

2010 China Trip – Frequently Asked Questions

1. Does the Chamber provide travel insurance?

No, but the Chamber does recommend that you acquire travel insurance for our April 2010 trip. Air China International imposes a \$500 cancellation fee after tickets are purchased (January 1, 2010) if you should need to cancel your trip **for any reason**.

Viking Travel, a Chapel Hill-Carrboro Chamber member, offers comprehensive travel insurance. If you plan to purchase travel insurance, please consider doing business with a Chamber member. Viking Travel can be reached at (919) 968-4586, and their Web site can be found at www.vikingtravel.com.

In order to receive the most comprehensive travel insurance coverage, the Chamber recommends purchasing travel insurance within 13 days of making your \$200 deposit. You are still eligible to purchase travel insurance after 13 days, however, coverage may be slightly different.

Citslinc International, Inc. does purchase Post Departure Travel Insurance for all travelers. The Travel Guard policy does not cover cancellation of trip. A description of coverage is available for download at www.carolinachamber.org/China.

2. What does travel insurance cover?

The information below is taken from the TripCare Classic brochure produced by AccessAmerica and distributed to the Chamber of Commerce by Viking Travel. For more information, please contact Viking Travel at (919) 968-4586 or visit www.vikingtravel.com.

TripCare Classic, the travel insurance offered by Viking Travel, provides the following coverage:

- Trip Cost Protection
 - Trip Cancellation – Reimburses your prepaid: up to 100% of Trip Cost
 - Reimburses your prepaid, non-refundable expenses if you must cancel your trip due to a covered reason. Maximum coverage: \$50,000
 - Trip Interruption: up to 150% of Trip Cost
 - Reimburses for the unused, non-refundable portion of your trip and for the increased transportation costs it takes for you to return home due to a covered reason. Maximum coverage: \$75,000
 - Missed Connection: \$500
 - Covers expenses resulting from a covered delay that causes you to miss your scheduled flight or cruise.
 - Travel Delay: \$500
 - Receive up to \$150 per day per person to cover additional accommodation and travel expenses or prepaid expenses due to a departure delay of six or more hours.
- Medical Protection
 - Emergency Medical and Dental: \$25,000
 - This coverage provides benefits for losses due to medical and dental emergencies that occur during your trip. This coverage is secondary.
 - Emergency Medical Transportation: \$500,000

- Provides medically necessary transportation to the nearest appropriate facility. Also covers the cost of your transportation back home.
 - Baggage Protection
 - Baggage Loss/Damage: \$1,000
 - Covers loss, damage or theft of baggage and personal effects.
 - Baggage Delay: \$300
 - Covers the reasonable additional purchase of essential items if your baggage is delayed or misdirected by a common carrier for 24 hours or more. Receipts for emergency purchases are required.
 - Assistance Services
 - 24-Hour Hotline Help: Included
 - Help is just a phone call away with Access America travel protection. Our staff of multilingual problem solvers is available to help you with any medical, legal or travel-related emergency.
- 3. Is quarantine included in travel insurance coverage?**

The information below is taken from the AccessAmerica Web site – www.accessamerica.com. For more information, please contact Viking Travel at (919) 968-4586 or visit www.vikingtravel.com.

- Trip Cancellation/Interruption
 - There are four covered reasons that may apply for cancellations/interruptions related to H1N1: Illness/Injury, Death, Quarantine, and Loss of Accommodations. All claims involving fear, quarantine of healthy travelers, or other government prohibition remain excluded.
- Does my policy cover medical care if I become ill with H1N1 while traveling?
 - Yes. We will cover emergency medical treatment for H1N1 as long as you bought the policy before you contracted the illness. Your Letter of Confirmation will state whether you have emergency medical and dental coverage and what the benefit maximum is.

If you become ill with H1N1, you may have several benefits available to you, depending upon the coverage purchased, including:

- Trip Cancellation/Interruption
- Emergency Medical and Dental
- Emergency Medical Transportation
- Travel Delay
- Trip Inconvenience

Please review your Letter of Confirmation and Certificate of Insurance / Policy to understand the coverage purchased.

Our travel insurance plans do not provide coverage if you cancel because you are afraid to travel.

4. Can I extend my trip to China?

The Chamber and Citslinc International, Inc. cannot extend your trip to China.

However, if you wish to make personal arrangements to extend your stay in China, you may forgo one or both of the Chamber's international flights (JFK-Beijing & Beijing-JFK) and the Chamber's second Chinese domestic flight (Shanghai-

Beijing on April 11).

If you choose to purchase your flight from JFK to Beijing and your flights from Shanghai to Beijing to JFK on your own, the Chamber can offer you \$300 off the total cost of your trip. The Chamber and Citslinc International, Inc. will still purchase your April 7 one-way flight from Beijing to Shanghai.

If you choose to purchase only one international flight (JFK to Beijing, or Beijing to JFK) on your own, the Chamber cannot offer you any special pricing options.

5. What airline will we fly?

Travelers on the Chapel Hill-Carrboro Chamber of Commerce's April 2010 Trip to China will fly Air China International from John F. Kennedy International Airport in New York to Beijing, and back.

Travelers will fly China Eastern from Beijing to Shanghai and back.

