

Secrets St. James & Secrets Wild Orchid Montego Bay Resorts

January 28-February 2, 2022

Things to Know Before You Go



Travel Day

Arrive at the check in desk of your airport **NO LESS** than three hours prior to take off. The airlines ask for three to four hours for an international flight and we recommend you follow their request.

Travel Information

- A passport valid at the time of entry and for six months after return date (good through August 2, 2022) with at least one blank page inside is required to enter Jamaica. In addition to your passport, please bring a copy of the picture/data page. Carry it with you, separate from the passport; do not place in checked bags. You might also give a copy of all your travel documents to a trusted friend at home in case of an emergency.
- When entering and departing from Jamaica, a departure tax is required but is included in your air ticket, both ways. Decline any requests for payment.
- **CLICK HERE** to learn more about Jamaica's travel policies, like testing and insurance purchase requirements.
- All persons travelling to Jamaica must obtain a Non-resident Travel Authorization document, required for check-in and boarding, and the airlines will not allow passengers to board without it. Non-residents should apply at <https://travelauth.visitjamaica.com>. This is mandatory of all travelers and may be submitted anytime within the seven (7) day period before the intended date of travel.
- **At this time, ALL flights departing the United States are dictating passengers must wear masks that are KN95/3-5 layers and are not allowing two-layer, homemade masks on the plane.** They are also not allowing balaclavas, scarves, bandannas, cowl/turtlenecks, etc. Be prepared – bring more masks than you think you'll need. *Non-compliance may result in denial of travel, not only on that day but potentially a future flight ban.*
- During the flight, you will receive and will be required to complete a Customs Form (one per person) and an Immigration Form. See "What to Expect at Sangster - Arrival/Airport Process" below for how these forms will be collected.

COVID-19 Testing Requirements (subject to change)

Before you leave the United States:

- Along with an approved Non-Resident Pre-Travel Authorization form prior to boarding a flight to Jamaica, ALL travelers ages 12 and up, regardless of nationality (**including those fully vaccinated**), are required to show proof of a negative COVID-19 molecular (PCR, NAA, RNA) or Antigen test performed by an accredited lab for which the sample was collected within 3 days of the travel date. Click **HERE** for testing requirements.
- Upon arrival in Jamaica, you may be subject to a health screening which may include a temperature check, symptom observation, if any are present, as well as an interview by a healthcare officer.
- Use airline programs/apps to complete and upload documents prior to going to airport to avoid delays with check-in:
 - **American** –VeriFly app - myverify.com/verify (only if fully vaccinated)
 - **United** – TravelReady Center app - visit united.com/en/us/travelreadycenter
 - **Southwest** – southwest.com/coronavirus/jamaica/
 - **Delta** – use FlyReady - delta.com/us/en/flyready/overview

Returning, before you arrive back in the United States:

- As of December 21, air travelers, regardless of nationality or vaccination status, are required to show documentation of a negative viral test result taken within one day of the flight's departure to the United States before boarding. You must show your negative result to the airline before you board your flight.
- Currently, Secrets Resorts will provide a complimentary COVID-19 viral antigen test before you leave Jamaica, which will satisfy re-entry requirements, (a three-night stay in Preferred Club level required). If staying in a lower category, the cost is \$40. **You will register for a test time upon check-in at the resort** – do not miss your test! Click **HERE** for the latest updates from AMResorts (Secrets) to learn more about their *CleanComplete* Verification™ program.

Baggage

As a rule of thumb you are allowed to bring into Jamaica whatever you need for the time period you will be staying there. You are not allowed to bring food, fruits, and/or food products that are not packed and sealed at their origin.

The same rule applies to medicine. You are allowed to bring enough medicine for the time period you will be in Jamaica. If you are bringing an unusual quantity of medicine, please bring a doctor's prescription to prove the medicine is needed during your visit. (Remember, you never know if you will be quarantined, so better be safe than sorry.)

Refer to your specific airline's baggage allowances and fees, if any. **You are responsible for any luggage fees incurred.**

Electricity

Electric power in Jamaica is similar to the US and Canada. It is 110-120v at 50hz (also called 'cycles'). In the US and Canada, the power operates at 60hz so items that base its operation on the frequency will work but perhaps not properly. For example: a clock will operate but will not keep the proper time; a hair dryer will work but the fan will run slower.

Other types of electrical equipment such as a curling iron, cell phone, battery charger, etc. will work properly, if a bit slower, even if they are designed for 60hz power supplies.

Note: Some, but not all, electrical appliances will automatically switch between using 110V and 220V power and between using 50hz and 60hz power. See the tag on the unit or power supply, the manufacturer provided instruction manual, or call the manufacturer of the appliance for details.

