

## **TRAVEL TIPS**

The following will provide the answers to some of the questions you may have about traveling to Spain and Portugal, your accommodations at the Hotel Puente Romano Beach Resort and the Olisippo Lapa Palace, as well as the expected weather conditions during your stay. If you still have questions after reading over the Travel Tips or would like additional information regarding your airline reservations, please contact BenchMark Travel Services at (978) 792-5150 or toll-free within the U.S. and Canada at (866) 535-8600 Monday through Friday, between 9:00 a.m. and 5:00 p.m. Eastern Time. You may also reach them via e-mail at: [tut@benchmarkin.com](mailto:tut@benchmarkin.com).

### **Travel Dates**

Depending on current flight schedules and originating countries, TUT Fiesta del Sol guests from Newark New Jersey (EWR) on Saturday, April 6, 2019 at 5:45 p.m. on TAP Air Portugal to Lisbon and connecting through to Malaga, Spain, arriving Malaga (AGP) on Sunday, April 7, 2019 at 10:20 a.m. All TUT guests should plan to arrive in Malaga, Spain on Sunday, April 7, 2019 by this time to utilize group airport transportation. Flights returning home will depart Lisbon on Sunday, April 14, 2019 at 12:55 p.m. and arrive in Newark, New Jersey at 3:50 p.m on TAP Air Portugal.

If you will be extending your stay or have made plans to arrive in Spain before the group's arrival date of April 7<sup>th</sup> or if you will be departing after the group's departure date/time of April 14<sup>th</sup>, you will be responsible for your own transportation to and from the Hotels.

Note: If you are not arriving with the group, you may take a taxi to/from the hotels. BenchMark Travel Services can also arrange a private car for you at your own expense. If your flights arrive at a time where you can join our group airport transportation you are welcome to.

### **Emergency Travel Assistance**

On our group travel dates, if BenchMark has booked your flights, our Emergency Travel Service will be available on a 24-hour basis. If you need emergency travel assistance while en route to Spain, or during your journey home, please refer to the front of your ticket jacket for the toll free number.

### **Important Travel Documents**

#### Airline Tickets and/or E-Ticket Receipts

If BenchMark has booked your flights, our airline ticket and/or e-ticket receipt will arrive, along with your final documents, approximately two (2) weeks prior to your departure date.

#### Passports

You are required to carry a passport when traveling to Spain and Portugal, unless you are a resident of the European Union. It is recommended that your passport be valid for six (6) months (until at least October 14, 2019) after your scheduled return date. If you hold a passport with an expiration date less than six (6) months after your return date, we ask that you use your own discretion when considering the option to renew your passport. You also need a passport for our day trip to Morocco and Gibraltar.

If you are not a U.S. Citizen, your National Consulate or Embassy can answer any questions you may have regarding the individual travel documents required. You can find a worldwide index of Embassies for Spain and Portugal and Morocco and Gibraltar via the web at:

<http://www.embassyworld.org/europe/spain-embassy>

<http://www.embassyworld.org/europe/portugal-embassy> .

PLEASE NOTE: YOU ARE RESPONSIBLE FOR OBTAINING YOUR OWN PASSPORT AND VISA (IF NECESSARY). IF YOU DO NOT HAVE THE NECESSARY DOCUMENTATION FOR TRAVEL TO SPAIN AND PORTUGAL AND MOROCCO, WE URGE YOU TO TAKE THE PROPER STEPS TO OBTAIN A PASSPORT TODAY!

Keep your passport in your carry-on bag with your airline ticket and/or e-ticket receipt. We also recommend packing a photocopy of the picture and signature pages of your passport in your checked luggage. If your passport does get lost while you are in Europe, it is a lot easier to get an emergency replacement if you have the photocopies.

#### Visa Information

If you are traveling from a country that requires a Visa to visit Spain or Portugal, you should apply for a **Multiple Entry Visa**, which will allow you to participate in the optional excursions to Morocco and Gibraltar. Please double check to be sure that the Visa you obtained is indeed a Multiple Entry Visa.

PLEASE NOTE: IF YOU WILL BE EXTENDING YOUR TRIP TO ANOTHER COUNTRY, YOU SHOULD CHECK WITH THE CONSULATE OF THAT COUNTRY TO ESTABLISH IF A VISA OR ANY ADDITIONAL DOCUMENTATION WILL BE REQUIRED.

