

## **TRAVEL REQUIREMENTS & THINGS TO KNOW BEFORE YOUR TRIP**

### **BALI**

(Updated Feb 2024)

#### **PREPARING FOR YOUR TRIP**

As you prepare to embark on your upcoming Ritz Tours journey, please log on to your Ritz Tours account and click on your trip confirmation ID to review the most up to date trip details including hotel information, flight schedules, and ticket number(s). Please make sure you have all travel documents\*, passports, and necessary visas ready before you depart for your trip.

#### **CHECKING IN AT THE AIRPORT**

Be sure to bring your passport and all required travel documents\* as you will need to present them when checking in at the airport. Please be advised that not all airlines assign seats in advance. Some airlines assign seats at the airport during check-in. We recommend all travelers arrive at the airport at least 3 hours prior to the flight departure time. You will receive boarding passes at the airline counter when you check in for your flight

#### **UPON ARRIVAL IN BALI**

Please go through Customs and Immigrations on your own. After you pick up your luggage, exit the baggage claim area and look for the Ritz Tours representative holding a Ritz Tours sign. Please wear your Ritz Tours badge for easy identification.

#### **Airport Transfers upon Arrival**

Ritz Tours guides/airport assistants will wait for arriving tour members outside the airport baggage claim area for up to **60 minutes\*** after the landing time of the tour member's flight before departing from the airport with transportation to the hotel. If for any reason a tour member does not meet the Ritz Tours representative within 60 minutes after the landing time of the tour member's flight, the tour member will be responsible for his or her own transportation from the airport to the hotel, along with all associated expenses.

Please text or call the emergency contact numbers if you have any trouble finding the representative upon arrival at the DPS airport or if your luggage has been lost and you are still inside the luggage claim area.

#### **Land Only & Extended Stay Travelers**

Land only packages do not include airport transfers. Please arrange your own airport transfer to the hotel as listed in your travel documents. Airport transfers out are not included for those who have chosen to extend their stay at the end of the tour. If you have purchased an airport transfer service from us, please provide all flight information to Ritz Tours prior to your trip departure date.

#### **TRAVEL DOCUMENTS & ENTRY REQUIREMENTS**

- **Passports must be valid for at least 6 months from the return date of your trip and have at least 2 blank pages.** You will be denied entry into Indonesia if there is not enough space for entry and exit stamps in your passport. You will be denied entry into Indonesia if there is not enough space for entry and exit stamps in your passport. The Government of Indonesia will not

admit travelers holding the 12-page U.S. emergency passport, issued by U.S. embassies and consulates overseas.

- **U.S Passport Holders - Visa on Arrival (VOA):** To enter Indonesia, your passport must have at least two blank pages and be valid for at least six months beyond the date of your arrival in Indonesia. If your passport does not meet these requirements, you will be denied entry into Indonesia. **Visa on Arrival (VOA):** If you meet the requirements, you can apply for a visa on arrival at some international airports, seaports, or land crossings. To apply for the visa on arrival, you must have an ordinary (non-emergency) passport with at least 6 months of validity from the date you plan to enter and the date you plan to leave Indonesia and a return or onward flight booking to another country. There is a 500,000 Indonesian Rupiah fee (about \$35). The visa on arrival is valid for up to 30 days. **Electronic Visa-On-Arrival:** You may also apply for an electronic Visa on Arrival (e-VOA) in advance if you are entering Indonesia at Soekarno-Hatta International Airport in Jakarta or Ngurah Rai International Airport in Bali. Check the e-VOA requirements from Indonesian Immigration before applying. To apply for an e-VOA see <https://molina.imigrasi.go.id/>
- **Non-U.S Passport holders** – Please check with your local Indonesian consulate or embassy for Visa requirements for your trip. Travelers who are not listed among the 42 countries may not be eligible for a VOA.
- **Tourism Tax:** Effective February 14, 2024, All travelers including children must pay the mandatory tourism tax prior to arrival. Please click [https://lovebali.baliprov.go.id/gov\\_notice](https://lovebali.baliprov.go.id/gov_notice) for the tax payment. Click <https://lovebali.baliprov.go.id/> to learn more about the tax policy and payment procedure.
- All travelers must ensure they are eligible to enter Indonesia and produce all required entry documentation for this vacation. Requirements and restrictions may depend on different factors including but not limited to: your country of residence, passport nationality, transit points, as well as previous travel history.
- For detailed passport and visa requirements, all travelers are advised to check with the related embassy or consulate.
- **Full proof of Covid-19 vaccination is no longer required for Indonesia:** This new protocol will take effect for Bali packages departing on or after July 05, 2023 and is subject to change at any time.
- **Electronic Custom Declaration:** All travelers are required to complete an Electronic Customs Declaration and present the completed form with the QR code to the Customs Officer. Please find the detailed instructions below.
- Please note that the information provided in this document is based on the time of print/publication and a country's requirements can change at any time. It is the responsibility of the traveler to check all updates and obtain all necessary documents and tests prior to departure, as well as entry back into the US. Ritz is not responsible if you are denied entrance for any reason in any country, even if you hold a valid passport and entry visa.