**Also see info about cell phones under packing tips.

Weather & Daylight

January temperatures average in the low 80s during the day with low 70s overnight. Rain probability is about 30-50% for the duration of the trip. You can expect almost 12 full hours of daylight, 6:20am-6:20pm.

Time Zone

Jamaica Time (JAM) is the official time zone. It is always 5 hours behind Coordinated Universal Time (UTC-05:00). There is only one time zone and daylight saving time is not observed. This is equal to Eastern Standard Time all year round.

Language

The primary language spoken in Jamaica is English. However, Jamaicans also speak a Creole dialect called Patois (Patwah), a sweet sounding broken English. The great thing about Jamaica, though, is that every Jamaican is taught the English Language in school, and even though they may not choose to speak the language properly, they understand it and therefore, will most likely understand you. If you are speaking to a Jamaican and you do not quite comprehend what is being said, do not be afraid to ask them to slow down.

Safety & Security

Tourist areas in Jamaica are vigilantly policed to remain safe and free from major crime. As is the norm in most tourist destinations, petty crime can happen. Be sure to use prudent thought and action including avoiding walking or driving at night, public buses, and secluded places or situations. Also, do not physically resist any robbery attempt. Be aware of your surroundings and keep a low profile.

At our destination (Montego Bay), do not go to Canterbury, Clavers Street, Flankers, Hart Street, Norwood, Rose Heights. If planning to tour the island on your own, it is best to avoid Kingston and Spanish Town. You may be approached by those selling drugs, do not stop to converse or interact in any way, just politely continue on your way.

****The local police emergency number is 119 and the U.S. Embassy is (876) 702-6450 M-F, 7:15am-4:00pm; (876) 702-6000 outside those hours. ****PUT THESE NUMBERS IN YOUR PHONE!******

What to Expect at Sangster International Airport (MBJ) - Arrival/Airport Process:

During the flight, you will receive and will be required to complete a Customs Form (one per person) and Immigration Form. Once at the airport, you must present the completed Immigration form by placing it inside the kiosk machine. Once the machine gives a green light, you are allowed to continue to baggage claim. Some agents may ask to see your return flight information so please keep that handy.

All commercial and charter flights arrive at the International Terminal where visitors can find complimentary luggage carts next to the carousels. There are no skycaps available in this restricted area. Please also be advised that luggage carts may only be used inside the airport building.

When your luggage has been successfully collected from Baggage Claim, you will proceed to Customs where you will be required to submit the completed Customs Form to the agent. At times, Customs Officials may perform a quick, courtesy inspection.

Exiting Customs brings you to the Arrival Lobby where our Staff will be holding a sign with the **AMSTAR** logo (*Not Pollock*). They will escort you to the designated vehicles. The transportation team wears a uniform which consists of floral shirts and khaki pants/skirts.

The airport Red Caps and Baggage Porters can assist with luggage until you board the transportation vehicle (gratuities of \$1 per bag minimum expected if you opt to use them).

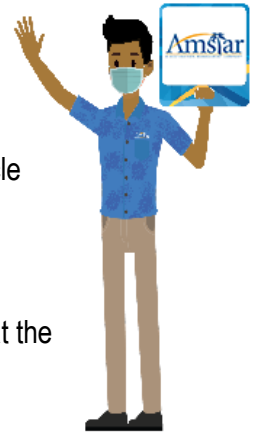
NOTE: Please be patient, it could take just under an hour to pass through immigration, luggage claim, and customs before reaching the Arrivals Lobby.

Transfer time from the Airport to Secrets will be 15-30 minutes, depending on traffic. You'll be dropped off at the group check-in area at Secrets, then directed/taken directly to your room.

When departing from Jamaica, a departure tax is required but it is included in your air ticket. Decline any requests for payment.

If you are arriving or departing on dates OTHER than January 28/29 and February 2, you will be responsible for booking your own transfers. Amstar is our preferred provider and they are located at Desk 9 & 10 in the Arrivals Lobby. To book in advance, visit <https://www.amstardmc.com/airport-transfers/montego-bay/>

Statement from Amstar regarding airport transfers outside our manifest (those extending their stay): The cost for Non-Private Transportation is \$26.00 USD per person roundtrip or \$13 one-way. Please note that there could be 20-30 minute wait time before airport departure. A shared shuttle runs from the airport to the hotel and vice-versa throughout the day, 7 days a week. Shared shuttle may stop at 3-4 other hotels first. Riders will share transportation with other travelers from different groups or individual travelers. Operates from 9am to 6pm. Outside of this schedule, private transportation needs to be pre-arranged. Those could range from \$62 for a private transfer or \$99 for a private deluxe vehicle (2 ppl each).



