

# Albuquerque Balloon Fiesta

## Accommodations

On some programs, there are a limited number of single and triple rooms. Double rooms usually consist of 2 beds. Triple rooms are normally a standard double room with 2 beds. A cot or rollaway bed may be added to the double room at some hotels, based on room size and fire codes. When triples are not available, appropriate charges for single and twin accommodations will be assessed. We make every effort to accommodate your specific requests and forward them to the hotels. These requests cannot be guaranteed as hotels may not always be able to honor them. Check-in times are set by individual hotel properties and vary by hotel. Depending on your arrival time, there may be a delay in gaining access to your room as most hotels offer afternoon check-in. We ask guests to observe check-out times at all properties as designated by the hotel. Some hotels require a credit card imprint or your passport information upon check-in in order to activate telephones in the rooms and for potential incidental charges. Most hotels charge an access fee for using phones in hotel rooms. Please check with the front desk personnel at each hotel for specific policies. Hotel membership programs are not applicable.

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## Arrival Day Suggestions

Due to varied flight schedules and arrival times of our tour guests, there are no scheduled activities prior to dinner on arrival day. Should your flight schedule allow for an early arrival, enjoy this opportunity for some independent exploration. If you are staying post tour, your Tour Manager will be available to offer suggestions for your additional time in the area.

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## Arrival Day Suggestions

Maybe you will visit the Albuquerque Biological Park and stroll through its botanical gardens, aquarium or zoo. Or, you may visit the New Mexico Museum of Natural History and Science to learn about the area's past. If neither of these suggestions suit you, perhaps you would just rather visit Old Town Albuquerque and browse through the shops for souvenirs.

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## Clothing & Packing Tips

Bring a camera, memory cards, film and batteries and be sure to bring enough photography supplies for your entire trip. If you have a video camera, bring an extra battery, plus proper recharging equipment. Due to security screening, we recommend storing your equipment in your carry-on luggage. Bring a travel alarm clock, travel sewing kit and an alcohol based gel hand sanitizer for when soap and water is not accessible. Pack items that may leak in plastic bags. Do not pack any articles of value in your checked luggage. As a precaution, we suggest that you divide the contents of your suitcase with your traveling companion. Avoid over packing and leave room for souvenirs that you plan to take back home.

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## Clothing & Packing Tips

As you prepare to explore America's gorgeous Southwest region, enjoy a casual dress style and be sure to pack comfortable walking shoes. As it can get quite hot in the summertime, we recommend bringing light-weight clothing, a hat and sunscreen. During the spring and fall, the weather tends to get much cooler. It is recommended to bring clothing that may be worn in layers that may be added or removed as the temperature changes.

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## Clothing & Packing Tips

If you are taking prescription medication, please be sure to take an adequate supply for your tour and a few additional days, in original prescription containers. Medication should be packed in your carry-on baggage. Do not place it in your checked luggage. You may want to carry an extra prescription in a separate bag in case medication is lost.

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## Communicating to Home

Leave a copy of your tour itinerary at home with your emergency contact person and a copy of your passport. If there is an emergency at home and your family is not able to reach you at your hotel or ship, please direct them to call Collette's emergency line at +401-727-9000 and they will be directed to press 1 for 24-hour assistance. The emergency response person will act swiftly to determine your whereabouts and ensure you are notified to call home immediately. If you are considering using your cell phone while traveling internationally, it's a good idea to check with your cell provider concerning the accessibility and data charges for overseas calls, texting and emailing for your specific destination.

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## Currency

Your personal bank card may work at local ATM machines in the destination you are traveling to. Please contact your bank to determine if this option is available, that your PIN number will be accepted and to inform them that you are traveling. We recommend carrying only a few major credit cards. Credit card purchases often provide an extra guarantee on your purchase (check with your specific credit card company for details and fees). It is advisable to contact any credit card company you intend utilizing while on tour before you depart to notify them where you will be traveling, to avoid any rejection of services. If optional tours are made available to purchase, please note that credit cards must have an expiration date of greater than 30 days from the start of the tour.

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## Electricity

An adaptor (which changes the physical plug) and/or converter (which changes the electric current) are necessary if you plan to use an appliance with voltage different from the standard within the country you are visiting. Please note, if your appliance has dual voltage you may still need an adaptor for the plug. When packing your electronic items for travel, please review the converter electric current level to make sure it is the same or greater than the items you are planning on using. If you plan on utilizing or transporting a sleep apnea machine, please remember to pack an extension cord and adapter plug to ensure proper function.

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## Elevation

The highest elevation encountered on this tour is 7,000 feet.