#### Customs and Immigration Forms

The flight attendants on the airplane will hand out one (1) Customs Form per family and one (1) Immigration Form per person, both of which must be completed prior to arrival in Spain.

#### **Important Travel Policies**

Please take note of the check-in policies, carry-on restrictions and airport security rules that may impact your travel plans. Due to the fact that these security measures change regularly, we suggest that you visit the following website for the most up-to-date information: <http://www.tsa.gov/traveler-information>.

#### Airport Check-in

It is important that you check in three (3) hours prior to your international flight's departure time. Flight schedules are constantly changing, which means that you should confirm your flight's status 24 hours in advance and again prior to departing for the airport.

PLEASE NOTE: THE DEPARTMENT OF TRANSPORTATION REQUIRES AIRLINES TO SOLICIT EMERGENCY CONTACT INFORMATION FOR U.S. PASSENGERS TRAVELING INTERNATIONALLY. PLEASE BE PREPARED TO GIVE AN EMERGENCY CONTACT NAME AND TELEPHONE NUMBER UPON CHECK IN.

#### Checked Bags

The Transportation Security Administration (TSA) has strict luggage regulations. At this time airline passengers are allowed to check two (2) pieces of luggage. Each suitcase that you plan to

check on the plane should not exceed a combined size (length + width + height) of 62 inches and must not weigh more than 50 lbs. If you exceed the weight limit or luggage allowance, you may be charged an additional fee.

When you check your bags at your home city airport, be sure the airline representative labels them with the special airport code "AGP," which stands for the Málaga-Costa del Sol Airport in Spain. If any of your bags are missing when you arrive in Spain, file a Missing Baggage Report with the airlines **before** leaving the Baggage Claim Area, then inform members of the BenchMark Travel Staff. They will work with the airlines to locate your missing bags and return them to you in a timely manner.

PLEASE NOTE: THE AIRLINES ADVISE THAT YOU INCLUDE FULL IDENTIFICATION INFORMATION INSIDE EACH PIECE OF LUGGAGE IN CASE THE OUTER TAGS ARE LOST IN HANDLING.

### Carry-on Bags

You may bring **one small personal item** such as a purse or briefcase to stow under the seat in front of you plus **one small carry-on bag** per passenger as long as the carry-on bag fits comfortably in the airport "size" without being forced and does not exceed any of the following measurements: 22" long x 14" wide x 9" tall or 115cm (56 x 36 x 23 cm). All carry-on bags must be stowed in an overhead bin. Pack only the essentials in your carry-on bag(s), such as your airline and/or e-ticket receipt, a valid passport, prescription medications, valuables, undeveloped film, camera, a light change of clothes, any items you will need before your room is available at the hotel, plus anything you may want if your luggage happens to go astray. Passengers with more than one (1) carry-on plus a personal item will be required to check the additional luggage. For more information on luggage regulations for a specific airline, please visit your airline's website for more details.

### **Airport Security Update**

The TSA has strict security screening procedures for ALL domestic and international flights originating in the United States. As of this writing, passengers will only be permitted to carry three (3) ounce sizes of liquids, gels and lotions past the security checkpoints in their carry-on luggage. Travel-size toiletries (three ounces or less) will be allowed in a clear plastic, one quart-size, zip-top bag. However, you will be asked to place the plastic bag separately on the X-ray conveyor belt.

PLEASE NOTE: A FEW EXCEPTIONS TO THIS RULE APPLY AND INCLUDE DIABETIC GLUCOSE MEDICATIONS SUCH AS INSULIN, BABY FORMULA, AND PRESCRIPTION LIQUID MEDICATIONS LABELED WITH A NAME THAT MATCHES THE PASSENGER'S TICKET. THESE ITEMS MUST BE DECLARED TO THE TRANSPORTATION SECURITY OFFICERS AT THE SECURITY CHECKPOINT. BEVERAGES AND OTHER ITEMS PURCHASED IN THE SECURE BORDING AREA MAY NOW BE BROUGHT ONTO THE AIRCRAFT.

