



# USEFUL GENERAL INFORMATION

## CYCLE PUNTA CANA

### PASSPORTS IMMIGRATION CUSTOMS

Your Passport must have a six-month validity past your arrival date. Please complete your immigration and customs form no sooner than 7 days prior to arrival at <https://eticket.migracion.gob.do/>. It is FREE of charge. The Tourist Card is already included in your plane ticket at the time of purchase. Your hotel is: Ocean El Faro. Address: [Carretera Uvero Alto, Punta Cana 23000](#).

### TRAVEL MEDICAL INSURANCE

**International medical insurance is mandatory for all participants** – cyclists and non-cyclists. We highly recommend you buy this immediately, particularly if you have bought a travel insurance that includes trip cancellation. Anyone who fails to present their proof of coverage prior to their arrival, will have their trip cancelled and full cancellation penalties will apply.

It is totally your choice in which travel insurance you choose to purchase. However, be mindful that in most cases, **you will be required to pay upfront for the medical care and then claim it back upon your return home**. Therefore, always have your credit card on you to facilitate any unexpected emergencies. **However we have been told that Allianz Travel Insurance has arrangements with Dominican medical partners and it acts as a primary insurance end So we strongly recommend you use Allianz.**

<https://www.cyclecaribbean.com/travel-insurance>

### AIRLINE BIKE POLICY

It is crucial to not only check the airline's luggage size limitations but also to **check that there are no embargos for largepieces during your travel dates**. An embargo can be put in place at any time and overrides the usual baggage policy. This is your responsibility when deciding on which airline to use. So be mindful when booking.

### WETRAVEL

**Our reservations and payments software provider is wetravel.com**

You can login to your account using your email address, to access your booking. Here you can add tours or other additional extras to your booking at any time. However, if you add options yourself you will be obliged to pay for them at the time of booking. If, however, you would prefer a payment plan or a later payment date, please DM or email our team and we can arrange that for you.

We do not have any access to your payment methods, credit card etc. So if you need assistance with changes in that regard, please contact Wetravel directly, via the chat on the right of the wetravel page.

### FLIGHT TIME CHANGES

Please notify us of any changes to your flight so we can update with our shuttle bus transfer providers. If you fail to notify us, then the services will be forfeited as your reservations would be for an incorrect time.

### VIP SERVICES AT THE AIRPORT

Optional service: Enjoy personalized reception and full assistance upon your arrival. An assigned representative will greet you directly at the aircraft door and provide **expedited service through immigration and customs. It's VERY pricey but in our view: well worth it if arriving or departing during peak hours. Please book with them directly. It sells out quickly so do it as soon as you get your flights.**

**Link for booking:** <https://www.puntacanainternationalairport.com/en/vip-services>



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## MOBILE PHONE USEAGE

Most phones can receive WhatsApp/iMessage and emails via a Wi-Fi connection without any additional charge, but please check with your carrier before you depart. Roaming charges are extremely expensive. To avoid going into roaming mode by mistake, put your phone on airplane mode during your stay. You can also buy a local sim card. Unfortunately, this service is not available at Punta Cana Airport. In approximately 5 minutes from the airport you can find in the Blue Mall PUNTA CANA stores that offer these facilities. if you wish to go there you will need to take taxi and then an onward taxi to the hotel at your expense.

## BIKE CASE KEY

Please bring the keys for your bike case and suitcases even if you have never Locked them and wont. This is because often TSA and customs will go in your case and the have their own keys and they will lock your case back. We had it happen many times. Then you didn't bring the key.....problem. So please bring all keys. If you have a combination lock, do set the code or someone can set a code for you.

## JERSEYS

We ask that you wear the suggested Jerseys as per the itinerary. We live in a digital world and want cool photos to share! Cycle Caribbean jerseys are usually worn on the last day, giving the picture-perfect opportunity to capture that pose with your medal.

Our jerseys are handled exclusively by our partners One Love Cycling in the USA and shipped from there. It's not possible to purchase jerseys in Punta Cana. Participants get a discount code which is shared by your club leader. The general discount code is: CycleCaribbean. Please order early to avoid disappointment as sometimes stock in your size could be limited. Visit the site at [www.onelovecycling.com](http://www.onelovecycling.com).

**CYCLE CARIBBEAN- PUNTA CANA JERSEYS ARE NOT YET AVAILABLE**

## CYCLISTS PACKING LIST

**Packing tip:** Pack your cycling shoes in your hand luggage; so, if your suitcase gets delayed you can ride. It's almost impossible to find shoes here.

- Tubes and spare tires: 2 each
- Spare derailleur hanger is a good idea to bring with you. It's usually inexpensive but it's different for each brand bike so not available for purchase in a bike shop.
- Bring helmet, water bottles, speedometers (and gadget mounts for rental bikes)
- Washing soap
- Your kits, shoes, socks, gloves helmet. Rain jacket if you have one.

