



JAMAICA TOURIST BOARD
FAMILIARIZATION TOUR GUIDELINES

1. Introduction

Thank you for taking time out of your busy schedule to join us on this short familiarization tour of Jamaica! The purpose of this trip is to update you on Jamaica's tourism product, so you may become more knowledgeable about our destination and also be in a better position to share this information with your clients. We will do the best we can to make the next few days educational, fun and interesting.

2. Toronto Airport departure protocols

There are no airport departure protocols.

3. Kingston/Montego Bay airport arrival protocols

Upon arrival at the airport in Kingston/Montego Bay, please disembark and proceed directly to the immigration lounge where you will see someone holding a sign for the Fam group.

4. Destination information

Tap water is safe to drink in Jamaica; however bottled water is widely available. You will require a valid passport to board your return flight to Canada.

5. Emergency On-Island contact information

In the event of an emergency at home and you need to be contacted, your loved ones may call the office toll free at 1 800 465 2624 and contact will be made with you at your local destination. In the event of an emergency outside of office hours, or during the time your itinerary takes you away from your host hotel, your office or loved ones may call *876-952-4425 to ascertain your whereabouts. *As a courtesy to our staff, kindly ensure that your contacts keep this facility open for true emergencies only.

6. Group Leader

Your Jamaica Tourist Board group leader oversees the group. All decisions which may affect other members of the group must have the involvement and knowledge of the group leader. If anyone is diverting from the program for whatever reason, your group

leader needs to be aware of this. What you do in your free/leisure time, is up to you but you do need to ensure that you allow yourself time to be available for itinerary items which may follow these occasions.

7. Currency

Jamaican dollar is the official currency of the country. Both Canadian and US dollars are widely used and acceptable for commerce. All major credit cards work in Jamaica. All debit/Interac cards with the “plus” or “cirrus” symbols on the back will work at Jamaican ATMs. You will get Jamaican dollars from all machines and some machines, especially in Montego Bay, Ocho Rios and Negril, will give you a choice of Jamaican or United States dollars. Scotiabank; Royal Bank and CIBC all have numerous branches and ATMs on the Island.

8. Mobile Phones in Jamaica

Most Canadian mobile phones will work in Jamaica. Please be aware that roaming charges from Jamaica are extremely high, so it is usually less expensive to get a roaming package from your service provider before you leave home. All other telecommunications facilities are available in Jamaica, including T1 lines and 4G wireless networks.

9. Business Cards

Please bring an adequate supply of business cards, as many suppliers often collect these after site inspections. Most itineraries, about 20-30 cards should be sufficient.

10. Travel Insurance

Please ensure that you have adequate travel medical insurance. There are many public and private medical facilities in all our resort areas. Some types of medical emergency may sometimes be more costly than you may expect, and payment is frequently required at the point of service.

11. Dress Code

Business casual is our dress code for the most part. Remember, it is always summer in Jamaica, so please plan to dress comfortably. Where you are being hosted for dinner, evening casual is the preferred dress code. Some hotel restaurants have specific dress codes and you are expected to observe these guidelines. Collared shirts and slacks are generally fine dinner attire for gentlemen. No need for tuxedos and ball gowns in Jamaica. However, please be mindful that a professional appearance is always acceptable.

12. Accommodation

Accommodation is single occupancy at all host hotels.

13. Host hotels & site inspection of properties

All resorts are different and we will stay at, and see a wide spectrum of the available inventory on the island. Where we stay is a function of availability and relevance to the Canadian marketplace. Different resorts offer different levels of service and facilities, and Jamaica's product diversity is one of its key selling points. Please do take this into consideration as we visit and stay at the various properties over the next few days.

Kindly refrain from making unfavourable comparisons and comments in the presence of our hosts. Feel free, however, to voice all your observations and comments when we are on the bus. In fact, we welcome them there.

14. Tipping

Universal tipping etiquette which applies all over the world, similarly apply in Jamaica. Tipping is at the sole discretion of each individual and is not mandatory. Should you wish to tip, we suggest USD\$2-USD\$3 per day/per person for bus drivers; USD\$2-USD\$3 per person for attraction tour guides and meal servers etc., where permitted.

15. Group Harmony

With a group, there will be different personalities, perspectives; various levels of experience and temperaments. We ask kindly that at all times, our discourse be respectful and cooperative. There will be zero tolerance for anything less.

16. Site Inspections Protocols

When we visit each property for site inspections, kindly do not wander off in different directions. We need to all stay together, so when our host begins the tour, we are together and can start in a timely manner. We do not want to be inconveniencing each other by having to search for anyone. Please don't go too far from the lobby and most certainly, please refrain from attending beverage stations, unless expressly invited to by our hosts.

Site inspections will involve a lot of walking, so please wear comfortable footwear. Everyone is expected to participate in the site inspections. Please be brisk on the site tours, so we keep on time and have more time available for you to rest and enjoy the facilities at your host hotels.

Please don't sit on the beds when we inspect the bedrooms. Often these rooms are prepared for your clients, so it is important to leave the rooms in good condition for them.

17. Punctuality

It is important that we be punctual on all occasions. Our itinerary is prescribed with specific times and we are expected at each property at the times indicated on the itinerary. The bus will leave at the exact times indicated on the itinerary and there will be no waiting for anyone at any time. It is your responsibility to be present and to advise the group leader if an emergency will prevent you from attending at the prescribed time.

18. Itinerary Participation

This is a working familiarization tour and as such, we do consider all items on the itinerary to be part of the official program. Except for cases of illness, everyone is expected to participate in all itinerary items.

19. Departure Protocol

Upon arrival at the airport, porters are available if needed and there is a fee per bag. If you are taking your own bags, you may go directly inside the departure terminal building and check it at your respective airline counter. There will be a display screen advising you which counter to attend at.

20. What to take back from Jamaica

Please familiarize yourself with the import regulations of Canada Customs and Border Services. There will be lots of shopping in the departure concourse of Sangster International Airport. Some of the popular items visitors often take back are Jamaican spices and seasonings; Appleton Jamaica Rum; Blue Mountain coffee; Jamaican rum cream and rum cake.

21. Conclusion

We hope you will enjoy your time in Jamaica! During your trip, if you have questions which were not answered by this document, please be sure to speak with your territory representative or your local tour escort.

Have a great time in Jamaica!

The logo for Jamaica, featuring the word "JAMAICA" in a bold, pink, sans-serif font. A registered trademark symbol (®) is located at the top right of the word.