To minimize any delays at the screening checkpoint we strongly suggest that you pack the following items in the luggage you plan to check on the plane: all creams, lotions and ointments, suntan lotions, moisturizers, bug sprays, gel deodorants, gel-cap pills, hair styling gels, hair sprays of all kinds including aerosol, liquid hair products, lip gels, glosses or liquids, liquid foundations, make up removers or facial cleansers, mascara, mouthwash, nail polish, perfumes or colognes, liquid sanitizers, liquid soaps, bubble bath and toothpaste.

Also, passengers may be asked to remove their shoes so that they may be x-rayed with their carry-on bags. Laptop computers, cellular phones, iPads, and other portable electronic devices must still be screened at the security checkpoint as well, but will be allowed on board the aircraft.

PLEASE NOTE: IF YOU ARE FLYING FROM EUROPE OR ANY COUNTRY OTHER THAN THE UNITED STATES, LOCAL POLICIES REGARDING CARRY-ON LUGGAGE WILL APPLY. PLEASE CHECK WITH YOUR AIRLINE FOR ADDITIONAL DETAILS.

Once again, security measures may change between now and the time we depart for Spain, so we suggest that you visit the TSA website prior to our TUT Fiesta del Sol trip for the most up-to-date travel information: <https://www.tsa.gov/travel>.

### **What will the weather be like?**

You can expect spring like weather when we visit Spain and Portugal. Which means the weather will be perfect for sightseeing or wandering on your own! Although days are typically warm with a strong breeze in the air, nights tend to be much cooler. Average temperatures in Malaga and Lisbon during the month of April average 70°F/21°C in the day to 52°F/11°C in the evenings.

### **Packing for your Trip**

Whether you're exploring Marbella on your own or participating in a TUT excursion, you'll want to make sure that you're comfortable and prepared for Spain's changeable weather this time of year. Clever layering will be the key to dressing. Jeans are very popular in Spain and Portugal and can serve as a versatile base to your wardrobe. Wear them with cool layers such as a polo/t-shirt and light jacket/cardigan. Of course, khaki colored pants or shorts and casual shirts/tops are easy to mix and match with the day's temperatures. Comfortable walking shoes or sneakers will also be needed for walking around the various Andalusian towns and while exploring Lisbon. A hat or visor, sunglasses, and sunscreen are also essential whenever you venture outside. Although we hate to say it, there is always the chance it may rain, so you may even consider packing a light raincoat or umbrella.

Note: Church is still an integral part of Spanish life, and wearing shorts or being scantily dressed while visiting a church is not appreciated. Long pants or long skirts/dresses and short-sleeved shirts or tops that cover your shoulders are recommended when touring the Cathedrals. Ladies, have a scarf or shawl available to cover your arms as some are more conservative than others. The same holds true for our day trip to Tangier, Morocco.

The Beach Club pool at the Hotel Puente Romano is heated and kept at 78°F/26°C year round. So, you might consider packing a swimsuit (or two) just in case there is time to enjoy the good weather with a dip in the pool.

Note: Please remember that swimsuits are acceptable only on the beach or by the pool, not in the restaurants.

Europeans really make an effort when they go out at night, so plan to bring outfits that are a little dressier than what you would wear sightseeing. A dress with a wrap or sweater is perfectly fashionable for the women, while the gentlemen will find trousers and an oxford shirt to be

appropriate. Most restaurants are considered "resort casual," which means men will fit right in wearing slacks and a collared shirt.

### **Electronics**

In Spain and Portugal, electric power supply is at 220 volts with a frequency of 50 hertz (cycles). Though similar to most of Europe, this differs from the North America electrical standards of 110-120 volts at 60 hertz. For digital camera battery chargers, laptops, phone chargers, GPS devices and the likes, take a look at the adapter label. If it reads as 110 – 220 or above (i.e., 100 – 240) and will do 50Hz to 60Hz this means the adapter follows both the European and North America standard and has the built-in ability to convert power from one to the other standard. It should work fine in our hotels. All you need is a standard travel adapter plug.

For your convenience, the rooms at the hotels will be equipped with hairdryers. However, we strongly recommend purchasing a transformer (converter) for any other personal appliances that you plan to bring with you, such as an electric razor, toothbrush, or a curling iron/wand.