## LOCAL CURRENCY

There is no need to change your US\$ to Dominican Pesos. US\$ are widely accepted as are credit cards. Carry small notes for tipping in resort or making small purchases in cash, as it's difficult to break down larger bills for smaller notes. In the resort US\$1 notes left at the dining tables or when getting a private dish served up just for you at the buffet grill, are greatly appreciated.



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## AIRPORT SHUTTLE

### ARRIVAL

- Airport shuttle transportation to the resort is included for ALL participants. After exit customs, a representative of Liberty will be greeting with a Cycle Jamaica sign and escorting our guests to their designated bus. Wait time 10-45 minutes.
- Driving time: about 45 minutes depending on time of day and traffic.
- Flight Delayed? Don't worry, our airport team automatically monitor all flights and adjusts accordingly. Our airport agent will be there to meet you.

**NB:** Shuttle departures are grouped and waiting time can be 5-45 minutes. Bring a snack bar, relax. We are on Caribbean time! Otherwise if you'd rather not wait, you may want to book a private car service, which is posted in our optional add-ons.

### DEPARTURES

- Airport shuttles return transportation to PUJ is included for ALL participants.
- Anticipate leaving the resort approximately 4 hours prior to your flight departure time.
- The actual departure times will be posted to the WhatsApp group.
- Driving time: about 45 minutes depending on time of day and traffic. We depart on time. If you are late, you will be obliged to take a taxi.

**NB:** Shuttle departures are grouped and so it could mean that you depart the hotel sooner. If you would prefer to leave at another time, you may want to book a private car service- available via optional add ons.

## EVENT ARMBANDS

Your Cycle Jamaica armband will be affixed to your wrist upon arrival at the resort.

- Armbands are color coded for cyclist and non-cyclists
- This armband is required to join our rides, private functions or to ride the sag bus
- There will be **strict** monitoring of armbands. **A lost band is \$250 per day.**

## BIKE SET-UP REPACK SERVICE

This service is well worth the small fee so that you don't lose any vacation time working on your bike.

- Bicycle case brought to mechanics room by our crew upon arrival in resort.
- Mechanic will send you a Whatsapp when your bike is ready.
- You keep your bicycle with you in your room. We keep your bicycle case.
- On the last day of cycling, return your bicycle with name tag on it, to the Bike room for repacking.
- The repacked bike cases are brought out to the hotel's lobby baggage area; on Monday morning prior to the first departure. If you are staying extra days, please collect it and take it to your room.

**TIP:** It's best to mark your seat post height prior travel so that our Mechanic can adjust your seat height according to your preexisting specifications.

**NOTE:** If you decide after arrival to book the service, the price is over 50% higher as the staff need to work overtime. So please decide and prebook so that our providers can assign enough mechanics.



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## MECHANICS STATION

Our exclusive providers will be located at the Hospitality room. Bicycle Pumps are always available every morning at 5am before riding out- Our guides will pump your wheels free of charge, **at that time only.**

Should you need mechanical services please bring your bicycle immediately to the mechanics station right away. Our mechanic provides services if needed, for a nominal fee. Please don't ask them to borrow their tools. They need them for their work.

NB~ There are NO mechanical services available in the morning prior to our ride out (only pumping of tires or changing flats). Please check your bicycle carefully after each day's ride event and bring it during the opening hours for any repairs.

## TOURS

We have selected afternoon tours that fit well with our cycling itineraries and show you a bit of Punta Cana. Our partner there is Liberty Travel. Tours are booked via the Wetravel login under Optional extras. See Itinerary for dates and times.

You can also send an email or Whatsapp message to Cycle Jamaica . to reserve your tours for you. We will set the payment for two weeks prior to arrival.

You can cancel these reservations up to one week in advance without penalty. (except Coco Bongo which is not refundable).

Early reservations help us greatly with planning this event and is greatly appreciated! Please help us!

**You must book all tours in advance – you cannot just show up to join a tour.**

Be wary of booking with other unknown operators. We can't help you if you encounter difficulties.

## THE RIDE

3 distance route options daily, with at least two speed levels.

- Sag vehicles are provided for each group. You can put your day bag on the bus.
- You can change groups the morning of each ride **once there is availability**
- Speed levels mentioned are the speed we ride on the flats, and not the average speed over the distance. Please don't pressure yourself by joining a group that will be too difficult for you. Honestly you don't want to be so exhausted, that you sleep away your afternoons. Relax.... It's a vacation! Chillax!
- **Our cycling guides provide our famous "express" push service.** No one is ever left alone. Our guides will assist with a push when you feel challenged, and we always have a sag bus with the group if you wish to take a break.

