅客自理。

### 購物

1. 多數的旅客會希望有機會購買當地的特產。本公司導遊非常樂意協助旅客在購物上的需求，也可能會安排購物參觀，但這不應該被視為是本公司對該商店、商品或價格的認可。任何有關貨物價格、品質或售後服務、運送等問題，純屬旅客與商家之間，請旅客購買前仔細考量和議價，購買後一切自行負責。
2. 旅行中的購物是您個人的選擇，絕無強制性。旅途中，任何時候您感到購物變成一種壓力時，請立即與本公司當地導遊或代表反應。
3. 在酒店和旅遊區商店購物，要固定加徵銷售稅(智利 19%，巴西 4% - 25%，阿根廷 21%)。在當地市集購物，議價是必要的。大部份的南美國家均無針對外國遊客購物的退稅政策。
4. 為了避免購物時產生爭議，我們建議以下原則：親自計算匯率，簽字前仔細審核信用卡收據。
  - 盡可能您親自將所購之物帶回。空運不但費時，而且實際的費用可能會更高。此外，海關延誤、關稅、



法規等，都可能使問題複雜化。如果您還是選擇空運，建議將貨品及相關資料，拍照存證，並在貨品背面寫上您的名字，以方便確認。通常情況下，由其他國家運往美國的貨物都須繳納關稅。

- 妥善保存發票或收據，最好與所購商品放在一起，以方便出入境或必要時，向海關或稅務人員展示。
- 5 攜帶外國商品入境美國，請遵照美國海關規定。詳細信息，請諮詢美國海關和境保護網站 [www.cbp.gov](http://www.cbp.gov)。

### 電話通訊

出發前，記得通知您的手機通話公司，確認您的手機是否具備全球通信系統 (GSM)，是否需要開通；如果您的手機不支持 GSM，租用專為海外使用的手機不失為一種選擇。智利、巴西和阿根廷的國際冠碼都是 00，智利國碼 56，巴西國碼 55，阿根廷國碼 54。

由美國直撥至智利：011 - 56 - xx xxxx xxx

由美國直撥至巴西：011 - 55 - xx xxxx xxx

由美國直撥至阿根廷：011 - 54 - xx xxxx xxx

### 網路

多數酒店提供免費的無線網絡連接以及商務中心。有關每個酒店的具體詳情，請諮詢酒店前台。

### 小費

團費不包含小費。小費是一般國際禮儀，目的在鼓勵和獎勵優質的服務，也是旅客在接受各項服務後，表示謝忱的一種方式。若有服務不週之處，歡迎旅客不吝來電或來函指正，本公司將善盡督導之責，令當地負責單位全力改善。建議此團的小費標準如下（以美金計），僅供參考，旅客可參酌實際情況適當增減。

給導遊領隊：每位旅客每天\$5

給當地導遊：每位旅客每天\$5

給當地司機：每位旅客每天\$2

### 美國駐外領事館

智利：<https://cl.usembassy.gov/>

阿根廷：<https://ar.usembassy.gov/>

巴西：<https://br.usembassy.gov/>

### 其他注意事項

1. 尊重導遊及其他團員的權益，當導遊解說時，仔細聆聽，保持安靜。
2. 出外旅遊首重安全，夜間或自由活動時，若須外出，請告知領隊，攜帶印有酒店地址和電話的名片，以防迷路，最好能結伴同行，避免單獨活動，注意安全。
3. 住宿飯店時，請隨時將房門扣上安全鎖，以策安全。
4. 應隨時留意自己的行李，貴重物品請隨身攜帶，或託放至飯店保險箱，切勿放置車上，小心扒手，多一分留意，少一分麻煩。
5. 為了您的利益，行前請詳讀行程表說明，將日程及旅館酒店等資料留一份供家人參考或聯絡。
6. 團體旅遊須全體團員的合作與配合，旅途中請切實遵守規定之集合時間與地點，佩戴本公司提供之胸章，以利領隊辨識及協助。搭乘美國國內班機，須於至少兩小時前抵達機場，國際班機須於至少三小時前抵達機場，以便從容通過機場安檢。任何班機延誤、取消或其他的緊急狀況，請立即與勵馳旅遊名人假期連絡。

### 7. 名人假期聯絡電話

美國 / 上班時間 (Mon-Fri, 9am-5:30pm)

