



Frequently Asked Questions

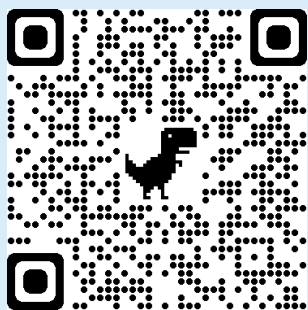
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IMPORTANT NOTICE

Kindly read through the *entire* document before sending in a query in case it's already been answered. Type in CTRL+F or CMD+F to search for a specific term or ***check the outline on the left side of this document***. Check back regularly since this document may be updated from time to time. Whenever we update this, we'll post a notice on our Twitter & Telegram.

For regular updates, please follow us on Twitter & join our Telegram Channel.

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GENERAL

What is Two Teen Tours?

A logistics service for Carats by Carats. We're a group of volunteers that want to use our logistics skill and knowledge to help Carats make it to Be the Sun Bulacan.

Is Two Teen Tours a travel agency?

No. We're a group of volunteer Carats trying to help other Carats find a travel agent that would help them book accommodations, flights, and transport for the Be the Sun Bulacan concert on Dec 17. You cannot actually book your flights and accommodation through us.

Is Two Teen Tours affiliated with HYBE/Pledis, Live Nation Ph, or Philippine Arena?

No. We're just a group of Carats trying to help :)

What services does Two Teen Tours offer?

FREE SERVICES

1. 'Matchmaking' Carats with travel agents to find flights, accomm, and transpo.
2. Providing free information and resources for Carats who want to DIY their trip

CHARGED SERVICE

3. Providing concert day shuttles in specific areas around Metro Manila

How much are the services?

Our services are free, but the cost of your flight, accomm, and transport will vary depending on many factors: where you're coming from, the kind of vehicle you book, how many people are in a vehicle, etc.

Should I buy my plane ticket, accommodation, or shuttle transport first?

Buy your airfare first (after securing your concert ticket). It's the trickiest because it fluctuates so often, and chances are it'll be the biggest expense of your trip. Accommodation can be much easier to find and there's a network of Carats coordinating for concert shuttles that we would be more than happy to connect you to.

What's happening during the Two Teen Tours Pre-Registration Phase?

We are going to collect information from you so we know what agent to refer you to. Again, we are not travel agents, but just the channel to get you the right support.

Once we give your information to our agents, they'll reach out to you themselves. Kindly read through the TRAVEL AGENTS / AGENCY section in this FAQ for more information.

The Pre-Registration phase will NOT collect any money from you. This 'matchmaking' service is free on our end.

What's the process?

PRE-REGISTRATION is where we collect your info. Please be detailed.

MATCHING is when we match you to an agent based on your needs.

After being matched with your agent, you can discuss the details of your travel and ask for support. You shouldn't be charged until you ask them to start with the leg work of booking your flight, penciling in your accomm, finding your transport, or any actual processing work. So if you ask them to start securing your flights, rooms, etc., in order for them to do that, some may already ask you to pay the service charge.

While consulting with your agent, be transparent about your budget and plans. They want to make this a safe, convenient, and memorable trip for you. So be sure to let them know everything you need and what your limitations are so they can help.

If you decide to book the agent, then good! Your trip is in great hands!

But if for whatever reason you decide, nah, an agent doesn't feel right, then you can always say thank you and proceed with organizing your own trip.

Two Teen Tours will be here until the end of the concert to provide you with free information and resources.

Then again, if you really do just want a secure, hassle free trip during holiday rush season, and focus on memorizing those fan chants, a travel agent is truly the best option in our opinion!

Can I pre-register on behalf of a group?

We encourage it! Heads up though, we will be asking for the information of your group members such as their birth dates because there are special terms for minors who travel.