**STRAVA CHALLENGES:** there are 2 challenges for the long & 2 for the short routes.

**Full details on separate document**

**Our recommendation:** Whatever pace you do at home, tone it down a notch. This is your vacation. It's not a race. You don't want to be so tired that you sleep your afternoons away. You want to have a fun ride. Go hard only on the optional challenges.,



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## DAY BAG

This is a bag that you can put on the sag bus, where you keep personal items that cannot fit in your jersey pockets, e.g. suntan lotion, spare tire, tube, change of clothes (if case you may want to ride the bus for a while). Some persons bring their cycling shoes in their day bag to the lobby so that they are not walking in them to breakfast. Then they exchange them out before riding out & put the walking shoes in their Day bag at ride out.

You can keep your money, ID and credit card on you in your jersey pocket.

**It's important to bring your credit card in case you must deal with a medical emergency, and a keep copy of your travel medical insurance in your phone.** You need to pay up front and reclaim later.

## REST STOPS

Rest stops are fully stocked with Gatorade, water, snack bars, sandwiches, and fruits etc. We add entertainment for a great vibe!

## STAFF GRATUITIES

In Punta Cana, gratuity of 15% is the norm in hospitality. At Cycle Caribbean we work on a pooled tipping basis.

- **There is a recommended collective cash tip for the Cycle Caribbean crew at the end of the trip: \$100-125 per person is the suggestion.** Please put your tip in the envelope with your name on it and drop it in the locked tip box provided in our hospitality suite at any time. Cashapp, Zelle and PayPal options will be posted to the group WhatsApp during the event.
- It takes a team of about 50 people to organize the event with the majority working behind the scenes. If you want to give something extra for a guide or staff member, we think spare tires, tubes, speedometers etc, make great gifts. Please work with our system to try to be fair to everyone on our team.

## SOLO TRAVELERS

We provide opportunities for our guests traveling alone to be able to meet other participants and our team. Meet one of our team members and others at the buffet

- 1:30pm Lunch
- 7:00pm Dinner

We meet at the Buffet restaurant. Just tell the hostess "Cycle Caribbean"

Also join us at the activities mentioned or for our popular optional tours.



# USEFUL HOTEL INFORMATION

## ALL-ACCESS PRIVILEGE SERVICE

All guests who buy this service will get a special VIP bracelet with access to VIP Lounges, butler service, personalized concierge services, etc. How can I book it? Please go to Wetravel and add the option under the “Add Ons” section, or you can also contact us by whatsapp to add it for you. Rate per person: 65 usd

## HOTEL APP

You can access to the APP of the hotel through the link: <https://oef.oceanbyh10.com/es/>, to consult all the information about our restaurants and bars: opening hours, menus and reservation options available.

## CHECK-IN

We will post the reservations numbers in the WhatsApp group chat no later than 5 days before your arrival at the resort, so that you can do your pre-check in online.

- Just go to the hotel’s website <https://www.oceanhotels.com/en/punta-cana-hotels/ocean-el-faro> and scroll to the top right-hand side you will see MY BOOKINGS.
- Click on that link and follow the instructions. You will need to upload your identification so have that on hand.

You can also check-in directly at the hotel on arrival.

## ELECTRICITY

Punta Cana's electricity system is designed to accommodate travelers from North America, with Type A and Type B outlets. The standard voltage is 120 volts, and the frequency is 60 Hz, which is compatible with most North American electronic devices. However, travelers from countries that use 220–240V electricity should be cautious. Many modern hotels and resorts have USB ports, but not all do. **It's wise to bring a multi-port USB charging hub to ensure you won't need multiple adapters.** Additionally, brief power outages can occur due to tropical weather or local grid issues.

## EXTRA NIGHTS

Extra Nights can be added via your We Travel account. You can log into your booking using your email address. Then add from Optional Extras. Important: After booking extra nights, kindly notify us via email or WhatsApp to specify the date(s) for the additional night(s). If you are having problems you can also send an email or Whatsapp message to Shaunell, Mary or Storm to reserve those extra nights.

## SPA RESERVATIONS

You can make your reservations ahead of time, by email: [rrodriguez@etra-spas.com](mailto:rrodriguez@etra-spas.com) with cc: [groups.oef@oceanhotels.com](mailto:groups.oef@oceanhotels.com). You will be entitled to 10% discount off most services. It does not include spa products and beauty salon services. Charges will automatically be discounted on your bill. This is a benefit for all our guests listed in the hotel.

## HOTEL ACTIVITIES

Both resorts have many activities & you’ll find the schedule in the app and on the notice boards in the resort lobbies. We picked a few activities so our group can meet up to hang out together - even off the bike! See Itinerary for details. Especially Join Our Cycle Caribbean team and other participants during the POOL GAMES which is usually between 1pm-5pm by the pool EL Beso.

## A-LA-CARTE RESTAURANTS

Once you have checked in, you can then make reservations online, for the a-la-carte restaurants if you wish. Check this link <https://www.oceanhotels.com/en/punta-cana-hotels/ocean-el-faro/restaurants> and plan in advance your bookings. Our opinion: The buffets are extensive and makes it easier for small groups to hang out together, eat as much as you want go when you want - not be on the clock!