



DAVE KOZ
& FRIENDS AT SEA
SPAIN - MOROCCO - PORTUGAL
SPRING 2023

Barcelona • Ibiza • Alicante • Málaga • Casablanca • Seville • Lisbon



IMPORTANT TRAVEL INFORMATION FOR GUESTS WITH CONFIRMED HOTEL PACKAGES

If you have a confirmed hotel package through us, please find important details below regarding your hotel stay for an enjoyable, smooth and successful hotel and transfer experience.

BOOKING MODIFICATIONS

As we are now within zero cancellation period with our hotels, **we cannot cancel any of your hotel nights** due to flight changes or other requests. Since October, our hotel packages are nonrefundable, and this includes any portion of your hotel package. Rest assured that your hotel is guaranteed even if you arrive the next day following the first night of your hotel package - you will have a hotel room to go straight into to rest and relax.

Please also note that due to our “sell-out” status on hotel packages, **we cannot accommodate any more requests for extensions/additional nights** and advise you to contact the hotel directly should you need to extend your stay. Hotel contact information can be found here - [Hotel Details](#).

HOTEL CONFIRMATION NUMBERS

All our rooming lists have now been submitted to our hotels and we are in the process of receiving and entering hotel-specific confirmation numbers into your cruise reservations. You may have already received an updated cruise statement with “Hotel Confirmation Number (Vendor Booking Number)” in the subject line. **Your hotel confirmation number is the “Vendor Booking Number”** listed to the right of your hotel package on your cruise statement. If you have not yet received an updated statement with this information – or have yet to receive the vendor booking number for your other hotel package – **you will receive the updated statement(s) with the hotel reservation number included in the days ahead.** We are working as quickly as possible to provide these hotel confirmation numbers to all our guests, so we kindly ask you to allow us this time to enter and send them. They will all be sent out shortly.

YOUR STAY...

CHECK-IN

Upon arrival at the hotel, **proceed to hotel reception to provide your name, passport and credit card to guarantee incidentals.** Your room and tax (including daily breakfast and luggage portorage fees) at the hotel have been paid by Redwood Travel. You will need to register your own credit card for any additional charges. We have taken care to provide the hotels as much of your information as possible so that check-in is smooth, efficient, and hopefully quick. If your room is not ready until scheduled hotel check-in time, the hotel will be happy to hold your luggage while you enjoy some city sightseeing, breakfast or lunch nearby, or an optional service like a massage or pool/spa time. Ask the hotel reception or concierge what is available to you to maximize your time while you wait for your room.

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CHECK-OUT

Check out times are provided for each hotel on our information site at [Hotel Details](#). **You will need to settle your account for any incidental charges** (beyond room and tax) before checking out. **For those in our group hotels**, more information will be provided in your welcome packet regarding departures to the ship, including time & place to meet for your transfer and the process for luggage being brought down for you. **For guests staying in our preferred hotels**, please enjoy a leisurely morning on the day of cruise embarkation, advise the hotel staff when you would like your luggage brought down to the lobby for you (as Redwood has covered this cost and has included it in your hotel package), and proceed to the cruise terminal in time for your assigned cruise check-in time.

REDWOOD TRAVEL PARTNERS HOSPITALITY WELCOME

WELCOME PACKETS

You will receive an official Redwood Travel Partners “Welcome Packet” upon check-in at the hotel’s reception – whether you are staying at a group hotel or preferred hotel. This packet will include details for your hotel (WiFi information, breakfast hours, etc.), surrounding area and recommendations for touring, Redwood hospitality staff location & hours, and important information regarding your transfers to the ship on the day of cruise embarkation (if staying in a group hotel; see more details in the next section).

HOSPITALITY STAFF ON SITE:

Our staff – recognized by their Redwood Travel Partners apparel – **will be on site at our group hotels listed below** at specified hours and location within the hotel as noted in your welcome packets. We will be there to offer an official and warm welcome to you, assist with recommendations or help needed during your stay (in conjunction with the hotel staff and concierge), and guide you during the transfer process to the ship. If you are staying at one of our preferred hotels, please feel free to visit us during our scheduled hospitality hours (per the information provided in your welcome packet) at one of the hotels listed below:

BARCELONA

Redwood Staff on Site Dates - 4/25-5/1, 5/10-5/17 (Times TBA)

Renaissance Barcelona

Le Meridien

AC Hotel Diagonal L’illa

LISBON

Redwood Staff on Site Dates - 5/4-5/10, 5/22-5/24 (Times TBA)

Lisbon Marriott Hotel

Sheraton Lisboa Hotel & Spa

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TRANSFERS TO THE SHIP (Group Hotels)

Important information regarding your transfers to the ship on the day of cruise embarkation will be provided in your welcome packet, including your transfer time, where to meet, and luggage portage details. **Your transfer to the ship will be assigned based on your assigned cruise check-in time.** We will do our best to accommodate traveling parties to transfer to the ship together and have taken this into account with scheduling your transfer time.

