

PLEASE NOTE: AIRLINE TICKETS ARE NOT INCLUDED IN THIS PACKET. YOU WILL RECEIVE THEM FROM THE DURGAN TRAVEL SERVICE AIRPORT REPRESENTATIVE. THEY ARE E TICKETS AND ONLY A RECEIPT. A VALID U.S. PASSPORT IS REQUIRED.

M & M FAMILY & FRIENDS GETAWAY TO TUSCANY

Departure Information Sheet

October 7-16, 2017



Saturday, October 7, 2017

Please call your airline on the day of departure to reconfirm your flight times. (ALITALIA 800-223-5730)

Please have your bags tagged with the enclosed **GREEN** luggage tags prior to arrival at Boston's Logan International Airport. Put one Durgan Travel Service tag on your carry-on bag and the other on your checked bag.

Your Logan transfers are provided by Cavalier Coach. (617-330-1234) There are 2 pick-up locations
1-The Holy Family Church 11 Sparhawk St Amesbury, MA – IT WILL BE THERE AT 5:30 PM TO DEPART PROMPTLY AT 5:45 PM
2-The 2nd pick-up is the Logan Woburn Express Parking Lot-the bus should be there between 6:15-6:20 PM
We have enclosed a map for you The Cavalier Coach will be in the large parking lot off Atlantic Avenue on The Dunkin Donuts Side

The coach will depart immediately upon boarding and transport you to Boston's Logan Airport. Upon arrival at the airport, please remain on the coach until you receive procedural instructions from your group leader or the Durgan Travel Service airport representative. ***Please Note: Gratuities are included. If you feel like giving a tip for fabulous service, please so do.***

If travelling to Logan Airport on your own, please arrive three hours prior to the flight's departure, Alitalia, Terminal E, and look for the Durgan Travel Service airport representative who will have your e ticket and travel item. Then, check-in for your flight with your passport (any non-U.S. citizen will need further identification).

PLEASE NOTE: YOUR ELECTRONIC TICKET IS ONLY A RECEIPT. WHEN YOU CHECK IN WITH THE AIRLINE, JUST TELL THE AGENT YOUR NAME AND SHOW YOUR PASSPORT.

If you are a Frequent Flyer with Alitalia bring your Frequent Flyer card or number to give to the Alitalia agent at check in. Failure to have your card or number at check in can result in forfeiture of any credit you may have earned. **Keep all your tickets documents until your mileage is credited.** If you wish to join a frequent flyer program see the backside of this sheet for information. **GROUP TICKETS ARE NOT ALWAYS ELIGIBLE FOR MILEAGE.** You will be required to take your carry-on through the security before proceeding to your gate to await your flight's departure. You are welcome to visit the Duty Free Shop while you await your flight's departure. To purchase goods, simply show your airline receipt, pay at the shop, and the purchase will be delivered to you on the plane. If you have not had an opportunity to get Euros, there are currency exchange kiosks in Terminal E.

FLIGHT INFORMATION

Alitalia Flight	615	Boston to Rome	departing at	10:45 PM
			arriving at	12:45 PM (Oct 8)
Alitalia Flight	1677	Rome to Florence	departing at	2:15 PM
			arriving at	3:10 PM

Enjoy **dinner** and **Continental breakfast** will also be served prior to landing in Rome. The flight from **Boston to Rome** is **8 hours.** You will arrive in **Terminal 3.** Upon arrival at the **Rome Airport,** please proceed to the gate and await your flight to **Florence.** You will depart from **Terminal 1.** Your bags will be transferred all the way to Florence. The flight from Rome to Florence is **55 minutes.** When you arrive in Florence, you will claim your baggage, proceed through Customs, and head for the Ground Transportation area where you will be met by the escort who will lead the way to the motorcoach that will take you to your hotel. **Remember to set your watch ahead to the local time.**

PLEASE REFER TO YOUR ENCLOSED ITINERARY FOR YOUR DAILY ACTIVITIES AND TO THE HOTEL SHEET FOR ALL HOTEL INFORMATION

Upon arrival you will check in and receive your room keys. Your bags will be delivered to your room. You will get information on your day-to-day itinerary as well as have the opportunity to ask questions. Enjoy your stay!