Travelers will receive a final itinerary with flight numbers and times in February 2010.

6. Am I guaranteed a specific/assigned seat on the plane?

Travelers are not guaranteed a specific or assigned seat on our flights. Seats will be assigned at JFK airport the morning of Sunday, April 3, 2010.

7. What time should I arrive at JFK?

Citslinc International, Inc. and the Chamber recommend that travelers arrive at JFK no later than 8:30 a.m., Sunday, April 3, 2010.

8. When will I receive a final itinerary?

Travelers will receive a final itinerary, including flight numbers and times, hotel phone numbers and addresses, by February 28, 2010.

9. Where can I find information about H1N1 Influenza?

For information about H1N1 Influenza, please visit the World Health Organization's International Global Alert and Response page at <http://www.who.int/csr/disease/swineflu/en/index.html>; and/or the U.S. Embassy Beijing, China's Web site at <http://beijing.usembassy-china.org.cn/>, and search for H1N1 in the keyword search box located at the top right of the page.

10. Is there anything I need to take care of before I leave for China?

Passport and Chinese travel visa are required. Securing or updating a passport is the traveler's responsibility. Travelers may obtain their own visas, or the Chamber will handle the visa application process for a \$165 fee.

Air China International imposes a \$500 cancellation fee after tickets are purchased, if you should need to cancel your trip *for any reason*. The Chamber strongly suggests that you acquire travel insurance, which would cover such a loss. The Chamber is happy to put you in touch with a travel agency for this coverage.

The Chamber requests that travelers notify Meg Branson, Chamber director of membership services, of any allergies before leaving for China. The Chamber also requests that travelers remind tour guides of allergies at each meal.

Citslinc International, Inc. recommends that travelers visit their physicians before departure and secure two-times their allotted prescription medications for a nine-day period. Citslinc recommends that travelers carry one prescription allotment in their carry-on luggage, and a second allotment in their checked bags. Citslinc also recommends that travelers ask their physicians for a recommended antidiarrheal.

Citslinc International, Inc. recommends that travelers contact their credit card companies before departure to alert the companies of their travel dates and destinations.

Also consider contacting your cell phone service provider to ask about international calling rates and ability.

11. What should I wear in China?

Travelers are encouraged to dress comfortably and casually, in layers, and with comfortable shoes. Athletic shoes or sneaker are recommended, especially for the Great Wall tour.

12. What do I need to bring to China?

- Passport
- Copies of important documents
- Itinerary
- Luggage tags
- Converters/Adapters (if necessary). China uses 240 watts (vs. 110 watts in the U.S.). Converters and adapters should be European style. Hotels have limited supplies of converters and adapters available for use.
- Athletic shoes/sneakers
- Comfortable, casual clothing
- Jacket/clothing layers
- Rain gear
- Necessary medications (Prescriptions, cough drops, eye drops, antihistamine, etc.)
- Toiletries
- Camera
- Money (new, clean, crisp, U.S. bills in small denominations, and a major credit card)
- Snacks
- Hotel rooms have hair dryers, but no irons
- The Chamber will provide:
 - Name badge
 - Confirmation Number for Electronic Airline Ticket
 - Additional luggage tags

13. How much luggage can I take on the plane to China?

Travelers are allowed two checked bags. No one piece of luggage may weigh more than 50 pounds, and no combination of bags may weigh more than 70 pounds.

14. How much money do I need to bring to China?

Citslinc International, Inc. recommends that travelers bring \$400-\$500 cash, in new, clean, crisp, U.S. bills in small denominations. Travelers can expect to tip tour guides and bus drivers about \$8 per day. Citslinc International, Inc. will collect all tips for tour guides and bus drivers at one time, during our excursion to the Great Wall. Fees for optional tours range from \$15-\$40 and should be paid directly to tour guides in U.S. dollars.

15. Are there ATM's in China?

Yes, ATM's are available in hotels and airports and give Chinese Yuan.

16. Will I have Internet access in China?

Yes, hotel business rooms have reasonably priced Internet – equivalent to US charges.

17. Will I be able to call the U.S from China?

Yes, travelers will be able to make calls from hotels to the U.S. for about \$1/minute.

18. Can I drink the tap water in China?

No, Citslinc International, Inc. recommends that travelers not drink Chinese tap water. Travelers may drink hot tea, and bottled water may be purchased for about \$1 for two bottles.

19. Are there any foods that I should avoid in China?

Yes, Citslinc International, Inc. recommends that travelers avoid food from street vendors.

20. Are tours mandatory?

No, tours are not mandatory. However, it will be the traveler's responsibility to secure transportation to restaurants if he/she chooses to join the group for included meals.

21. Do I have to meet with a business cooperation partner?

No, travelers do not have to meet with a business cooperation partner.

22. What is the purpose of this trip?

The purpose of the trip is to offer Chamber members an incredible opportunity to visit China with their friends, families, and fellow members. The Chamber has partnered with Citslinc International, Inc., a company with more than 25 years of experience in China tours, to offer this trip to Chamber members and the Chapel Hill-Carrboro community. Citslinc has partnered with Chambers across the country to offer more than 500 Chamber trips.