洛杉磯總公司-----626-289-2450

洛杉磯分公司-----626-289-1010

舊金山分公司-----650-259-9983

紐約分公司-----212-973-1998

美國 / 下班時間、週末假日

緊急聯絡電話-----626-592-8448

### 主要城市平均低溫 / 高溫

City	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Buenos Aires	64/85	64/84	60/81	54/73	49/67	44/60	44/59	45/61	49/65	51/72	56/76	60/84
Rio de Janeiro	72/85	73/86	74/85	72/84	71/82	68/81	66/79	67/79	67/78	68/79	70/82	71/85
Iguassu Falls	68/89	67/87	65/87	63/84	56/75	52/70	51/71	51/78	54/79	60/84	64/85	66/89
Santiago	55/86	54/85	50/81	45/74	42/66	39/59	38/59	40/62	43/65	44/72	48/78	53/83



## BEFORE YOU GO

### TRAVEL DOCUMENTATION

1. Passengers travel internationally are required to have a passport with validity of at least six months beyond the conclusion of your trip. It is also recommended to have a minimum of three blank pages in your passport. Travelers without the requisite blank visa pages in their passport may be refused entry, fined, and returned to their point of origin at their own expense.
2. U.S. Resident Aliens need both passport and Alien Resident Card for re-entry to the United States.
3. Carry emergency contact person's name, address, and telephone number with you.
4. Keep travel documents, passport, personal necessities and valuables with you at all time. Leave a copy of the important documents to your family or pack another separately from the original itself. We suggest you scan and email a copy to yourself for easy online access. This will help speed up the replacement process.
5. Be sure you have all the necessary documents and money before leaving home for the airport.
6. For U.S. passport holders visiting Argentina, Brazil, and Chile for tourism travel of 90 days or fewer, no entry visa is required. If you hold a non-U.S. passport, check with the consulate near you about the requirement for travel to Argentina, Brazil, and Chile.  
Chile: <https://chile.gob.cl/estados-unidos>  
Brazil: <http://cgwashington.itamaraty.gov.br>  
Argentina: <https://eeeuu.cancilleria.gob.ar/en>

### CONSULAR INFORMATION

The US Department of State provides Country Specific Information Sheets for every country in the world, as well as Travel Alerts and Warnings. Find this information by calling 888-407-4747 or 202-501-4444, or online at [www.travel.state.gov](http://www.travel.state.gov).

### BAGGAGE

1. Baggage charge and insurance are at the owner's responsibility. Baggage allowance may vary by airline and is subject to change at any time. For up to date baggage allowance, restrictions, and fees, always check with the appropriate airline before traveling.
2. It is recommended that all checked luggage has a lock (TSA accepted combination locks are recommended) and use Peony Tours' red luggage tag showing the name and contact information of the owner. These brightly colored markers help identify you and your luggage quickly.
3. DO NOT pack prescription medicine, valuables and other personal necessities in checked luggage. Keep them in your carryon bag.

4. Note: Samsung Galaxy note 7 telephone is prohibited on board.
5. Consider packing one change of clothing, one set of underwear and toiletry in your carry-on bag to avoid inconvenience caused by delayed or lost luggage.
6. Baggage allowance on coach: Peony Tours welcomes each passenger to bring one suitcase and one carry-on bag on coach. Due to the limited capacity for luggage storage on the vehicle, Peony Tours does not accept more than one suitcase per person in order to avoid any additional charges for excessive luggage.
7. Consult [www.tsa.gov](http://www.tsa.gov) for USA airport restrictions on baggage and TSA approved locks.

### HEALTH, INSURANCE & MEDICAL MATTERS

1. Travelers are strongly advised to purchase travel insurance prior to departure for your own protection.
2. It is important to familiarize yourself with any potential health issues or concerns related to your destination, and so we strongly recommend consulting the Center for Disease Control and Prevention (CDC) for up-to-date information on required and recommended vaccines and medications. Visit them online at [wwwnc.cdc.gov/travel](http://wwwnc.cdc.gov/travel) or call 800-232-4636.
3. Though no vaccinations are required for your trip with the exception of persons traveling from or via an infected area, the US Department of State still recommends travelers to receive yellow fever vaccine prior to traveling to South America. It is also recommended to carry the proof of yellow fever vaccination throughout. Please note that, the yellow fever vaccine should be administered 10 days prior to travel in order for it to be effective.
4. Plan to visit your doctor or local travel clinic at least 4-6 weeks before departure to allow time for any vaccinations to take effect or to fill any prescriptions. Consult your doctor for suggestions on prevention and treatment.
5. If you are taking prescription medication, please pack in your hand luggage sufficient quantity for the duration of the trip and make sure it is fully labeled.
6. In case of illness during your trip, please immediately notify your tour manager and local guide for assistance.