### **Can I drink the water?**

The tap water is well purified, so you can brush your teeth in your room or drink the water in restaurants without the usual concerns when traveling. Of course, use your judgment when you are out and about on your own. If you are exploring one of the remote areas of Andalusia, you might find that bottled water is preferable. On our TUT Excursions, bottled water will be provided to you.

### **For your Protection**

Remember, neither the airlines nor our hotels will take responsibility for lost or stolen valuables. We suggest you pack them in your carry-on bag and store them in the safe located in your room.

### **The Native Languages**

The diversity of cultures is one of Spain's greatest assets and also what makes Spain so interesting historically and culturally. So, it is impossible to make one sweeping statement that Spain is strictly a Spanish speaking country. Though this is true to some degree, it is in fact much more complex than that. Castilian (also called Spanish, Castellano and Español) is the official language of the State (Spain), or all provinces in Spain. However, there are other (official) languages of Spain that make up the rich linguistic patrimony in Spain: Andaluz, Catalan (and Valencian), Galician (Gallego), Basque (Euskera) and Asturian. There are also quite a few unofficial languages that are still spoken in certain geographic areas of Spain.

The people in Andalusia speak Andaluz (Andalucian), which is a very poetic and rich dialect to the Spanish language. Spanish Gypsies have influenced the evolution of this language, contributing additional words and phrasing to Andaluz through the lyrics of Flamenco music. Andalucians are famous for cutting words in half - "Buena Dias" becomes "Buenas" and dropping the letter "s", "Adios" becomes "Adio".

As long as you learn a few of the Spanish phrasebook terms listed below, you should be able to easily communicate with the locals. English is also widely spoken by most people who live in Marbella, so no need to fret if you have not perfected the language before we depart.

Spanish

English

Hóla	Hello
Buenos Días	Good Day
Buenos Tardes	Good Afternoon
Buenos Noches	Good Evening
Adiós	Good Bye
Señor	Mr./Boy
Señora	Mrs.
Señorita	Girl
¿Cómo te llamas?	What is your name?
Mucho Gusto en Conocerlo.	Nice to meet you.
¿Cómo estás?	How are you?
Muy Bien	Very Good
Mal	Bad
Así, así	Okay
¿Hablas Ingles?	Do you speak English?
¿Dónde?	Where?
¿Quándo?	When?
Hoy	Today
Mañana	Tomorrow
¿Qué?	What?
¿Cuántos?	How Much?
No Comprendo	I don't understand
Por Favor	Please
Muchas Gracias	Thank you very much
De Nada	You're Welcome
Perdone	Excuse Me
¿Qué hora es?	What time is it?
Baños	Restroom
Hombres/Caballeros	Men
Damas/Mujeres	Women
Sí	Yes
No	No
¡Vámonos!	Let's Go!
Comer	To Eat

Portuguese is spoken in Lisbon, however English is spoken fairly widely. Still, learning just a few simple Portuguese words certainly will enhance your visit.

Bom dia	Good Morning
Boa tarde	Good Afternoon
Boa noite	Good Night
Com Licenca	Excuse me (when passing by people)
Onde fica a casa de banho?	Where is the bathroom?
Esta tudo fixe (feesh)	Everything is good (nice to say to servers)
Obrigado/Obrigada	Thank you
Viva! Saude!	Cheers! To good health!
A que horas abre/fecha?	What time do you open/close?
Uma bica, por favor	An expresso, please.

Quero o vinho da casa

I want the house wine.

### **Shopping in Spain and Portugal**

The Costa del Sol is a shopper's paradise with its many designer boutiques and back street shops. As long as you remember that the smaller stores will close for siesta, you can pretty much shop all day until 10:00 p.m.

#### Marbella

Serious shoppers will want to head straight for Avenida Ricardo Soriano in Marbella where several large shopping complexes, as well as hypermarkets, specialty food shops, designer boutiques, and perfumerias are located. Of course, one of the best ways to explore Marbella's shops is by simply strolling through the streets away from the frantic bustle of the shopping centers. You can take your time, relax and enjoy some special shops that are unique to the area and offer everything from traditional souvenirs to state-of-the-art gadgets, pashminas and art.

