AIR CANADA VACATIONS

Welcome to Dominican Republic

On behalf of **Air Canada Vacations**, the staff of **WORLD2MEET (W2M)** would like to welcome you.

WORLD2MEET (W2M) is proud to be the Air Canada Vacations representative in the Dominican Republic to ensure that all your travel arrangements go smoothly. We hope you have a great vacation.

Should you require any assistance during your stay or any information about your resort, return flight, optional excursions and more, your customer representative will be available to assist you. You will find their contact information below, should you need to get in touch, along with some fast facts about your destination.

Our excursions are screened for quality and value, and are the best choice to get the most out of your vacation.

If we can do anything to make your stay more pleasant, please let us know, and do not hesitate to ask us for further information.

We hope you enjoy your stay in the Dominican Republic!

Your Air Canada Vacations team

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Air Canada Vacations

Team contact information

Office hours
24/7, 365 days a year

Support Line
1-829-954-8450

Whatsapp (chat only)
52-984-188-2472

Email
inresort.americas@w2m.com

Good to know

Your included hotel transfer will depart from the airport once all the guests on the same transfer have cleared customs.

All travellers should visit Air Canada's Travel Requirements page for more information on entry requirements.

Where to find us at the airport

1. Upon arrival, you will clear immigration, collect your bags and proceed to customs.
2. After clearing customs, proceed to the exit where you will meet your representatives at counters #34 and #36.
3. Your representatives will be wearing an Air Canada Vacations branded uniform and holding up a clipboard for you to easily locate them.
   See below images:





Why it is important to meet your representative

It is important to know who to contact at your destination if you need assistance. Be sure to speak with your Air Canada Vacations airport representatives and meet with your hotel representative the day after your arrival for a welcome briefing.

Our team is always available to assist you throughout your vacation if you:

- Cannot locate your luggage;
  Be sure to stop by the **Air Canada Lost and Found counter** located in the Baggage area to get your **WorldTracer number**
- Require information about the destination or your hotel
- Experience issues at your hotel
- Need to change hotels
- Wish to extend your vacation
- Need to leave early
- Need to reconfirm your departure pick-up time
- Have an accident
- Need to see a doctor
- Want to purchase an excursion
- Lose your passport
- Experience any other situation where you need assistance

Your return home

Be sure to see your Air Canada Vacations Representative during the week to confirm your flight home and transportation to the airport. Your representative will provide you with all necessary details.

Tips for a stress-free return home:

- Settle your statement of account with the hotel the night before or early on the morning of your departure
- Ensure you have all your belongings and verify that your safety deposit box is empty
- Return your room key to the front desk
- Have your passport, airline ticket, and any other documentation handy
- Please be ready in the hotel lobby 10 minutes before your pick-up time (time stated may vary due to traffic and the number of guests)
- Make sure that your luggage is on the bus with you

If you have any questions, please contact your representative.

See pickup schedule

Your pickup time will be available 48 hours prior to departure.

Activities and excursions

Experience what this destination has to offer with a local excursion. Contact your representative or WORLD2MEET (W2M) to book one of the options below or to inquire about our full selection of amazing tours.

AEROPLAN

Aeroplan® Members receive **an exclusive 10% discount** on select excursions booked while at your destination with your Air Canada Vacations representative.

A physical or digital Aeroplan card must be presented, as well as proof of identity.

Not a member? Join now!

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View full term and conditions.

Isla Saona

A day of island life awaits! Admire the ocean's gentle waves, swim in a natural pool, enjoy a barefoot lunch and explore the pristine beaches.



Wild On Punta Cana — Caribbean Sea with Cenote

Hop aboard our new catamaran, the *Caribbean Sea*, and enjoy a half-day of fun. Visit the Indigenous Eyes Ecological Reserve and swim in its crystal clear springs, then head to Punta Cana Marina for a coastal sail to a snorkel area. End the excursion at Playa Blanca where you can swim and relax.



La Hacienda

Dune buggies, horseback riding, zip lining, a guided safari tour, a 20-metre jump, as well as a complete lunch are what await you today. Set in a lush tropical setting, this activity guarantees fun for everyone!



Santo Domingo City Tour

Discover the history and culture of the capital and visit the first cathedral of the Americas. Stroll through the Museum of the Royal Houses, then walk the boardwalk and see the Palace of Fine Arts, the National Theater and the Presidential Palace. End with lunch in a local restaurant.



Fast facts

Language

Spanish, but English is widely spoken.

Currency and money exchange

Dominican peso (RD$), but US dollars (USD) are generally accepted at resorts.

Tipping

Even if hotels are all-inclusive, tips are always welcome. For the cleaning staff, a dollar a day is the standard. Outside hotels, 10% of the bill is customary and helps stimulate the local economy

Telephone

Long-distance calls are very expensive. We recommend the purchase of prepaid phone cards. For Canada, dial: 001 + area code + the number.

Water

Do not drink the tap water. Bottled water is widely available, or you can bring your own reusable bottle with a built-in filter. Water served in hotel bars and restaurants is safe to drink.

Safety

- Safety deposit boxes are available at your hotel. We recommend that you keep your travel documents, money, travellers' cheques and other valuables locked up in a safety deposit box.
- **Off the resort:** We recommend that you wear little or no jewelry and that you carry your electronic equipment in a discreet shoulder bag.
- If you are robbed, are in an accident or lose any documents, please contact your hotel reception and your Air Canada Vacations representative as soon as possible so that we may help you with all necessary procedures.

Getting around

- Metro Tours and Caribe Tours are the two most dependable national transportation companies. Their buses have air conditioning and toilets. They both offer extensive routes throughout the country and all major cities.
- The safest way to travel outside of your resort is with a guided excursion. Contact your Air Canada Vacations representative for further details.

Food and drink to try

- The Dominican Republic has a good variety of international cuisine. French, Italian, Chinese and Creole all have a culinary influence here.
- The national drink is rum. Brugal, Barcelo, Bermudez and Macorix are the most popular brands.
- Also delicious and worth a sip are the local beer brands Presidente, Bohemia and Quisqueya. Salud!

Souvenirs

- The most popular item to buy in the Dominican Republic is amber. A semiprecious stone, amber ranges in colour from a pale lemon to a dark brown. Amber with red or blue hues are the rarest. The most valuable and sought-after gems are ones in which tiny insects or leaves have been preserved.
- Other items to look for include larimar, cigars, paintings, rum and beer. Wood carvings and ceramics are also a good buy.
- Remember, bargaining is a sport at the market... and sales come with smiles!

Important Information:

Canadian law prohibits souvenirs made of animals on the endangered species list. Anything made from black coral, ivory, some species of alligators, snakes or tortoises are prohibited.Also, some fruits, vegetables, meats and plants cannot be brought into Canada.