**Electronic Custom Declaration:** To avoid long lines at customs, please fill out the [Electronic Customs Declaration Form](https://ecd.beacukai.go.id/) <https://ecd.beacukai.go.id/> form at least 02(two) days prior to departure. Upon filling out the form, you will receive the QR code or Barcode which you need to present at the Custom.

[Information required to complete Electronic Customs Declaration Form](#)

- Full name :
- Email :
- Passport no :
- Nationality :
- Date of birth :
- Occupation :
- Address in Indonesia / hotel :
- Place / city of arrival port :
- Flight number :
- Date of arrival :

Total pieces baggage :  
Total pieces baggage unaccompanied :  
Total members of family :

Declaration items:

IMEI registration : (electronics items: laptop, mobile phone, tablets computer)  
\*(Only required for travelers staying more than 90 days)

#### **ARRIVAL PROCEDURE AT NGURAH RAI INTERNATIONAL AIRPORT (DPS)**

1. Arrival
2. Entry Screening
3. Visa on Arrival (VOA) Counter
4. Immigration Counter
5. Baggage Claim
6. Electronic Customs Declaration
7. Baggage Check

#### **ON-ARRIVAL REQUIREMENTS DURING YOUR STAY IN BALI:**

- 1. Entry Screening Upon Arrival:** All travelers must undergo entry screening including a body temperature check and presenting the required documents to the Immigration/Health Control officer to carry out the checks.
- 2. On Arrival Covid-19 RT-PCR test may be required:** Upon arrival, travelers will complete a COVID-19 symptom check, and temperature check. Travelers are required to take a COVID-19 RT-PCR test on arrival only if they present any COVID-19 symptoms, including body temperature above 37.5 degrees Celsius or 99.5 degrees Fahrenheit. Travelers who have been positive for COVID-19 in the past 30 days are required to take a COVID-19 RT-PCR test on arrival. If this test is positive, the traveler must isolate at their residence or a facility approved for COVID-19 isolation. The traveler is responsible for all associated costs and any unused portion of the trip is nonrefundable.

3. **Proceed to your CHSE hotel accommodation and wait for RT-PCR test results:** All guests who went through the RT-PCR test must stay in their room until a negative RT-PCR test result is received (approximately 3 to 6 hours to receive test results).
  1. Travelers whose test result returns as negative can continue their travel activities as planned.
  2. Travelers whose test result returns as positive, and are not exhibiting symptoms or only very mild symptoms will be required to undergo 5 days of isolation at dedicated isolation hotels - covered by traveler's insurance or at the traveler's own expense. At risk individuals will be admitted to a hospital. The decision will be made after a physical examination by a medical staff or doctor (covered by traveler's insurance or at their own expense).