#### Puerto Banus

The shopping in Puerto Banus is dominated by the iconic Spanish department store El Corte Inglés. Spread over five (5) floors, you can browse designer labels, perfumes, cosmetics and electrical items. It's services also include restaurants, salons, and a supermarket. The streets surrounding El Corte Inglés are home to a wide range of shops including art galleries, one of a kind boutiques, and large chains such as Karen Millen, Mango and Stradavarius. If you are looking for a frontline fashion fix, then head down to the port where you will find some of the world's leading International designer brands including Chloe, Dolce & Gabbana, Gucci, Dior, Versace, Hugo Boss, Carolina Herrera, Custo Barcelona.

#### Lisbon

Lisbon remains Western Europe's least expensive capital and shopping is also a cultural experience, especially when visiting historic stores like the tiny "Luvaria Uisses" glove shop and "Casa das Velas do Loreto" for candles. The city isn't particularly big on markets, but there is a flea market called Feira da Ladra by the National Pantheon every Saturday and Tuesday morning and a colorful market of fresh produce open every morning on the waterfront.

The Principe Real neighborhood is hands-down the best place to go shopping in Lisbon. It's a shoppers Shangri La of design and clothing stores interspersed with cute cafes.

PLEASE NOTE: ALL SHOPS ARE OPEN BETWEEN 9:00 A.M. AND 10:00 A.M. SOME CLOSE FOR A SIESTA AROUND 2:00 P.M., BUT RE-OPEN AGAIN AT 4:30/5:00 P.M.

### **Customs**

#### Upon Entering Spain and Portugal

If you have just bought a new and expensive digital camera, camcorder, watch, laptop computer or similar item, it will be worth your while to stop at the Customs Office at your international departure airport and register these items. It usually does not take much time and will save you from the possibility of delays and having to pay duty on these items on the return home.

#### Departing from Portugal

You will need to declare everything that you may have bought in Marbella and/or Lisbon or did not take with you when you left your home country. Of course, how much you will be permitted to bring home under "duty free" status varies by country and is often determined by the length of your trip. For those traveling from outside of the United States, it is wise to confirm details with the Customs personnel at your departure airport or contact your local Consulate prior to your departure.

Each U.S. citizen may bring back \$800 USD worth of "duty free" items (a maximum of \$1,600 USD per household) as long as they are in your possession or brought back as accompanied baggage. Duty will be waived on items that you mail home to yourself, if the value is \$200 USD or less. Antiques that are at least 100 years old and fine art are considered "duty free."

Citizens who individually declare between \$800 USD and \$1,000 USD will be charged a duty on the amount over \$800 USD (up to \$1,000 USD) by Customs officials at the first point of entry, so remember to keep your receipts handy. The \$800 USD "duty free" exemption may include 200 cigarettes (1 carton) or 50 cigars and, if you are over the age of 21, one (1) liter (33.8 ounces) of an alcoholic beverage (beer, wine, liquor, etc.).

### **Currency**

The official currency of Spain and Portugal is the Euro. Euro banknotes exist in seven different denominations: €5, €10, €20, €50, €100, €200 and €500. They are legal tender throughout the European Union – Spain being one of the member states.

The rates of exchange will no doubt vary somewhat before we depart for Europe, but in the meantime, here are a few samples of the exchange rate for those who will be traveling from North America and other international countries:

25.00 USD = 21.18 EUR	25.00 EUR = 29.51 USD
25.00 CAD = 16.31 EUR	25.00 EUR = 38.31 CAD
25.00 GBP = 28.43 EUR	25.00 EUR = 21.98 GBP
25.00 DKK = 3.36 EUR	25.00 EUR = 186.22 DKK
25.00 NZD = 14.89 EUR	25.00 EUR = 41.98 NZD

If you would like to check the current international rates of exchange, visit the XE website: [www.xe.com](http://www.xe.com). Or download the XE Currency App (<http://www.xe.com/apps/>) so you can calculate currencies on-the-go!

### **Money Matters**

#### Credit Cards

The Hotel Puente Romano Resort & the Olisippo Lapa Palace, as well as most shops and restaurants, will accept Visa, MasterCard, Capital One, or American Express (less widely

accepted). Some of the smaller establishments do not accept credit cards, so it is always good to ask if you do not see a sign in the window or at a register.

