



**A VALID U.S. PASSPORT IS REQUIRED.**  
ALL TICKETING IS DONE ELECTRONICALLY - THERE ARE NO RECEIPTS  
SIMPLY PRESENT YOUR PASSPORT AT THE AIRPORT AND STATE YOUR NAME.

**DURGAN TRAVEL Presents...**  
**LAKE COMO & SWITZERLAND**  
**September 14 – 22, 2018**  
**Departure Information Sheet**

**Friday September 14, 2018**

Please call your airline (SWISS INTERNATIONAL AIRLINES 877-359-7947) on the day of departure to reconfirm your flight times. Keep your passports handy; you will need them for check in at Boston's Logan Airport.

You will be at the Swiss Airlines ticket counter at **Logan Airport, Terminal E 3 hours prior to departure.**

- Please have your bags tagged with the enclosed **GREEN** luggage tags prior to your arrival at the airport. Please put one on your carry-on bag and the other on your checked suitcase.
- Check in Name Badge: Please wear this badge for check-in and at least your first day of touring.
- Check in for your flight with your passport (any non-U.S. citizen will need further identification).
- Although we have sent your seating requests, the airlines do not guarantee seating for a group. However you are certainly welcome to arrive at the airport early to re-iterate your requests or make any seat change(s) if available.

**ON BOARD MEDICAL DEVICES: (i.e. C-PAP machine, oxygen etc....)**

Please advise anyone that may need to bring any medical devices (i.e. C-PAP machine, oxygen etc....) a doctor's note will be **REQUIRED**. Please check with your airline to see if there are any other requirements for your specific apparatus.

**DEPARTURE FLIGHT INFORMATION SEPTEMBER 14, 2018**

**SWISS**

**LX 55**                      **BOSTON – ZURICH**                      **departs at: 5:00 PM**  
**arrives at: 6:15 AM (Sept 15)**

**September 15**

**SWISS**

**LX 1612**                      **ZURICH – MILAN**                      **departs at: 7:35 AM**  
**arrives at: 8:25 AM**

**Meal service will be provided on the flights.** The non-stop flight time from BOSTON (Terminal E) to ZURICH is **7 hours AND 15 minutes**. The non-stop flight time from ZURICH to MILAN – Malpensa is **55 minutes**. Once you arrive at the **MILAN Airport**, you will claim your baggage and proceed through Customs, and head for the Arrivals Hall where you will be met by your escort and coach driver. Remember to set your watch to the current local time

**Saturday September 22, 2018**

This morning, **Please check out of your room** returning your key and paying any incidental charges that you may have incurred (e.g. phone bill, bar bill, etc.). The motor coach will depart for the airport. **Be sure to keep your passport on your person, as you will need it for check in at the Milan Airport.** Upon arrival at the airport, take your luggage to the airline ticket counter. You will check your baggage and await the departure of your flight.

**RETURN FLIGHT INFORMATION SEPTEMBER 22, 2018**

**LUFTHANSA**

**LH253**                      **MILAN – FRANKFURT**                      **departs at: 2:25 PM**  
**arrives at: 3:40 PM**

**LH420**                      **FRANKFURT – BOSTON**                      **departs at: 5:55 PM**  
**arrives at: 8:20 PM**

**Meal service will be provided on the flights.** The flight time from MILAN to FRANKFURT is **1 hour and 15 minutes**. The flight time from FRANKFURT to BOSTON is **8 hours and 25 minutes**.

**Upon arrival at Boston Logan Airport, (Terminal E)** please proceed through the Passport Control to the Baggage Claim area. Once you have located your bags, look for the pushcarts that are available to get your luggage out to the curb. You will pass through customs. If family and friends wish to check on the flight, they can call **LUFTHANSA at 800-645-3880**.

## GENERAL TOUR INFORMATION

- **PASSPORTS:** Countries are now requiring your passport to be valid 6 MONTHS PAST YOUR RETURN DATE. Please take the time and check your existing passport now. We strongly suggest that you make 2 copies of your passport page with your photo and the passport number. Leave one copy at home and have the other one with you while traveling, keeping it in a different place than your actual passport.
- **FLIGHT INFORMATION:** All flight names and numbers are indicated here. It is a good idea to leave a copy of your documents with a family member or friend. Please note that it is necessary to arrive at the airport no less than **three hours** prior to departure to allow sufficient time for check in. Call **SWISS INTERNATIONAL AIRLINES** with questions about your flight at **877-359-7947**.
- **BAGGAGE ALLOWANCE:** You will find **2 GREEN baggage tags** per person enclosed in your documents. Be sure to carefully attach these to your luggage prior to your departure for the airport. Print your name and address on each tag. Print your FINAL outbound destination on the destination line. Be sure to attach a permanent nametag to your bags as well, in case of loss. **Please follow the 3-1-1 rule for Carry-Ons: Use 3 ounce or smaller containers of liquid or gel. Place those containers in a 1 quart sized clear plastic zip-top bag. 1 bag per passenger.**
- **FREQUENT FLYER PROGRAMS:** If you are interested in receiving information about the program please call **SWISS 877-359-7947** or **LUFTHANSA 800-645-3880**. Remember airlines do not always give miles points on group tickets. **Keep all ticketing documents until your miles are credited.**
- **PRECAUTIONS:** Visit <https://www.tsa.gov/travel/security-screening> for the most up to date list of prohibited items in baggage. Due to heightened security precautions, it is advisable that you pack any of the following classes of items in your checked bag, rather than your carry-on. This will speed your time at the security check point. Items to avoid in your carry-on luggage: scissors, razor blades, aerosol cans, nail clippers, cutlery, knives, syringes (unless you have a doctor's note that you need it on the plane), knitting needles, corkscrews, and any sports equipment that could be used as a weapon (i.e. – golf clubs, baseball bat, pool cue, etc.). If in doubt, pack in the items in question in your checked piece of luggage. ***NOTE: All of your baggage will be screened and possibly hand-searched.*** Here are some helpful tips: Keep all checked bags unlocked to permit security personnel to open bags, if needed. Use cable or zip ties as an alternative to baggage locks. Put footwear on top of other contents within your baggage and personal belongings in clear plastic bags. Store all valuable items in your carry-on bag. Undeveloped film should also be stored in carry-on luggage to prevent possible damage during screening.
- **INSURANCE:** Durgan Travel cannot assume responsibility for damaged baggage or loss of luggage. Please note that you are traveling on a group ticket. If for any reason you were unable to return with the group, you would be responsible for paying extra airfare applicable at the time of travel, as well as any transfers involved. If you cancel your trip, either before departure or once the tour has commenced, the unused portions of the tour will be refunded only if you purchased travel insurance prior to departure AND only if the cancellation meets the provisions of your travel protection contract.
- **TELEPHONE:** As an added service, we have included the access codes to help place your calling card calls from abroad to the United States. Dial the access code listed below for your service provider. Once connected, follow the instructions you will be given. Remember that you do not need to dial the 1 before the area code, once you have reached your provider. For AT&T dial: 172 1011/ For US Sprint dial: 172 1877
- **VALUE ADDED TAX:** VAT is value-added tax. Many countries have this tax. It is sometimes referred to as Goods and Services Tax (GST). If you are a visitor to a country that has VAT, you may be entitled to get your VAT amount back for a purchase when you leave the country. You should take care of this at the airport where you check in for your flight home. Also, you need to have the items you purchased with you. Be sure to ask the airline check in agent where the Value Added Tax desk is located.

**THANK YOU FOR TRAVELING WITH DURGAN TRAVEL SERVICE!**