Monday, October 16, 2017

Rise and Shine! This morning please check out of your rooms returning your key and paying any incidental charges that you may have incurred (e.g. phone bill, bar bill, etc.). The motorcoach will depart for the **Florence Airport** today. (Your escort will advise of the exact pick up time Sunday night.) **Be sure to keep your passport on your person as you will need it for check in at the airport.** Upon arrival at the airport, take your luggage to the airline ticket counter. You will check your baggage onto the flight and await the departure of your flight.

FLIGHT INFORMATION

Alitalia Flight	1678	Florence to Rome	departing at	12:10 PM
			arriving at	1:00 PM
Alitalia Flight	614	Rome to Boston	departing at	3:20 PM
			arriving at	6:40 PM

There will be a meal service onboard. The flight time from Florence to Rome is **50 minutes**. **The flight from Rome to Boston is 9 hours and 20 minutes**. Upon arrival at Logan International Airport, **Terminal E**, you will proceed through the Passport Control to the baggage claim area. Once you have located your bags, look for the pushcarts that are available to assist you with the luggage. You will pass through Customs. Once you have exited Customs, proceed outside to meet your transportation home.

RETURN BUS INFORMATION

Once everyone has their luggage, the group leader will call Cavalier Coach at their Dispatch Number 617-330-1234 and the driver will be advised to come to your location. (Please allow 15 minutes or so)
The approximate time back to Logan Express is between 8:15-8:30 pm to Amesbury after that. (8:15-9:00 pm?) This all depends on weather and traffic.

If family and friends wish to check on the flight, they can call ALITALIA at 800-223-5730. Don't forget to reset your watch back to the local time.

GENERAL INFORMATION FOR TOUR PARTICIPANTS

TRAVEL DOCUMENTS: A valid U.S. Passport is required by the Immigration Authorities. If you aren't a U.S. Citizen, you may need further identification. Call your local passport office or consulate.

PLEASE NOTE: Countries are now requiring your passport to be valid 6 MONTHS PAST YOUR EXPECTED RETURNED DATE. (This was just changed very recently)

You are responsible for having all complete valid documents required. ***Please take the time and check your passport now.***

FLIGHT INFORMATION: All flight names and numbers are indicated on your itinerary. It is a good idea to leave a copy of your itinerary 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 Alitalia with questions about your flight at 1 800 223-5730.

Please note: 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 travelling, keeping it in a different place than your actual passport.

CHECK-IN: Although we send your seating requests to the airlines, we cannot guarantee them, as you are traveling on a group ticket. By arriving early at the airport, you can reconfirm your requests at the check-in desk, and, if necessary and if possible, make changes.

NAME BADGE: We have enclosed 1 Durgan Travel Service name badge per person. Print your name in large block letters with a ballpoint or felt-tip pen (be sure to let the ink dry). Please wear your name badge to the airport and at least the first full day of touring and social functions. The name badge can be worn as a pin or pocket clip.

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. **(FLORENCE)** You are allowed one checked bag (not to exceed 62" overall – length & width & depth or weigh more than **50 lbs.**) and one carry-on bag (not to exceed 43" overall or weigh more than **17 lbs.**).

FREQUENT FLYER PROGRAMS: If you are interested in receiving information about the individual program please call Alitalia. Airlines do not always give miles points on group tickets. Keep all ticketing documents until your miles are credited.

PRECAUTIONS: 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 checkpoint. 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. Refer to www.TSATravelTips.us prior to leaving home for a list of prohibitive items in checked and carry-on baggage.

All medications should be kept in the original containers (if possible) in CARRY-ON BAGS Do NOT check medication.

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

INSURANCE: Durgan Travel Service 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. To be covered, you must have completed and mailed in an application before the tour.

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 CHOOSING DURGAN TRAVEL SERVICE.