When you receive your monthly credit card statement it will show the converted costs and will reflect the rate of exchange at the time of your purchase. Please be aware that some credit cards charge an extra fee for converting from foreign currency and it will be added to your monthly credit card statement.

Please Note: it is a good idea to make sure you understand how to take cash advances out on your credit card prior to your departure.

### ATM Transactions

24-hour Automatic Teller Machines (ATMs) are located in the Hotel Puente Romano and throughout the city. Even some bars and shops have them now. If you have a bankcard or debitcard that has "VISA," "Cirrus," "Citibank," and "AmEx" support, you can use it to withdraw money directly from your personal account in local currency. Before you leave for Spain, confirm with your bank that your debit card will work and alert them that you'll be making withdrawals while traveling.

Please Note: Most bank ATMs in Spain will charge a low usage fee, however, "independent" ATMs, have high usage fees and try to trick users with extra currency conversion fees. These ATMs (labeled with names such as Travelex, Euronet, Moneybox, Cardpoint, and Cashzone) are often found next to bank ATMs in hopes that travelers will not notice the difference.

The amount that can be withdrawn from your account may vary from bank to bank. Before you travel you should ask your bank how much you can withdraw per 24 hours, and consider adjusting the amount. Some travelers prefer a high limit that allows them to take out more cash at each ATM stop, while others prefer to set a lower limit as a security measure, in case their card is stolen. Either way, it's a good idea to monitor your account while traveling to detect any unauthorized transactions.

### Cash

If you're heading off the beaten track, carrying a bit of cash is always a good idea as access to banking facilities may be less convenient. Keep in mind that many smaller businesses do not accept larger bills, and if they do, they may ask for your passport and store your data/serial numbers of your notes in a special book.

### Visa TravelMoney

Visa TravelMoney is a smart and easy way to carry money abroad since the invention of the Travelers' Check. It is simply a card, which you "pre-pay" with your spending money before you travel. Then you can use your Visa TravelMoney card to withdraw cash from ATMs or to spend money in shops, restaurants and hotels while you're away, exactly as you would use a bankcard at home.

Visa TravelMoney is just as secure as a Travelers' Check. It has PIN and signature protection, and you can choose to take a second card with you which will still be active if the first card is lost or stolen. Plus you are covered by 24-hour emergency assistance to help with replacement cash in a hurry.

<https://usa.visa.com/pay-with-visa/cards/prepaid-cards/travel-money-card.html>

### Personal Expenses

When you check in to the hotels, you will be asked to leave an imprint of your credit card. Personal incidental charges incurred during your stay, such as items consumed from your minibar, laundry services, telephone calls, Internet access, boutique purchases, and any meals or spa/salon treatments other than what has been specified in the TUT Fiesta del Sol itinerary, will be charged to your personal account for payment prior to your departure. For your convenience, the Hotel Puente Romano Beach Resort & the Olissippo Lapa Palace will accept all major credit cards for payment of this account.

Please Note: When you check into the Hotel Puente Romano Beach Resort & the Olissippo Lapa Palace, a "hold" will be placed on your card to cover expected incidental charges. This hold will then be applied to or released back to your account upon departure.

### Gratuities

Tips, taxes, and service charges for all of our FIESTA DEL SOL events have been taken care of, including bellmen, housekeeping, and porters. However, any time that you are on your own, tipping will be at your own discretion.

The Spanish and Portuguese are sticklers for manners and etiquette. Tipping, even if modestly, is considered polite. Leaving the small change behind to round up to the nearest Euro is the most common and maybe even leaving an extra Euro or two (2) if the service was very good.

The usual rule of thumb in a restaurant is to tip 5% - 10% on top of the bill (just make sure a service charge has not already been included on the bill). Taxi drivers do not expect tips; however a small gratuity is appreciated.