Travel agents are not legal guardians, so a group with minors will either have to contain a designated legal guardian or be represented by someone who is at least 21 years old. But please, if you are not related or closely connected to the legal adult in the group, make sure your own legal guardians are aware.

We don't support 'takas' planning for everyone's safety!

However, if you are leading a group of 21 people or more, please contact us directly through DM because that will be considered a special case in which we have to send you directly to an agent that can handle large travel plans.

TRAVEL AGENTS / AGENCY

What does a travel agent do?

"The primary role of a travel agent is to help people make travel arrangements, which might include booking flights, hotels, sightseeing tours, and making dining recommendations. A travel agent *assesses each customer's **unique** needs, preferences, and budget* to ensure their trip goes as smoothly as possible." ([source](#))

"Travel agents help customers find a suitable package or plan independent travel. Make bookings & payments on behalf of the traveler. *Advise customers about passports, insurance, visas, vaccinations, tours and vehicle hire.* Inform customers of changes like canceled flights." ([source](#))

How do travel agents make money?

Travel agents all have service charges which need to be paid in order for them to book what you need, but a lot of times it can also be rolled into your overall quotation.

These charges are not very high, but they do vary among agents since they do have to mobilize their staff to coordinate with the airlines, accommodation, and transport companies. The service charge is non-refundable once paid. Don't be afraid to ask about additional charges and be very transparent about your budget. Some SC's fluctuate with package size and some remain as is.

Remember, if your budget is super tight, don't be afraid to ask your agent.

Are travel agents useful?

"Travel agents are useful if you're doing a very costly or complex trip, or traveling with a large group. *They have access to a number of deals and bulk buying options we DIY solo consumers don't*, especially when it comes to tours, flights, and cruises." ([source](#))

If you are traveling in a group, we highly recommend speaking to a travel agent.

What can I ask my travel agent to help me with?

- Travel requirements, vaccine requirements, medical information, and provide you with contact persons for all kinds of emergencies
- Book your flight on your behalf and spend the time to find you the cheapest or most convenient flights

- Arrange for an airport pick up to bring you to your accommodation
- Book for groups and find you flights and accommodation for your group size
- Book you transport from your lodging to the arena and back
- Coordinating on your behalf and relieve you of a great deal of hassle
- Answer all your questions about local transportation, telecommunication, recommendations of where to eat, go, or what to do in town
- Provide you with travel insurance to cover accidents, sickness, or any other concerns for the duration of your stay

How will Two Teen Tours ‘match’ me with the right agent?

We’ve delegated certain groups of people with different agents based on needs. For example, our biggest inquiry is from Davao. We have more than 200 queries. We’ve delegated specific agents just for the Davao inquiries while solo travelers have their own designated agents too.

Two Teen Tours has received more than 500 inquiries as of Oct 18. Each of our agents can only handle 50-100 inquiries. We match Carats and agents based on the Carats needs. Group inquiries will take longer to quote than solo or small group travel inquiries. Some agents can take groups of 50, while some cap off their group sizes to 9 people per group.

In the event that our agents can no longer accommodate you, our team of volunteers will try to compile a list of travel agents for you to choose from and make arrangements with. However, we may no longer have the capacity to coordinate with them on your behalf. But our resources will remain available so you can make better decisions while coordinating with your chosen agent that isn’t affiliated with Two Teen Tours.

FLIGHTS / AIRLINES

Can I fly in on concert day and fly out right after?

It's strongly discouraged by us and our experienced travel agents.

Flying in on concert day will still mean you're subject to possible flight delays and traffic. Even if your flight isn't delayed, you're going to be dealing with holiday airport rush just 7 days before Noche Buena and 8 days before Christmas. The delay may even be within the airport itself.

Manila is known for its traffic, and from our personal experience, our traffic can be at a standstill for HOURS. Metro Manila isn't very big, but trying to get out of it so you can get to the main highway (NLEX) to Philippine Arena will be an entire ordeal in itself.

If you want to fly out after the concert, we don't recommend that either.