IT IS VERY IMPORTANT YOU AHDERE TO YOUR TRANSFER TIME ASSIGNED.

We understand many of our guests want to be first to check in for the cruise and get on the ship; however, our buses can only transport so many guests at one time - comfortably and allowing plenty of room for luggage – and we have a lot of guests to move. There are many logistics that have been factored into the transfer schedule including bus permitting, available buses during peak travel season in Barcelona and Lisbon, hotel access, and cruise check-in management at the terminal among many other factors taken into consideration by our team, transportation companies, and Holland America. If your assigned transfer time is after hotel check-out, the hotel will store your luggage while you wait and we highly encourage you to enjoy a morning tour, lunch at your hotel or in the city, or do some additional sight-seeing while you wait for your transfer time. Both cities are extraordinary and much more interesting than overcrowding a hotel lobby.

HOTEL – SPECIAL REQUESTS

Our hotels are currently noting your requests and will do everything possible to accommodate them within their reach and hotel availability. We continue to receive the following feedback from our hotels and have been advised to pass the information onto our guests to help avoid any disappointment or miscommunication.

EARLY CHECK-IN: These requests have been noted on your reservation. However, please note that Barcelona and Lisbon are experiencing “at capacity” hotel occupancy with peak summer travel in full swing, city-wide events, and holidays. It will be difficult for the hotel to accommodate an early check-in. But they are very happy to hold luggage for you while you await room availability. You can enjoy a meal, explore the city, or even take advantage of the hotel’s pool or spa (if available) while you wait!

BED TYPE: We have advised our hotels of your bed type requests (King/Queen or 2 Twins; Triple accommodation specific to each hotel) and the hotels are doing their best to accommodate. Again, this is a very busy time for Barcelona and Lisbon with hotels at capacity and we appreciate any understanding you can extend to the gracious staff at the hotels. As previously noted, two beds are typically not available at The EDITION or The ONE in Barcelona or The Ivens in Lisbon as these are luxury hotels with king bedding.

ROOM LOCATION & VIEWS: Most of our contracted rooms are “Run of House” and category is specific to each hotel unless you pre-paid for an upgrade. The hotels will do their best to accommodate your request for location and “room with a view”, but please anticipate this is per hotel and per availability.

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EXTRA BEDDING (pillows, blankets, etc.): Most of our hotels have plenty of pillows included in their rooms with an extra blanket provided on request. Many guests have made this request, so please exercise patience with the hotel as they work to accommodate everyone. Perhaps check your room first and then feel free to request another pillow if necessary.

ELECTRICAL/MEDICAL EQUIPMENT: Please ensure you are bringing everything you need for your medical equipment and other electronic needs. Spain and Portugal are equipped with 220V / European electrical outlets. They do not have the built-in capacity to accommodate 110V / American outlets – nor extension cords that will work with your equipment. **Please be proactive in bringing any extension cords needed and your Europe Adapter/Converter kits.** If you have additional questions or needs regarding your medical equipment, please contact the hotel directly.

SPECIAL ARRANGEMENTS: We love that you are celebrating special events and we are confident our selected hotels will take great care of you! We have contacted the hotels about facilitating certain requests already; however, we kindly ask that if you do have a special occasion – request for a dinner, a couples massage, etc. – please contact the hotel directly and they will put you in touch with their wonderful concierge team. They are more than eager to assist and help make your hotel stay special!

HOTEL DETAILS

If you need information regarding your hotel's address (with location map), phone, direct website, check-in/check-out times, hotel package inclusions, links for transportation options between your hotel and the airport, and other helpful tips for smooth travel, please click the link or scan the QR code below.

CLICK [HOTEL DETAILS](#) or SCAN QR CODE for more information on your hotels



THANK YOU!

We appreciate you and look forward to seeing you all very soon! Continue to follow our social media and our information site for more updates and helpful tips in preparation for your amazing cruise ahead! Subscribe to our [YouTube Channel](#), follow us on [Social](#) & regularly check out our [information site](#) to make the most of your Dave Koz Cruise 2023!



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