Packing Tips *The first mistake people make when packing is...over packing!*

- **Prescription drugs:** Bring along a few extra in case you experience flight delays or if your luggage has issues during layovers. Use original prescription bottle; keep in your carry-on. A positive Covid test may require an additional stay of up to 14 days, be prepared.
 - Extra contact lenses or prescription glasses and a copy of your prescription in case of loss.
- **Money:** The official currency in Jamaica is the Jamaican Dollar (JMD). All Inclusive resorts and key tourist areas also use US Dollars. Credit and debit cards are accepted in major tourist areas, and you can withdraw Jamaican Dollars from ATMs. Be sure to alert your bank and card providers of your plans to travel to Jamaica and verify the fees and your PIN(s) for any cards you plan to use in an ATM machine. The current rate of exchange is \$1 USD = \$154 JMD. Take local prices *times* .0065 (i.e. J\$150 = US\$0.97) to get price. The price tags at many shops and restaurants, especially around tourist areas, will be labeled in both currencies. Don't forget to bring tip money...
 - Bring copies of all credit cards you have with you, front and back, and **notify your credit card issuers that you will be traveling to Jamaica**. Your card may decline when you try to use it otherwise.
- **Phone:** Jamaica is part of the GSM system. You can therefore use your own phone if it is of the AT&T or T-Mobile variety; if it is world capable (quad band, or dual band international), and if it can be "unlocked" to accept any SIM card from any carrier. GSM phones have a SIM card slot, which lets you put the Range Roamer SIM card in it. Only about 4% of Verizon or Sprint phones work well in Jamaica. You can also use the hotel's app to make free Wi-Fi calls using your phone, when at the hotel.
- **Wi-Fi:** The hotel does include free Wi-Fi for all its guests. It also has an app we recommend everyone download either on site, or before you get to Jamaica, ([CLICK HERE for more info](#)) that will allow you to make calls to other guests' rooms as well as to outside numbers (including International ones), while you are on the hotel's Wi-Fi. You can also check the resort map, restaurant times, menu offerings, facility schedules, activities, book spa appointments, contact staff members, request room service or transportation, etc. It will actually be quite useful.
- Bring/buy **mosquito spray**, smaller than 3 oz if you plan to carry it on the plane. No aerosols in carry on or checked.
- **Daily clothing changes:** Swim suits for the day, perhaps an outfit for an outdoor activity* or shopping if you are doing that, golf attire if applicable, then a change of nicer clothes for dinner / evening activity. See below.
- *Some excursions require closed-toed **shoes**, so if you think you might want to do an activity using your voucher, you might want to bring water shoes, just in case. A tight-fitting hat and/or water-tight bag might also be good ideas.

The Resort

Secrets Montego Bay and Secrets Wild Orchid are two resorts sharing the same footprint, restaurants, pools, activities, and fun. The difference between them is their style and décor – St. James' décor reflects the island's British Colonial history with rich, dark wood accented with contemporary touches; Wild Orchid takes its inspiration from the island's gorgeous surroundings, steeped in the Ethiopian roots of Jamaica's African ancestors.

As Preferred Club guests, you may also enjoy the party over at Breathless Montego Bay, which offers seven additional restaurants, five bars, two pools and more. (*Subject to change, depending on COVID-related restrictions.*)

Resort Restaurant Dress Codes:

Casual – Bermudas (long shorts or Capri pants), sneakers/ tennis shoes or sandals. No sleeveless shirts for men. Women must wear a bathing suit wrap or cover-up. •• At: Blue Mountain Dinner 6–10:30pm.; El Patio Dinner 6–10pm; Himitsu Dinner 6–10 pm; Oceana Lunch 12-4pm, Dinner 6–10pm; Portofino Dinner 6–10pm; Seaside Grill Lunch 12:30–5pm, Dinner 7–10pm; World Café Breakfast 7–10:30am, Lunch 12:30–2:30 pm

Casual Elegance – Sneakers/ tennis shoes or dress sandals, dress shirts with short sleeves or collared shirts. No sleeveless shirts or flip-flops. Long pants required for men. •• At: Bordeaux Dinner 6–10pm

No Dress Code – Barefoot Grill Lunch 11am–6pm; Coco Café 24 Hours; All swim up bars times vary

FAQ's

Please note there have been numerous flight schedule changes since issuance of your ticket(s) so times and routing may no longer be optimal. As directed below, please advise of any changes you make to your reservation.