We and a lot of our friends have attended Be the Sun in Bangkok, Singapore, Manila, and Indonesia. The concert starts at 7pm and typically ends at about 10:30pm. A lot of us are open to the possibility that the Philippine Arena concert might run a bit longer.

We know the Sebongs are always changing things up in every leg of this tour, so we don't know what they have in store for this one. If you plan to fly out after the concert, you have to consider the unpredictable traffic returning to Metro Manila as well. And normally, you'll need to be at the airport a few hours before your flight, right?

We also don't want to leave anyone behind. So please remember that we can't rush the shuttles out of the Arena. Finding a way back to the city after the concert is harder than finding a way to the concert. So when it comes to returning to Metro Manila, our shuttles, at least the ones under Two Teen Tours, will not budge from the Arena until attendance for each shuttle is complete.

In fact, to make sure there are #NoCaratsLeftBehind, Two Teen Tours will open additional booster seats for return shuttles to Metro Manila after the concert, if we find Carats without a way back.

More on our own concert shuttles in November when we launch that service. Make sure you're following us on Twitter for updates.

Do group bookings mean cheaper flights?

Not always. It really depends on the airline, the agent, and the way things are since these are flights for peak season. For some agents and their relationships with airlines, it could come out cheaper, but for others it might not be so cut and dry.

How much are domestic flights (flights within the Philippines only)?

Airline fares are always fluctuating. Seat sales might help, but airline sites tend to crash and hang whenever these happen. Your best bet at good airfare is coordinating closely with your travel agent and making sure you buy a ticket as soon as possible, especially for big groups.

Even though there are people who say they got very cheap tickets close to the date of their departure, that's actually very rare. Airfare is unpredictable. Finding cheap accommodation and local transportation is a lot easier, so prioritize your roundtrip airfare first.

ACCOMMODATION

Does group accommodation come out cheaper?

Yes, it does! If budget is your concern, the more people in the room, the cheaper. You can look for DORM STYLE lodging if you're a big group. This is why hostels are friendly for frequent travelers, because they can usually hold up to 20 people in a room for a very cheap rate. But if you want more convenience and security, a smaller capacity room would be better. You can book in groups of 4 for an affordable yet secure room.

Let your agent know how many you are or look up HOSTELS and backpacker friendly lodging. Sometimes an AirBnb can be cheaper since it can hold a lot of people, but keep in mind that security, local transport, and other arrangements may be a bit trickier.

Are there places to lodge near Philippine Arena in Bulacan?

According to our contacts in Bulacan's different LGU's, there aren't very many places to lodge nearby as far as HOTELS. There are HOSTELS and MOTELS, and possibly AIRBNB's or INN's, but as early as now, a lot of local Carats are already booking them. In case you can't find a place in Bulacan, you can try lodging in Northern Metro Manila areas like Quezon City, Fairview, Novaliches, Malabon, etc.

We typically recommend those instead of places like Pasay, Makati, Taguig, and Ortigas only because the number of kilometers from Quezon City to Bulacan will be shorter and possibly

cheaper if you arrange for private transportation. For CONCERT SHUTTLES, pls. see our CONCERT SHUTTLES section.

Another approach you can take is to check out [@BulaCARATs](#) on Twitter. We're cooperating with this group to secure concert shuttles in several areas. Once you have your CONCERT TICKET and PLANE TICKET, you can check out the terminals for concert shuttles available thru them and then select your lodging based on what's nearest to your chosen terminal.

CONCERT SHUTTLES

Will Two Teen Tours be providing concert shuttles?

Yes. However, we're currently prioritizing the inquiries for flights and accommodations, as well as providing free information and resources for those of you who are planning to DIY your travel. We will be announcing our terminals and concert shuttle rates in November.

For now, there are already terminals being set up by [@BulaCARATs](#) in several areas. You can check them out to see what's currently being arranged or make an inquiry about an area that hasn't been mentioned yet.

