

## Travel Questions



### Q What if my airline changes my departure time or flight?

**A** Our travel agency is Activa Travel. Any flight schedule changes Activa Travel receives from the airline will be emailed to you two weeks before departure. If they are notified of any flight schedule changes less than two weeks before the trip, they will email itinerary updates right away.

*Please note: All travelers should check with their airline for on-time departures the day of travel as Activa Travel is not always notified of delays on individual flights.*

### Q Will I have transportation to Hard Rock Hotel?

**A** We will be monitoring the flights to ensure we have transportation from the airport to the resort for everyone. (This includes those who are arriving before February 24.)

### Q What do we do if we are staying extra nights in the area?

**A** For those of you transferring to other hotels/resorts, we would like to help ensure you have transportation to those facilities.

Please be sure to contact Nikki Helms at Activa Travel with the following information:

1. The Hotel or Resort Name in Punta Cana where you are transferring to.
2. The date you are transferring to the other hotel. (For most people, this will be the morning of February 28.)

Nikki can be reached at: [nhelms@activatravel.com](mailto:nhelms@activatravel.com). She will help coordinate the transportation with Amstar, the company providing all transportation during our trip.

*Please note: if you are traveling to another resort, we are pleased to provide transportation to that resort for you. However, you will need to make your own transportation plans to the airport when your stay is over. For all guests staying at the Hard Rock Hotel, we will provide transportation to the airport for you when your stay at the Hard Rock Hotel ends.*

### Q Do I prepay for my extra days at Hard Rock Hotel if I am extending my time there?

**A** Yes. Nikki Helms from Activa Travel can assist. Your credit card information is needed on your Reservation Form to process payments.

### Q If I am flying to the Dominican Republic from the West Coast, will I arrive in time for the Sunday evening Welcome Reception?

**A** For those guests flying to Dominican Republic from Denver and west, you will be arriving on Saturday, February 23rd instead of Sunday, February 24th. We realize this means another night at the Hard Rock Hotel and hope you'll enjoy your extra evening. You will be able to pick up your Welcome Gift in the Group Lobby on Sunday, February 24 from 11 a.m. - 5 p.m. Arrival on Saturday will ensure you can join us for the Welcome Reception on Sunday from 6 - 8 p.m.

### Q What Time Zone is Punta Cana on?

**A** They are on Eastern Standard Time.