### WEATHER

- Use a website such as [www.weather.com](http://www.weather.com) to find average temperatures and rainfalls during your travel times.
- Buenos, Argentina's capital city is cold in winter and hot and humid in summer.
- Rio de Janeiro, the 2nd largest city of Brazil, has a tropical climate. Most of the year, the climate is warm and humid. Occasionally temperatures can reach to a high of 104 F, but mostly they hover around 86 F.
- The climate in Santiago, capital city of Chile, is Mediterranean, with mild winters and very warm and dry summers.

### ELECTRICITY

In Chile, Brazil, and Argentina, the electricity is 220 volts AC 60 cycles. Some hotels have 110 volts AC or adapters. Travelers are advised to bring an international converter and adapters for the trip.

### CLOTHING / THINGS TO BRING

1. Check [www.weather.com](http://www.weather.com) for weather conditions before you go, and pack accordingly.
2. We suggest you bring comfortable, casual clothing in natural, breathable fabrics. It's best to bring clothing you can layer. Formal clothing is not necessary.
3. Comfortable good walking shoes.
4. Sweater or lightweight jackets.
5. Lightweight raincoat or poncho.
6. Sunglasses, sun block, and sunhat.
7. Mosquito repellent.
8. Lightweight binoculars (optional)
9. Simple first-aid kit.
10. Prescriptions and medications (we recommend you carry these in their original bottles and/or packaging.)
11. Chargers and cables for electronics.
12. Voltage converter and adapter plugs.
13. Note: Laundry service is available at your hotels.

## WHEN YOU ARRIVE

### ARRIVAL AIRPORT INFORMATION & CUSTOMS

Peony Tours representatives cannot enter the secured areas. This includes Immigration, Customs halls and luggage claim area. Luggage carts are available, free of charge, at all airports. Collect your luggage and exit, Peony Tours' local representative will greet you as you in the arrival hall; look for the person holding the distinctive **Peony Tours** signboard. All luggage from the group will be collected for transfer to your hotel in a separate vehicle.

### LANGUAGE

Argentina: Spanish;  
Chile: Spanish and Castilian;  
Brazil: Portuguese

### TIME ZONE

Time in Chile and Argentina is 2 hours earlier and in Brazil is 3 hours earlier than the Eastern Standard Time in U.S. (except when the U.S. goes on daylight savings times from March to November).

### MONEY MATTERS

1. **Chile:** The official currency in Chile is the Chilean peso, also denoted by CLP. The banknote denominations are: \$1000, \$2000, \$5000, \$10000, \$20000. The coin denominations are: \$1, \$5, \$10, \$50, \$100, \$500. The US dollar is not widely accepted in Chile.

2. **Brazil:** The official currency in Brazil is the Real (R\$), also denoted by BRL. The banknote denominations are: R\$2, R\$5, R\$10, R\$20, R\$50, R\$100. The coin denominations are: 5cvs, 10cvs, 20cvs, 50cvs, R\$1. Tourists can use US dollars for tipping. Generally, the US dollar is not widely accepted in Brazil.
3. **Argentina:** The official currency in Argentina is the Argentina peso, also denoted by ARS. The banknote denominations are: \$2, \$5, \$10, \$20, \$50, \$100. The coin denominations are: 5c, 10c, 25c, 50c, \$1, \$2. The US dollars are widely accepted in Argentina.
4. We suggest you to exchange certain amount in the US before departure.
5. **Credit Cards:** Visa and MasterCard are most accepted in each country. Smaller shops may ask you to pay in cash or have a minimum amount required to use a credit card. Be prepared to show your passport with credit card transactions.
6. **Bank Hours:**  
Chile: Mon-Fri 9am-2pm, Sat-Sun Closed  
Brazil / Argentina: Mon-Fri 10am - 3pm, Sat-Sun Closed
7. **ATMs:** All major banks have branches and ATMs in most towns and cities in Chile, Brazil and Argentina. A list of these locations can be found on your bank's official website, but not very convenient.
8. As of November 2019, the following exchange rates apply:  
USD 1 = BRL 4.01  
USD 1 = ARS 59.57  
USD 1 = CLP 741.60

### FOOD & DRINKS

1. **Argentina:** Beef is a major part of the Argentine diet. The local specialties are: empanadas (baked pastries with a meat filling), Chorizo or moricilla (meat sausage), bife de chorizo (sirloin/New York Strip steak)
2. **Chile:** The local specialties are: Pastel de choclo (corn casserole filled with ground beef, onions, chicken, raisins, hardboiled egg, and olives and topped with sugar and butter), Empanada de queso (a deep-fried pastry filled with cheese).
3. **Brazil:** The most famous food is feijoada, a dish of black beans, pork, and dried meat served with rice.
4. Do not drink tap water anywhere. Please purchase bottle water at local grocery stores.
5. Drinks are not included on tour fare

### SHOPPING

1. Most guests enjoy the chance to purchase items that reflect their destination, and so as a courtesy, your guide may recommend a particular shop or arrange a shopping visit. Please note, however, that these recommendations should not be taken as Peony Tours' endorsement of the shops, merchandise and/or pricing. You assume all responsibility for any transactions that take place, including shipping arrangements that are made.