Will Two Teen Tours provide airport transfer?

We are working on setting up a concert shuttle terminal near the NAIA area that will return to the same place after the concert, but we do not provide airport transfer.

Airport transfers are rides from the airport to a specific place. We cannot provide you with a vehicle to take you from NAIA to your lodging because you will all be arriving at different times and staying in different places. BUT there will still be a NAIA/Pasay concert shuttle terminal in the area. More details on that terminal in November.

If you have a travel agent, they can arrange for someone to pick you up from the airport to bring you to your lodging. They can also arrange for you to be transported from your lodging to the arena and back. Or you can choose to join one of the existing concert shuttles being organized by [@BulaCARATs](#) and Two Teen Tours.

IMPORTANT

Transport on concert day is very critical, so we strongly discourage you fly in on concert day or out right after the concert. Concert shuttles will have to leave on time to get to the venue on time. So if your flight is delayed on concert day and it looks like you'll miss the concert shuttle

you are assigned to (yes, seats are reserved and paid for in advance), the shuttle won't be able to stay behind and wait because it'll be carrying many other Carats as well.

With traffic being highly unpredictable in the Philippines, we cannot even guarantee that the Waze or Google Maps arrival time is anywhere near accurate. And to make sure no one is left behind at the arena where it's almost impossible to find a ride back home, we cannot rush the shuttle's return to the original terminals either if you are trying to catch a flight out on the same night.

LOCAL TRANSPORT

Is there a way to get to Philippine Arena without a concert shuttle?

Yup, but please trust us (as locals) when we say it's *very difficult*.

One of the most common ways to go to Philippine Arena from the Metro Manila area is by bus to Bulacan. However, the buses don't always accept advanced booking unless you can find a premium bus that offers that.

There are no trains going to Bulacan. Our government hasn't thought that far yet -_-

Grab? It's outside of the city center. It's very difficult and pricey to find a driver that would accept this ride. Also, tolls are pretty pricey. Getting a Grab to places within Metro Manila is already such a hassle in itself.

Taxi? With the traffic it takes to get out of Metro Manila, and the amount of toll fees, this might be way too pricey. Also, we don't want you to accidentally land in a taxi that would charge the way Joshua was charged T_T

What about the Philippine Arena bus terminal?

Oh, you mean the one they announced in 2019?

The one that still doesn't exist? X_x

Your best option is to either find a Carat group organizing or arrange for your own private transportation. But right now, we can only recommend [@BulaCARATs](#) as a central transport organizer because all their vehicles and coordinators are verified.

If you are unfamiliar with the Philippines or Metro Manila, please only look for verified contacts because there might be other people trying to capitalize from this inconvenience.

Listen, we're not saying all this to force you to pay for shuttles being arranged by Carats. We're trying to emphasize that there really is BARELY a convenient way to get to the Arena. This is why so many of us mobilized right away to arrange transportation. I genuinely wish we were exaggerating.

What does the cost of the shuttle include?

While there are some very, very generous Carats out there, to give you an idea of why it's hard to make these shuttles free, here is what we as organizers have to consider as part of the expenses:

- Vehicle rental (if the Carat doesn't own it)

- Driver's wage for the day + meals because they will wait until the concert ends
- Tollway fees from wherever your starting point is to the arena and back
- Cost of fuel, and it's not cheap

Vehicles all vary in cost. Typically, the bigger the seating capacity of the vehicle, the cheaper the individual passenger fare will cost, because it's divided among more people. A vehicle like a van would be significantly more expensive because there are less people splitting the cost. Also, even if a 50-seater bus is normally cheaper, if it's coming from a very far place, the gas and toll fees would increase.

That said, we cannot give you an estimated cost without knowing your starting point and how many people ultimately commit to paying for the shuttle.

But don't worry about this, guys! Once everyone has their tickets for both the concert and plane, it'll be much easier to release the shuttle schedules, terminals, and fare.