****Why are we flying on a connection when we could have gone non-stop?**

****Why are we on XXX airline when I prefer YYY airline? or **Why are we going at XXX time and not YYY time?**

The criteria used to book flights is a combination of:

- Shortest duration possible (non-stop, short but not too short, connections)
- Times that give you the most time in Montego Bay without requiring extremely early departures (before 6am) or returns getting you home after 8pm (unless you request that or it is the only option)
- Availability on the preferred airline (if you provided complete FF info-airline, number, and name as listed on account)

When some combination of these criteria can be met, we then check for:

- Availability of seats for assignment (purchasing a ticket that doesn't allow seat assignment leaves you vulnerable to bumping)
- Fares within the budgeted amount. Once flights begin to fill, fares rise. If the fares are too high, we check capacity as the fare may drop in a week or so when internet interest goes down (yes, the airlines track how many times a route has been researched and raise prices as the inquiry count rises). If capacity is such that fares aren't likely to drop (usually beginning at 48%), we then look at options that may meet less of the criteria but ensures you have seats on a flight.

The key is to register with complete information as soon as you are notified of winning the trip. Partial registrations cannot be ticketed.

****We don't like this flight/airline/time, can you change it?**

The tickets are non-refundable and not re-assignable. You are free to make any changes to your flights directly with the airline(s) at your own cost.

If you elect to purchase another ticket, it would be at your cost. The value of the original ticket may be applied to another ticket on the same airline (some with change fees) for travel within one year from PURCHASE date. Contact the airline you were originally ticketed on to cancel/rebook. If canceling and using an alternate airline, ask the original airline for the data needed to rebook and the expiration date and terms (book by or travel by). It is your responsibility to ensure you apply that voucher/credit to another flight within the time frame. If you do not cancel prior to travel day, the value of the ticket is lost. If you do not apply it within the allowable time frame, the value of the ticket is lost. **IF YOU CHANGE YOUR FLIGHTS, YOU MUST ADVISE OUR PLANNERS SO THAT TRANSPORTATION CAN BE ADJUSTED.**

****We are arriving outside our allotted time, can you arrange our transfers?**

If your flight happens to be when other transfers are needed for this program, we will add you to the transfer manifest at no charge. If outside our service times, you are responsible for your own transportation arrangements and costs. If you want pre-arranged transfers, see airport information on page 3.

****Our names don't match our driver's licenses.**

****We recently married and his/her name is now different, how do we change it?**

For this program, your ticket name must match your PASSPORT name EXACTLY; a driver's license is not a valid ID for international flights. If it does not match, it is best to contact the airline directly as you are the official owner of that ticket, the agency no longer has authority (although they will help if you have difficulty). While minor edits/spelling corrections are allowed, name changes are not. The airline will advise if they can make the necessary change or, if they can't, what documents to carry along to ensure boarding (recent official marriage license, recent official court document showing name change, etc.).

****I want to do some activities on Wednesday before we leave, how much time do we have?**

Your departure notice will be included in your onsite packet. Generally, your departure time will be 4 hours prior to flight time. While we tend to disregard it in the US, if you do not check in at the airline desk at the Montego Bay airport three hours prior to an international flight, you may be denied boarding. Their system for screening passengers and luggage is not as efficient so they require more time. With transfer and luggage loading/unloading time, a departure time 4 hours prior is the least amount of time advised.

****We want to extend our stay; can we do that?**

Extensions at Secrets Wild Orchid and Secrets St James will be very limited due to occupancy expectations. If your plan is to extend at the resort on either end of the trip, you should let us know immediately with your desired dates so we can put in a request before we book tickets. If you opt to extend elsewhere, you should research all your options before asking for an extended plane ticket. You might find limited occupancy issues everywhere. If you do find a place you wish to stay, please confirm that reservation to us ASAP.

****Who do I contact if I have questions?**

You can contact your sales pro at any time about anything and they can point you in the right direction.

If you have questions about your registration, 1099 form, or the President's Club program itself, contact **Samantha Stuhlman** (samantha.stuhlman@pollock.com) or **Krystina (Williams) Beck** (krystina.beck@pollock.com).

If you have questions or concerns about the trip, your travel arrangements, travel extensions, hotel stay, activities, or anything else trip related, contact our President's Club travel coordinator, **Kristi Mirocha** (kristi@journeysandgatherings.com or meetings@wi.rr.com, 262-786-6763).

****Reminder: Let us know immediately of any changes/errors on your confirmation email.**

**Please add the Pollock Marketing (marketing@pollock.com) email address to your contact list to ensure you are getting all the emails and pertinent information related to the trip.

Keep an eye on your email for any updates, or you can always check the main trip website, www.pollock.com/pc-trip-2020 for the latest news and information. Thank you!