### **BAGGAGE**

Baggage allowance for international flights may vary by airline and is subject to change at any time. Please refer to the below information for each airline's baggage policy as of November 1<sup>st</sup>, 2016. For up to date baggage allowance information, check directly with the airlines.

#### **Baggage Allowance:**

- Baggage allowance for international flights varies by airlines and is subject to change at any time. For up-to-date baggage allowance restrictions, please check with the appropriate airline for their latest regulations. Additional baggage charges may apply.
- Please keep in mind within Asia the baggage limitation on all flights varies by airline. Generally, the baggage allowance on domestic and within Asia flights is limited to 1-checked-in of 44 lbs. and 1 carry-on with a combined total dimension not exceeding 45 inches. Please check directly with the corresponding airline to confirm baggage allowance policies.

#### **Important Luggage Info & Tips**

- Baggage is the sole responsibility of the traveler. We recommend using a TSA approved luggage lock and Ritz Tours luggage tags (enclosed) showing the name and contact information of the owner. Baggage without a lock may be refused for transport
- DO NOT pack medicine, valuables, and other personal necessities in checked luggage. Keep these items in your carry-on bag
- Consider packing a change of clothing, a set of undergarments and toiletries in your carry-on bag to avoid inconvenience caused by delays or lost luggage.
- Power bank chargers over 20,000 mAh are restricted from carry on and check in luggage
- Power bank mAh capacity must be clearly labelled by the manufacturer on the charger
- Please visit [www.tsa.gov](http://www.tsa.gov) for USA carry on restrictions
- No porter service will be provided throughout the tour. During the tour please always keep an eye on your personal belongings and valuables. Be aware of your surroundings when going out on your own.
- **Important note: Ritz Tours' representatives cannot enter the luggage claim area. After you collect your luggage and exit customs, our local Ritz Tours representative will be waiting for you outside with a Ritz Tours flag or sign.**

### **CURRENCY**

Indonesian currency is called Indonesian Rupiah (IDR). As of July 2023, the exchange rate is \$1 U.S dollar to 15,040.50 IDR. We suggest you bring a combination of cash and credit cards for your trip. Most stores, hotels and restaurants will accept major credit cards such as Visa and Mastercard. However, it is

more convenient to use cash especially if you are planning to shop and eat in smaller shops. Please always keep your currency exchange receipts as you may need to present these when changing IDR back to your own currency at the end of your trip.

### **TIPPING**

Please note gratuities are not included in your tour cost. They are customary and their purpose is to encourage and reward quality service. Our guides greatly appreciate any tips you would like to give them. Our recommended tip amount is as follows:

- Tour Guide(s) - \$4- \$8 USD per person per day
- Coach Driver(s) - \$4 USD per person per day

### **WALKING**

Our Itineraries include city tours and these involve a decent amount of walking. Be prepared for many steps, uneven pavement and walking up steep inclines (especially in temples) – comfortable walking shoes with grip are strongly recommended.

### **HEALTH & MEDICAL MATTERS**

Medical and vaccination requirements vary between countries. It is important you check with your family doctor or a qualified medical professional for the most up to date travel health information for the region you are visiting. Due to the length of the trip, it is strongly advised you consult your doctor for existing medical/dental conditions before departure. It is advised to pack any prescription medicine in your carry-on hand luggage. Please make sure prescription medicine is fully labelled. It may also be useful to bring aspirin, over-the-counter medicine for the flu, indigestion, motion sickness, etc. In case of illness during the trip, please immediately notify your tour guide for assistance.

### **ELECTRICAL REQUIREMENT**

Indonesia's electrical system operates at 220 volts / 50hz so a converter is needed to operate a normal 110-volt American appliances. Electrical appliances will also require an adapter that can change the shape of the plug prongs. It is recommended travellers bring their own voltage converter and adapter

### **TIME DIFFERENCE**

The time difference between major cities in North America and Bali are as below:

- Los Angeles + 16 hours
- New York + 13 hours

### **MEALS**

Meals are included in Bali as per itinerary. Tap water is not potable in Indonesia. Bottled water may be purchased from the hotel or convenience store. We regret to inform you that Ritz Tours is unable to confirm any special meal requests as it is based on the availability of the restaurants, hotels, and airlines. Please contact the airlines directly to place special meal requests for your flights.