Apart from the concert, how can we get around the city?

Our best recommendations are Grab and Angkas. If you're just trying to move from Pasay to QC, you can always try the MRT or LRT, but keep the peak hours in mind because sometimes you'll be in line 10x longer than actual travel time.

Although please consider again...the Ber months (September, October, November, December) are some of the most hectic seasons in terms of transport in the Philippines.

If you are from abroad or another province and want to make the most of the weekend, you can always DM us for recommendations. We'll recommend what's most convenient for you around the area you're in and considering the holiday rush here.

I'M A DIY TRAVELER (plan trip w/o an agent)

If you've decided not to enlist the services and support of a travel agent, that's perfectly fine! We'll have resources rolling out for the next few weeks leading up to the concert day. It's going to be a lot of research, but we're here to help.

I'm a first-time traveler / new to Metro Manila.

Metro Manila can be a very intimidating place, but only because it's not very convenient to move around as you please. Our public transport is lacking and private transport is difficult and pricey to get.

If you are planning this trip on your own, we suggest you move as a group or connect with other Carats from your area. As early as now, find an online community of Carats to stick with so this trip can be a lot less daunting. This way, you can also share cost on meals, lodging, and transport. And with a lot of people in one group, you'll have more access to resources to make it easier for you to get around.

Where can I find good lodging?

We recommend you find lodging in Quezon City (the closer to NLEX, the better). It's a massive city so you won't run out of places to choose from. But we suggest you research the area because it can get a bit confusing with its size.

The reason we recommend the more northern Metro Manila areas is because the transport to the arena would be cheaper in terms of mileage, less gasoline and toll fees. Also, we noticed a lot of lodging is much cheaper outside of the Makati / Taguig / Ortigas areas, especially if you're going for an AirBnb.

Again, this depends on the specifics of your trip, because what if you plan to spend the weekend here and go shopping? When we traveled to Bangkok for Be the Sun, we chose lodging right next to the concert venue, but it meant we would be rushing all morning and afternoon to do any shopping or sightseeing.

If you have any intention to do additional leisurely activities in Metro Manila outside of the concert, we have this to suggest from our experience: Allot time to stay in the city. The day before the concert, move to lodging closer up north of Metro Manila. Then on concert day you can focus on just the concert and all the logistics surrounding it.

Don't try to squeeze in any shopping or leisurely activity on the **day** of the concert.

We're not exaggerating about how this concert and its location may take up AN ENTIRE DAY for Carats. Perhaps for some locals, it's feasible to go around hours before the concert, but

that's only because they're familiar with the area. Even then, there are locals like myself who know the traffic situation in the Philippines and wouldn't even attempt that.

You don't want to take that risk, especially if you get easily anxious about travel time.

I'M A MINOR (under 21)

We would just like to say that we are not in favor of 'takas' culture. For foreigners, that literally translates to 'escape'. It's when kids/teens would slip out of the house without telling their parents. This concept applies here because we are not in favor of underage Carats making arrangements without the knowledge and consent of their legal guardian. While we believe there should be #NoCaratsLeftBehind, that means we prioritize "No Carats Being Unsafe" as well.

So if you are a minor, under 21 years old, your PRIORITY is consent. You need to tell your legal guardian that you are doing this. You need their permission and their guidance. Two Teen Tours, your travel agents, accommodation staff, airlines, shuttle drivers, and other Carats are NOT YOUR LEGAL GUARDIANS. Someone from where your from, trusted by you and your family should know where you are at all times.

If you are traveling with a group of other Carats, make sure the designated group leader is in contact with your parents. Two Teen Tours and all our partners including anyone we recommend at any point, will not be responsible for you even if we are already doing our best to make this as safe and enjoyable as possible.