2. The decision to shop while traveling is personal choice and shopping is never compulsory. If at any point during your journey you feel pressured to shop or make purchases, please contact the tour leader or our local representative immediately. Any after sales correspondence must be between the passenger and the shop in question.
3. Prices at hotel shops and tourist shops are generally fixed; however, when shopping at the local markets, bargaining is expected. Values Added Tax rate is 21% in Argentina, 4-25% in Brazil, 19% in Chile.
4. To avoid disappointment, we suggest the following guidelines:
  - Compute the exchange rate and thoroughly review credit card receipts before signing.
  - Take your purchases home with you whenever possible. Airfreight can take many months and actual shipping charges can be excessive. Customs delays, fees and regulations can further complicate the issue. If you choose to ship purchases, we suggest taking a picture of the item(s) and/or marking them in some way to ensure you receive what was purchased. For example, you could write your name on the backside of a rug. Determine if your shipment will be delivered door-to-door or to the nearest customs facility, as is often the case. Most goods shipped from other countries to the United States are subject to Customs duty.
  - Duty taxes, if applicable, are paid as you re-entered the United States. Regardless of assurances by merchants, these cannot be prepaid on your behalf.
  - Keep all sales receipts for items purchased throughout your trip and try to pack all items that you will need to declare together. This will ease the Customs process upon re-entry into the U.S.
5. Observe U.S. Customs restrictions when bringing in goods from tour. Consult the U.S. Customs and Border Protection website at <http://www.cbp.gov> for more details.

**CALLING FROM US**

Contact your cellular telephone provider to determine if your phone operates on the Global System for Mobile Communications (GSM) and what, if any, activation may be required. If your phone is not GSM-enabled, you may find that renting a phone specifically designed for use overseas is the most practical option.

To Argentina, please dial: 011 54 xx xxxx xxxx

To Chile, please dial: 011 56 xx xxxx xxx

To Brazil, please dial: 011 55 xx xxxx xxxx

**INTERNET ACCESS**

Most hotels offer complimentary wireless internet services in all areas as well as business center. Consult the front desk for specific details in each property.

**US EMBASSIES & MISSIONS**

Chile: <https://cl.usembassy.gov/>

Argentina: <https://ar.usembassy.gov/>

Brazil: <https://br.usembassy.gov/>

**TIPPING**

Please note that gratuities are not included in your tour cost. They are customary, and their purpose is to encourage and reward quality service. Our tour conductors, local guides, and drivers do their utmost to make your trip smooth and pleasant. Gratuities are a way of showing your appreciation and also constitute a large part of their monthly income. However, tips are NEVER mandatory. Peony Tours suggests tipping in the following manner (US dollars):

- \$5 per guest per day to tour leader
- \$5 per guest per day to local guide
- \$2 per guest per day to local driver

**ADDITIONAL NOTES**

1. Respect other guests, your tour guides and drivers. Refrain from talking when tour guide is speaking.
2. Safety of travelers has always been our number one concern. For your safety, you should notify tour guide ahead of time if you plan to go out at night or roam at free time alone.
3. Always be cautious when staying at a hotel. Never allow strangers into your room. Keep doors locked at all time.
4. Use the safes where available in your accommodations to secure your valuables, especially passports, medications, jewelry, money and electronics. If you must carry valuables, keep them on your person at all times. Be mindful of your surroundings and take extra caution in crowds.
5. For the protection of your own interests, read carefully your itinerary and hotel information prior to the tour. Leave a copy to your family or friend.
6. A nice and smooth trip counts on every group member's high cooperation. It is important to follow the indicated meeting time and meeting point. Use the red round name badge provided by Peony Tours for easy identification. To make your trip as enjoyable as possible, allow enough time for flight check-in, security screening and boarding: 2 hours for USW domestic travel, 3 hours for international travel. In case of emergency, please contact Peony Tours immediately.

**USA / During Office Hours (Mon-Fri, 9am-5:30pm)**

Headquarters -----	626-289-2450
Los Angeles Office -----	626-289-1010
San Francisco Office -----	650-259-9983
New York Office-----	212-973-1998

**USA / After Office Hours, Weekends, Holidays**

Emergency Contact -----	626-592-8448
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