



REMINDERS/FAQs

E-mail: gardenstatetravelers@gmail.com

What you can expect from us.

The **Garden State Travelers** are a group of adventurous people who have a passion for travel. We do not just plan travel, we live it. Traveling as a group, our members have the opportunity to make new friends, meet new travel partners, and travel at group rates. Our members are single, couples, friends, male, female, working and retired. If you are looking for a travel partner, we do our best to match you with a roommate. Having a roommate helps with the cost. So bring your sense of adventure!

We work hard to offer trips to create events of a lifetime! We have some of the most amazing itineraries.

FAQ's

Q: Why is pricing different from what was listed on the Meet-Up Events page or the Facebook trip list post?

A: When we contract with a cruise company or land tour operator, our pricing is set as group space. Once our held space is sold out, we go back to the vendor for new inventory which will be released to us at current pricing. It is extremely difficult to keep up with this ever-changing inventory of group space so if you notice a price difference this is the reason. *Please note* our trip pricing statement posted on all trips: Pricing is Based on Availability and Subject to Change without Notice.

Q: Are gratuities a Garden State Travelers fee?

A: No. Traveling Texans does not charge or collect gratuities or tips. It is customary for you to pay gratuities for tour guides on land tours or to your cabin steward on a cruise. We will guide you in tipping when appropriate.

Q: What is the difference between Gratuities and Service Charges?

A: NCL refers to gratuities on the invoice as Prepaid Service Charges. This charge is for tips for your cabin steward and the dining waitstaff. On the NCL invoice, they refer to Bev/Din package as a 'Charge'. On the NCL website, they refer to them as 'Gratuities' which makes more sense since it's a 'tip' to the bartenders or waiters.

Q: I am a veteran; am I eligible for a veteran's discount on my reservations?

A: There is a question on the Travel Texans Registration form where you can select MILITARY DISCOUNT. On cruises, you must contact the cruise line directly and go through their approval process. Once that is completed, contact Traveling Texans and we will apply your Military Discount for the reservation.

Q: Can I make partial payments on my cruise or land trip with Traveling Texans?

A: You can make payments on trips but note that Traveling Texans will not track those payments. It is up to individuals to email gardenstatetravelers@gmail.com with the trip name, date of travel, reservation number, amount to pay and the credit charge to charge. Your credit card will be charged within 48 hours of your received message. Please note that any full or partial payments made must go through Traveling Texans for cruises. Some land tour vendors will allow you to make your own payments through a payment portal online.

Q: On my invoice I noticed that my roommate received an excursion discount of \$50.00 and Wi-Fi free minutes. Why didn't I get the same discounts?

A: NCL applies these discounts to the first person listed on the reservation. We strongly encourage roommates to share these discounts. We cannot split them for you. The wifi minutes will need to be tracked and shared between roommates, we also cannot split those for you.



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Hotels Reservations, Air Bookings and Transportation

Q: Will Garden State Travelers book my air travel?

A: If you are traveling with us on an NCL cruise and your package includes airfare, NCL's air department will make all your air reservations. In the case of other cruise or land bookings, we will provide custom airline reservations through our in-house Travel Partner. A separate fee may apply.

Q: How do I book a hotel for my pre and post cruise nights?

A: Traveling Texans typically contract with a local, centrally located hotel in the port city. When we sign a contract with a hotel, we call it the Group Hotel. This contract is for one or two pre-nights or post nights only and we reserve a selection of different bed types such as king, double, twin. Traveling Texans cannot guarantee that your preferred bed type will be available, but we will do the best that we can with the hotel. If you desire more pre or post nights in a port city, you can contact us, and we will help you to arrange customized travel arrangements. A separate fee may apply.

Q: I plan to arrive one or two days before my cruise and stay one or two days after my cruise. Will Traveling Texans handle shuttle arrangements to and from the airport to the Group Hotel pre and post cruise?

A: This is not always feasible because travelers arrive on different days, from different departing cities and at different times. Therefore, each traveler is responsible for securing transportation to and from the airport to their hotel accommodation. When it is possible, Traveling Texans will provide flight details on others so that you can connect with those travelers and make shared ride arrangements. Traveling Texans will provide transportation quotes through our Travel Partner. A separate fee may apply.

Q: What does "NCL Free at Sea" include?

A: This is a promotion offered by NCL that includes a beverage and dining package, free wifi minutes (number of minutes based on type of cabin booked) and a \$50 shore excursion credit per port, per cabin. Promotion includes where travelers buy one full-fare airline ticket and the second passenger on the reservation gets their ticket free. To be fair Traveling Texans will split the cost equally between two roommates for the one paid ticket. You do not have to take advantage of the NCL 2x1 promotion if you are particular about your schedule and connections. You can book your own airfare which will be at a higher cost than the 2x1 promotion. If you choose to book your own air, there will be a reduction in price from NCL for the air portion of your cruise fare.

Q: What are the guidelines for the NCL 2 for 1 air promotion?

A: Please read and become familiar with NCL airfare terms and conditions found on their website. <https://www.ncl.com/fr/en/about/terms-and-conditions-ce> THESE ARE VERY IMPORTANT TO UNDERSTAND THE LIMITATIONS

Below are highlights to be aware of but should be verified via NCL website.

- NCL books the airfare and provides your flight confirmation 45 days before the travel date via email.
- The flights will be on a major carrier and most likely will have stops and layovers.
- Your class of service is economy class. You can upgrade your seats within economy if an upgrade is available. **NOTE:** Upgrades are the responsibility of the traveler and can *ONLY* be arranged with the Airline. NCL nor Traveling Texans handle upgrade requests.
- With the 2-for-1 promotion, an upgrade from economy class to a higher class of service is typically not available. The traveler will need to contact the Airline to see if seats are available in a higher class of service. NCL nor Traveling Texans offer this service. If you find that the Airline cannot upgrade you and you want a higher class of service, Traveling Texans will remove the airfare promotion from your package pricing and provide a quote for upgraded airfare through our Travel Partner. A separate fee may apply.

Once the airline confirmation is booked there are absolutely NO changes to be made to the airline ticket.



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Q: Do I have to buy NCLs or any cruise line travel insurance?

A: No, you do not. Travel Insurance is mandatory to travel with Traveling Texans, but you may purchase it from a third party. We highly encourage annual insurance policies and can provide you with a quote from Allianz Global, our preferred insurance partner. NCL does offer the option to purchase travel protection plans only on the trip for which you are currently booked. For more information about NCL's coverage read the info on this link <https://www.ncl.com/sail-safe>

Items I bring on an NCL Cruise

- Water bottle to fill from the water station-I believe you can get 1 water bottle or soft drink on your drink package. Any time use your drink package, you must wait 5 minutes before getting another.
- Magnetic White Board - When you are sailing, you do not have phone service. When traveling with a group, I like to leave a message on my cabin door to let my friends know where to find me, etc.
- If you get motion sickness, bring a patch or something to help with that. I also bring tylenol, motrin, bandades, etc. Those items are expensive on the ship.
- I bring an insulated cup with straw for cocktails by the pool area. NCL has paper straws and drinks get warm fast.
- I bring baggies for when I want to keep a snack or something for later or to take on an excursion with me.
- Some like to bring a lanyard for their key card
- I always bring my passport, your arrival and departure is smoother when you check in with your passport.
- If need be, there is laundry service on the ship.