### **SHOPPING**

Although Ritz Tours' national guides will be happy to assist you with any shopping requirements, Ritz Tours does not assume responsibility for any items purchased at shops while on tour. You are never required to purchase any items while on tour and thus must be responsible for your own purchases. Any after sales correspondence must be between the passenger and the shop in question.

### **CLIMATE & CLOTHING:**

Indonesia enjoys a warm, tropical climate year-round with the most pleasant weather from April until October when the trade winds blow. The rainy season starts in November and usually lasts until March. Weather in Bali typically follows two seasons: dry and rainy.

- Apr to Oct - Dry season; average temperature of 87 F
- Nov to Mar - Rainy season; average temperature of 90 F

Clothes should be light and loose; natural fibres or blends are best. Comfortable walking shoes are essential; sunglasses and light hats are recommended. Shoes must be removed upon entering temple buildings and private homes, so non-laced shoes (but not sandals without back straps) are best. Dress modestly and don't wear shorts or tank tops when visiting religious buildings.

### **LANGUAGE**

The national language, Bahasa Indonesia, is taught in all schools. At home and in the markets, the local people speak their local dialect, e.g. Javanese in Central and East Java, Balinese in Bali. English is increasingly spoken in the main tourist centers and Dutch is still understood by the older generation.

### **BALI EMERGENCY PHONE NUMBERS**

- Ms Senly +62 877-6100-9889
- Ms Onnik +62 813-3736-1935
- Ms Ita +82 857-3712-1999
- U.S. Consular Agency Bali +(62)(361) 233-605. Emergency After-Hours Telephone: Please contact the U.S. Consulate in Surabaya:+(62)(811) 334-183. Fax: +(62)(361) 222-426. Email: [CABali@state.gov](mailto:CABali@state.gov)

### **GOVERNMENT & INFORMATIONAL RESOURCES**

We'd like to remind all guests to check their local state travel guidelines regarding travel restrictions when arriving from international destinations or other US States, as this may vary state by state.

[US State Department](#)

<https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html#ExternalPopup>

[CDC Travel Resources](#)

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-air-travelers.html>

[WHO](#)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>

[US Consular Agency Bali](#)

<https://id.usembassy.gov/embassy-consulates/consular-agency-bali/>

[Covid-19 Country Specific Information](#)

<https://travel.state.gov/content/travel/en/traveladvisories/COVID-19-Country-Specific-Information.html>

[FAQs on Covid-19 Vaccination & Testing for International Travel](#)

<https://travel.state.gov/content/travel/en/international-travel/emergencies/covid-19-faqs-for-travel-to-the-us-information.html>

[Official Website of the Ministry of Tourism, Republic of Indonesia](https://www.indonesia.travel/gb/en/campaign/welcome-back-to-bali)

<https://www.indonesia.travel/gb/en/campaign/welcome-back-to-bali>

[FAQs regarding the Covid Vaccination Verification process for foreign nationals](https://www.indonesia.travel/gb/en/news/how-to-verify-covid-19-vaccination-status-for-foreign-nationals)

<https://www.indonesia.travel/gb/en/news/how-to-verify-covid-19-vaccination-status-for-foreign-nationals>

[Link to book and prepay for mandatory PCR Swab Tests while in Bali](https://balitourismhospitality.com/)

<https://balitourismhospitality.com/>

Our experienced staff of Bali specialists take pride in providing you with the very best in service and planning. Thank you for choosing Ritz Tours as your partner in travel. We are confident your trip will be happy and rewarding!

**Bon Voyage!**