### **Difference in Time**

Like the rest of the European Union, Spain is on Central European Time (CET), which is one (1) hour ahead of Greenwich Mean Time (GMT) and six (6) hours ahead of Eastern Standard Time. So, if it is 4:00 p.m. on Saturday in Spain it is:

- 7:00 a.m. on Saturday in California, United States
- 8:00 a.m. on Saturday in Calgary, Canada / Colorado, United States
- 9:00 a.m. on Saturday in Chicago, United States
- 10:00 a.m. on Saturday in Montreal, Canada / New York, United States
- 3:00 p.m. on Saturday in London, Great Britain
- 4:00 p.m. on Saturday in Stockholm, Sweden
- 4:00 a.m. on Sunday in Auckland, New Zealand

If your home city is not listed above, you can find current local time and time zone information at <http://www.timeanddate.com/>

### **Reaching you in Spain and Portugal**

If family members, friends or business associates need to reach you during your stay in Marbella at the Hotel Puente Romano Beach Resort or in Lisbon at the Olissippo Lapa Palace Spa, they can call or fax you at:

Hotel Puente Romano Beach Resort & Spa  
Bulevar Príncipe Alfonso von Hohenlohe, s/n  
29602 Marbella – Málaga, Spain  
Tel: +34 952 820 900

Olissippo Lapa Palace Hotel  
Rua do Pau de Bandeira 4  
1249-021 Lisbon, Portugal  
Tel: +35 121 394 9494

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### **Telephone Calls and Internet Connection**

You should have no problem making local, long distance or international calls from your guest room at the Hotels.

Please note: Telephone calls will be assessed a standard hotel service charge, which can be high. If you wish to make a call from your guest room, it is recommended that you place a collect call or use a calling card.

#### Calling Cards

When placing a call using your calling card, simply dial the local access number provided on the back of the card. A voice prompt will ask you for the telephone number you are calling.

For calls to the U.S., dial 01, the area code and 7-digit number you are calling. For calls to other countries, dial 0, the country code, city code, and local number you are calling. Then, follow the prompts to complete your call.

Please Note: Calls originating overseas are priced differently than calls originating from within your country/home city. Please contact your telecommunications provider for more details regarding rates.

Many telecommunications service providers, such as AT&T, now offer virtual pre-paid calling cards. AT&T Virtual Worldwide PrePaid Minutes are available in \$30 or \$50 increments and offer great low rates with additional features that make calling faster and even more convenient. Contact your local telecommunications provider for options.

#### Cell Phones

You can bring your personal mobile phone with you; just remember to contact your telecommunications provider to activate international roaming while you are visiting Spain and

Portugal. Cell phones are also available for rent. For more information regarding international mobile phone rentals please visit the following websites:

<http://www.intouchglobal.com>   <http://www.roadpost.com>  
<http://www.cellomobile.com>

### Internet Connection

Complimentary wireless Internet access is available in your room at the Hotel Puente Romano and the Olissippo Lapa Palace. You can also access the Internet in the hotel's 24-hour Business Center.

### Alternatives

A very cheap alternative to staying in touch is by using Skype. You can download it for free and if you are calling another person who also has Skype it is free. You can call international phones and mobile phones, even sending text messages at reduced rates. Another available app is Viber, a smartphone application that allows free texts and calls to other Viber users. Unlike Skype it doesn't require you to log on – you just need to open the app and use a WIFI connection. If you and the people you're calling have iPhones, FaceTime is a great option.

### **Workout Facilities**

The Hotel Puente Romano Beach Resort & the Lapa Palace boast a modern gym, fully equipped with cardio machines and a wide selection of modern It is an ideal place to stay in shape with the added bonus of onsite personal trainers who will offer all the necessary advice for best workout results. For your convenience the Club also offers Yoga and Pilates classes at different times during the day. The Lapa Palace has both an indoor and outdoor heated pool as well as a full service Spa.

### **More Information**

Other reading materials about Spain and Lisbon are available at your local library and bookstore. If you have a Kindle, Nook or tablet you can purchase and download a variety of books and travel apps so that you can have all the information you want at your fingertips. You can also collect a variety of articles from the Internet. Some suggested websites to visit are:

[www.concierge.com](http://www.concierge.com)   [www.travelandleisure.com](http://www.travelandleisure.com)   [www.lonelyplanet.com](http://www.lonelyplanet.com)  
[www.frommers.com](http://www.frommers.com)   [www.travel.discovery.com](http://www.travel.discovery.com)