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## Gratuities

Gratuities should be extended on a voluntary basis. Customary gratuities have not been included for hotel housekeeping staff, local sightseeing guides, transfer drivers, motor coach drivers and Tour Managers. Gratuities should be given in direct proportion to the level of professionalism and personal service extended to you. With this in mind, we have created a guide for you: Tour Manager: 5-8 US Dollars per person for each travel day Local Guide: 2-3 US Dollars per person Motor Coach Driver: 3-5 US Dollars per person for each travel day Hotel Housekeeping Staff: 2-3 US Dollars per room per day

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## Helpful Hints

Here is a list of entities we recommend you contact before you depart on your tour: 1.) Your cell phone/mobile carrier if you are planning on using your device. You will want to confirm you will have access in the area(s) you will visit and inquire about any charges you may incur. 2.) Your credit card company for any card(s) you plan to use. Make sure the card company knows when and where you will be traveling to avoid any charges being declined. 3.) Your bank, so you can use your ATM/Debit card worry-free. If you are travelling to another country, your bank will be able to tell you if your card will work at the ATM machines to dispense local currency, including if your PIN will be accepted. Also indicate if you plan to use your Debit card as a Credit card if your card has that option. Your bank will advise you of any charges for each transaction as well. Leave a copy of your itinerary, hotel list (included in your tour documents bundle) and a contact number with a designated person in case an emergency comes up while you're away and someone needs to reach you. During your flight, make sure to stand up and walk around as much as possible, and drink plenty of water. These simple suggestions will help you stay comfortable, particularly during long flights.

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## Included Features

Your tour package features: motor coach transportation, accommodations, and hotel luggage handling, along with the meals, sightseeing and admission charges outlined in your itinerary. Applicable gratuities for bellmen, doormen and dining room wait staff are also included.

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## Local Cuisine

You're in for a treat as you enjoy the comforting taste of typical American cuisine throughout your tour through America's Southwest. In New Mexico, enjoy the fusion of many ethnic cuisines such as Native American, Mexican and Spanish. Red and green chile, beans and corn are staples in New Mexican cuisine. Dishes to try in New Mexico include burritos, chile, chalupas (corn tortillas fried into a bowl shape and filled with meat and vegetables), carne adobada (cubes of meat marinated with chile and other spices), chorizo, churros, empanadas, flautas, mole, pico de gallo, quesadillas and tacos. Santa Fe is renowned for its unique, mouthwatering southwestern cuisine. Albuquerque is renowned for its green chile stew.

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## Local Guides

In order to further enhance your experience of this destination, one local guide has been arranged throughout this tour. Refer to the gratuities section for tipping recommendations.

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## Luggage

Guests flying to the United States from all international destinations will require extra screening when carrying powdered products weighing 12 oz./ 350 ml or more in carry-on luggage for security reasons. This added security measure will apply to all powders, with the exception of baby formula and medications. For your convenience, please consider packing any non-essential powders in your checked bag. Items that cannot be verified by a TSA officer risk being confiscated. Please visit [www.tsa.gov](http://www.tsa.gov) for more information.

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## Luggage

Remember the 3-1-1 rule: Each airline passenger is allowed to bring 1 quart-sized bag containing no more than 3 ounces of any liquids, gels, and aerosols in their carry-on bag. Any liquids, including water bottles, that don't fit in the one quart-sized bag or are larger than 3 ounces will be discarded by security. Common items that must comply with this rule include toothpaste, shampoo, conditioner, and lotion. For a complete list of what is allowed and not allowed to bring on a plane, visit [www.tsa.gov](http://www.tsa.gov).

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## Luggage

Your day of departure is almost here, and it's time to think about what to pack. We have a few guidelines to help you. But before you pack anything, you must check with your airline for any luggage fees or restrictions. These can vary widely depending on your carrier and destination. Let's begin. The first thing to consider is how many bags to bring. We recommend one large bag that will be checked on the plane and onto the touring bus and one carry-on bag. It's very important you keep this in mind. We have limited space on our buses, so limiting the bags ensures there's room for everyone's luggage. Your larger bag can't be more than 62" in length, height and width and cannot weigh more than 23kgs/50lbs. Your carry-on cannot be bigger than 17" x 12" x 10" so it will fit under the seat or in the overhead racks on the buses. Your carry-on should be a size that you can carry comfortably. You will use this bag to hold your personal items during sightseeing trips. Please note that if you bring more than one checked bag and one carry-on, we cannot guarantee there will be room for them on the bus. You'll need to store or ship any additional luggage at your own expense. If there is room for your additional luggage, we will charge a fee of 4 USD per bag per hotel. It's also very important that all your bags be labeled clearly. In your packet you will find a plastic luggage tag. Please attach it to the bag you plan to check. There is also a paper luggage tag. This tag must be attached to your checked bag once you arrive at the first hotel. The name on this tag should match the information on your reservation exactly, so the Tour Manager and all baggage handlers can properly identify the bag as yours. This will ensure the bag gets delivered to you quickly and efficiently. Finally, we recommend you purchase travel insurance to ensure peace of mind while you're on tour. We cannot assume liability or accept claims for loss or damage to luggage and personal effects due to breakage, theft or normal wear and tear that results from hotel, airline and group carrier handling. But we offer comprehensive "No Worries Travel Protection" for your convenience. With insurance, you'll be able to focus on creating wonderful memories, not worrying about your luggage.