Please be responsible. Please let your LEGAL GUARDIAN know. And please do not use us, our partners, and our recommendations as your 'TICKET' to get permission from your parents. You may let your guardians know about our page so they can read into it and provide you with a second opinion, but again, please, we are not the names to drop.

I'M FROM VISAYAS / MINDANAO

The trickiest part of your trip is the flight. It may also be more expensive than your actual concert ticket because it lands on the week before Christmas. We're compiled a few tips to help make this easier for you to plan.

SECURE YOUR PLANE TICKET RIGHT AWAY

As soon as you have your concert ticket, reach out to your travel agent right away for your ticket. The sooner you buy your ticket, the cheaper it can be. Some agents also have access to group rates or temporary booking with flexible schedules. To make sure everyone in your group

makes it to Manila, it's better to have the agent handle the group booking. They are more experienced with processing.

Also, even if you are not traveling in a group, the fact that you were able to coordinate with an agent early will allow them to keep an eye out for the cheapest available tickets.

TRAVEL IN GROUPS

If you can find communities online of groups attending the concert from your area, please connect with them. Having all those additional resources and travel buddies will not only be helpful in easing any travel anxiety, but it could cheapen a lot of your trip's expenses.

I'M NOT FROM THE PHILIPPINES

Do I need to speak Tagalog to get around?

Nope! Most places within Metro Manila are very easy for English speakers to navigate. We cannot, however, speak for locals further out of Metro Manila.

While the Philippines is famous for having proficient English speakers and even training a lot of your favorite idols to speak English, even in the provinces, you will still somehow encounter a lot of instances where having a local as a guide might be more helpful.

If you're looking for the best place to navigate freely, your best bet is Makati, Taguig, Ortigas, or Pasay which are all optimized to be comfortable for English speakers. This is of course only advisable for Carats who have plans of doing other leisurely activities beyond the concert.

A travel agent may be your best bet though if you want to find lodging closer to the concert venue.

Are credit cards accepted in the Philippines?

All major credit cards are accepted in the Philippines, however, not all areas accept cash. A lot of the Philippines, although now cashless, still prefers cash payments. And a lot of the cashless methods are still not easy for non-Philippine sim card holders to use. As a foreigner, and if you're staying for a short time, we recommend cash payments. And before you dine somewhere with the intention to pay by credit card, be sure to ask first, because for some strange reason, card terminals randomly go down in many establishments.

To exchange money, you can easily head to any mall and ask the concierge. Or if you need emergency cash, look for an ATM machine that carries one of your card logos so you can withdraw. The exchange is pricier, but it's a good hack for emergencies if your debit card is

optimized for international use. Be sure to check with your bank and speak to your travel agents about your finances before you come here.

A note before we wrap this up...

We understand how complex, intimidating, and stressful this all seems. Metro Manila probably sounds like a nightmare because of how hard it is to get around. I've lived and worked here all my life. And today, I'm able to do significantly less in person because transport here is just not improving.

But I have this to say... familiarity favors Filipinos. A lot of us get by because we know it here. My strength is that I've lived here all my life and I know it inside out. That's why I started Two Teen Tours, to make sure fellow Carats can benefit from what I know. This is also why I'm referring you to local travel agents, because they have even more advanced familiarity plus they have connections and perks to offer.

Though I can't guarantee every inquiry exactly what they want, I hope to at least make it easier for you and give you more options so you don't get discouraged by how upside down things are over here.

Metro Manila doesn't seem hospitable as a place, but the people are, that much I'm sure we're all trying to prove. Don't let the logistics mess with your head. You deserve to see S.Coups, Jeonghan, Joshua, Jun, Hoshi, Wonwoo, Woozi, DK, Mingyu, THE8, Seungkwan, Vernon, and Dino.

So, see you December 17?

DIDN'T ANSWER YOUR QUERY?

Kindly DM us on Two Teen Tours on Twitter. We may ask for permission to answer your question publicly too or add it here if we feel it will benefit the other Carats researching.