

Air Information

Q. What time should I plan to arrive in Miami if I am booking my own domestic airfare?

A.

We recommend that you plan to arrive in Miami by 4pm EST on the first day of your trip in order to attend a briefing with the group before dinner. This briefing is generally around 6:30pm.

For participants residing in cold climates who are visiting Cuba during the winter, we strongly recommend you consider arriving in Miami one day early and booking an additional overnight in the hotel. Due to the limited amount of flights available to Cuba, it will be difficult (or even impossible) to reschedule you in the event of major flight delays or cancellations due to inclement weather.

Travelers who choose to arrive early must purchase their own domestic flights as our air department cannot arrange flights on different days from the standard itinerary.

Q. What time does the charter flight return to Miami?

A. Your charter flight is subject to change until 60 days prior to departure at which point we'll send you a final itinerary. If you choose to book your air before you receive your final itinerary, **you will be responsible for any change fees resulting from a change in charter flight schedules.**

Q. How much time should I allow between my return flight to Miami and my flight back home?

A. You should allow at least 3 hours between your return from Cuba to Miami and your flight from Miami to your home city to ensure you have enough time to clear customs. A 4 hour connection time is preferable.

Q. In which terminal in Miami are my flights to and from Cuba?

A. Flights to Cuba are in Terminal E in Miami International Airport (MIA).

Q. How do I get from the airport to the hotel in Miami?

A. There is a complimentary shuttle to the hotel at the airport. See Miami hotel for more information.

Q. Is there parking at the hotel?

A. Yes. Please contact the hotels directly for rates and options. See Miami hotel P&P page for more information. [Notes Link](#)

Q. Is there a luggage restriction on the charter flight?

A. Yes, you are limited to 44lbs of luggage including your carry on.

Q. Will I need to pay a baggage fee?

A. You will need to pay a one-time \$20 fee in Miami for one checked bag on your charter flights. You will also need to pay an additional baggage fee if your luggage weight (including carry-on) exceeds 44 pounds or you check an additional bag. As always, baggage fees are subject to change.

Q. What airline is the charter flight?

A. Varies depending on your program and departure date.

Q. How long is the flight?

A. Approximately 45 minutes.

Q. Can I upgrade to Business Class on the charter flight?

A. No – Business class upgrades are not available.

Q. Can I choose my seats on the charter flight?

A. No, it's not possible to pre-reserve seats. However, the charter operator will do their best to ensure that people who are traveling together are sitting together.

Q. Can I use my Frequent Flyer miles?

A. No you can not.

Q. What is the cancellation penalty?

A.

Prior to departure Charge

65 days or more No Charge

64-35 days \$1000 per person

34 days–departure 100% of program price

Q. How will the refund be processed if the passenger cancels?

A. Refunds will be issued 10-14 business days after cancellation to the same credit card that was used for the initial deposit.

Q. What if a passenger is traveling as a 2D or 1DF and one person wants to cancel?

A. The remaining pax has 2 options:

1. Find someone else who can take the cancelled traveler's spot
2. Pay the single supplement (this is outlined in the Terms and Conditions).

Q. What documentation does Allianz need to process a claim?

A.

1. A copy of the invoice after the cancel which shows the cancel fees.
2. Copies of the receipts from the payments they made and refund if any were processed.

Travel Protection – Allianz Travel Insurance:

Included Medical and Evacuation Coverage

Due to Cuban government regulations, the following coverage is included in our charter airline tickets:

Maximum of \$20,000 to cover emergency medical costs incurred in Cuba. This does not cover any pre-existing conditions.

Maximum of \$7,500 for emergency medical evacuation provided only if a Cuban doctor states that you need to be evacuated in order to receive adequate treatment.

Additional Travel Protection—Strongly Recommended

Grand Circle Foundation does not offer additional travel protection that covers trip cancellation, trip interruption, and baggage. Therefore, we strongly recommend you purchase a full travel protection plan.

Please note that **not all American travel insurance companies cover programs in Cuba**. As a service to you, we have found a plan that does cover Cuba through a

company called Allianz. Of the several different plans available, we recommend the Classic plan—but you can compare and decide which is right for you. Please contact Allianz Travel Insurance directly:

Phone: 1-800-284-8300

Please reference code **F029941** (also known as an ACCAM code) when you call.

Online: <http://www.allianztravelinsurance.com/aa/SelectAPlan.aspx>

Please enter code **F029941** in the box at the upper right corner of your screen.

Pre-Existing Conditions Waiver

Pay close attention to Allianz Travel Insurance definition of “Pre-Existing Conditions” (or the definition of any travel protection plan you consider). To better cover you, **purchase Allianz Travel Insurance within 14 days of making your initial deposit.**