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## Meals

Your itinerary indicates which meals are included on your tour. Please take a moment to review. Guests with special dietary requirements must advise their Client Care Agent as early as possible to ensure that the restaurants are given ample notice. Also, please advise your Tour Manager at the beginning of your tour. Your requests are important to us, and we make every effort to accommodate these requests. Please be advised that the average price for meals (not inclusive of tax and gratuity) where you are traveling is as follows: lunch 8 to 12 US dollars and dinner 15 to 25 US dollars. In New Mexico, it is recommended to have bottled water on hand as it can get very hot. This can easily be purchased at hotels and local convenience stores.

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## Name Badges

Included in your tour documents bundle is your personalized name tag. We ask that you put this on before your first gathered event and wear it throughout your tour. This helps your fellow travelers to get to know you and for your Tour Manager to better identify you in large groups.

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## Shopping

One of the best parts of traveling is coming back home with souvenirs that really reflect the place you've just been. As you enjoy your Southwest adventure, you'll find charming and cultural souvenirs that truly capture the region. Native American souvenirs – such as turquoise jewelry and animal figurines – are popular and trendy finds here. Buy yourself some unique clothing reminiscent of the "wild, wild west!" Enjoy cowboy hats, boots, and typical western-styled shirts. Several shops promote regional artists and their work by selling their original pieces including paintings, pottery and other crafts.

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## Smoking Restrictions

Our tours are non-smoking throughout. If you require a smoking room, please let your Client Care agent know when you book your tour. Please note we cannot guarantee your request as many hotels prohibit smoking in rooms and on property. Please be mindful of other locations where smoking is not allowed. These include the motor coach, at dining venues, and any other restricted areas on tour. Guests are responsible for any fines they incur for failing to comply with smoking regulations.

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## Time Zone

New Mexico is 2 hours behind Eastern Standard Time and Eastern Daylight Time.

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## Tour Manager

We pride ourselves on having the best trained and most experienced Tour Managers in the industry.

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## Tour Package - Air & Land Inclusive

If you have chosen our air-inclusive tour package, you have opted that we take care of all your air travels from your home to the destination and back. This also includes any inter-flights from city to city within the tour package if applicable. We ask that you keep the following in mind: 1) In order to comply with Homeland Security's "Secure Flight" mandate, you must provide full name (including middle name or middle initial, if applicable), as it appears on your valid, non-expired, government issued photo ID that you will show at the airport. The name on your airline ticket must be an exact match to this ID, or you may prevent you from boarding the aircraft. 2) If you are a member of a participating frequent flyer program, make sure to provide the number when you book your trip and retain the copy of your ticket and boarding pass so you will receive proper credit for your mileage. Please note that some air tickets are not eligible for mileage accrual. 3) Whenever possible, we will add charges for air departure taxes to your invoice. Some international arrival and departure fees are not included in your air ticket and must be paid by you during the tour in the local currency.

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## Tour Package - Land Only

If you chose to purchase a land-only tour package, you have opted to purchase your own airline tickets to and from home and, if applicable to your tour package, flights from city to city (inter-flights). In this case, we ask that you keep a few important factors in mind when booking your round-trip flights: 1) Please make sure your round-trip flights work with your tour itinerary. There may be scheduled activities on these days. 2) You must provide us with your flight schedules for the entire tour upon final payment. This ensures that we can arrange any other services you may have purchased from us, including hotel transfers, and that your Tour Manager will know when to expect your arrival. This also allows us to maintain contact with you in case of an emergency.

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## Transfers

We offer full-service transfers from start to finish. So when you arrive at the airport of your destination, arrangements will have been made to transfer you to your first hotel on the tour. If you purchased our air-inclusive tour package, you will enjoy this service free of charge. If you purchased your air ticket on your own (our land-only tour package), you may purchase a round-trip transfer for a fee. Meeting locations and times will be set up to accommodate your transfer arrival and departure schedules, which will be provided to you in your documents packet. If you decide to arrange your own transportation to the hotel, please make sure to check in with your Tour Manager once you arrive.

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## Transportation

Your comfort is important to us. With that in mind, we charter coaches that are temperature controlled and have toilet facilities onboard. However, in certain countries, coaches with toilet facilities may not be available or they are for emergency use only. If this is the case, please be assured that frequent stops will be made along the touring route for your comfort and convenience. Change your seat, change your view! At least once a day, the Tour Manager will ask all guests to change seats. This ensures that every guest has an opportunity to enjoy a variety of views as they travel and a chance to know each other better. In fairness to all, there will be no exceptions to this policy.

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