

Travel to Cuba FAQ

What Travelers of Calypso Kronos USA Cuba Need to Know?

Travel to Cuba for “tourism” is not authorized by the US Government. You must meet the requirements of one of the approved categories to travel to Cuba. Our itineraries are carefully designed to meet the “Support for the Cuban People” category. In addition, you are welcome to take gifts to the Cuban people. Our guides will help you determine the people that you would like to gift it to (a church, kids, host, a family, etc.)

Here are the processes and what you need to know to ensure a safe, legal, amazing experience in Cuba.

PLANNING

- Cuba requires all passengers to fill out a health and customs form prior to traveling.
- The form will be available to you 3 days prior to departure. You must complete the online form at: <https://dviajeros.mitrans.gob.cu/inicio>. Print and take it with you to the airport.
- Receive a “Support for the Cuban People” itinerary proposal from Letty’s Cuba (LC). You will then review, suggest changes or approve the proposal and request deposit invoice by email.
- Forms of payments: Zelle, Bank Transfer, Payment link.
- Once deposit is paid, LC will send in a required one-page Affidavit. Each guest must complete and check the box “Support for the Cuban People,” and return to Calypso Kronos USA via email
- Balance is due 30 days prior to travel date. Guests may make payments prior to this date.
- Transfers included (1 carry on & 1 checked in bag per person).
- Calypso Kronos USA will issue the visa once the balance is paid in full (30 prior to departure date). We will send via regular mail, or you may request via 3 days FEDEX for an additional \$15.
- You can’t use credit or debit cards in Cuba and the acceptable currency is USD & EUR. However, most places accept USD. **VERY IMPORTANT:** Do not exchange all your USD for Cuban pesos, which are worthless outside of Cuba! We suggest taking \$100 per person a day for unanticipated and not included expenses. Take small bills (\$20 and under) because the change will be in Cuban pesos. Additionally, it is hard to exchange large bills.
- Check with your phone carrier about services in Cuba. Phone will not work, but many carriers offer texting for \$.50 a minute.
- Please remember to bring any over-the-counter medication as well as the prescribed medication you could need while being in Cuba.
- Bring sunscreen, mosquito repellent, comfortable clothes, and shoes. Nighttime wear is casual.
- We will issue a BNB or hotel voucher with your visa, with lodging address.
- Keep the voucher with you.

ARRIVAL

- You can enter Cuba with your American passport, Resident Card, or any other country passport.
- Cuba Emigration agent will take a portion of the travel Visa. You must keep the other half to return.
- At customs, always refer to anything that you are bringing for other as “gifts,” never “donations.”
- The driver and guide will be waiting for you at the airport with your name or Calypso Kronos USA on a sign.

IN CUBA

- You will have access to WiFi at the BNB or hotel. However, because of the demand and poor infrastructure, service could be spotty at times.
- WhatsApp is the best means of communication.
- Most electrical outlets are 110.
- Only drink bottled water.
- Do not recommend eating street vendors' food.
- Airfares to Cuba include the required medical insurance. If you have a medical emergency, you can go to the Cira Garcia Hospital and show your return ticket information.

RETURN

- When checking-in at the Cuba airport for your return flight, not prepaid luggage cost can only be paid by credit card.
- It is not legal to import Cuban-origin alcohol and tobacco products into the US.
- Show your Visa half to Cuban Immigration Officer upon your return.
- Take a copy of the Affidavit and Itinerary (just in case you are asked for it by US Immigration upon return, even though I haven't seen this happen). The reason for your visit is “Support for the Cuban People, if asked.”

Why join a group to Calypso Kronos USA ?

- Calypso Kronos USA group tours are organized with a private team of professionals in Cuba. From our warm hosts, beautiful classic cars, knowledgeable guides and top rated restaurants, we ensure that your experience will be one to cherish for life!

Can I travel individually in a private tour?

- Yes! As long as you follow one of the approved categories, we can help you customize any of our travel packages. You don't need to travel in a group if that is your preference.

Why should I buy a preset or customized tour from Calypso Kronos USA?

- Calypso Kronos USA preset and customized tours are carefully organized to include approved activities. This will maximize your experience to make it unforgettable.

Which are the the approved travel categories to Cuba?

- Family visits
- Official business of the US Government
- Journalistic activities
- Professional research and meetings
- Religious activities
- Public performances
- Athletic/Non-athletic Competitions & Exhibitions
- Support for the Cuban people
- Humanitarian projects
- Activities of private foundations/research/educational institutes
- Exportation/Importation/Transmission of information material

You may also want to check this U.S. Department of the Treasury – Office of Foreign Assets Control – Frequently Asked Questions Related to Cuba document.

Can I still travel under the Support for the Cuban People category?

Yes, you can still travel to Cuba under the “Support for the Cuban People category.”

Can I still travel to Cuba after the restrictions announced on June, 2019?

“Educational People to People” is the only currently banned category. In fact, the remainder eleven categories allow you to travel to Cuba legally.

What are ways to Comply With The “Support For The Cuban People” Category

- Lodge at a private Bed and Breakfast (B&B).
- Use private transportation.
- Eat at private restaurants.
- Visit with Cuban families and learn about their lives.
- Engage with locals (car readers, artists, musicians, book sellers, etc.)
- Use a private Cuban guide
- Take private dance lessons
- Visit a church and learn how charities work
- Visit a local farm
- Buy souvenirs at privately owned shops

Engage in these type of activities full time (minimum of 6 hrs a day). Most importantly, keep receipts and itineraries for 5 years.

Disclaimer: The information provided on this itinerary is based on industry practices and standard interpretations of OFAC rules and does not constitute legal advice. For more information call OFAC at 202-622-2480.

How much should I tip in Cuba?

A guideline to tip in Cuba is between 12-15 percent.

Can I use my debit or credit cards in Cuba?

No, but can only use cash. Most establishments accept USD. If you need to purchase an item for CUP (Cuban pesos) our guide can help you exchange a small amount. We suggest to prepay as many services as possible so you don't risk running out of money (lodging, transportation guides, tours, activities, meals).

Can I drink tap water in Cuba?

It is strongly recommended to only drink bottled water.

Where can I connect to the internet while in Cuba?

Usually, hotels have access to the internet. Also, many Bed and Breakfast have access. Otherwise, if your phone is unblocked (unlocked), you can purchase a SIM card for the length of your trip at ETECSA in Cuba.

Do I need to purchase health insurance?

Airfares to Cuba includes primary medical care in the event of an emergency. Additional travel Insurance is available from Alpha Travel Assist.

Is it safe to travel to Cuba?

Absolutely! The crime rate is less than 1% and people are very friendly.

Do I need a Visa to enter Cuba?

Yes, Cuba requires a Visa (tourist card) to enter the country. You can apply for it on our website under Cuba Visa (esto debemos ver como lo hacemos).

What airlines travel to Cuba?

American Airlines, Jetblue, Southwest, Delta.

What currency do I need in Cuba?

USD

What are the Covid requirements to enter Cuba?

Vaccination is not required.

Can I book without giving a deposit?

Yes, we will hold your booking for 2 weeks, then \$100 per person is required to reserve services.

Do I have to pay my airfare in full and is it refundable?

Yes, airfares are due in full. Airlines set the policies about refundable or credited airfares.

When is my balance due and is it refundable?

Balance is due 45 days prior to departure day. Refunds will not be issued after balance is paid. However, we will consider refunding part of the payment under extraneous circumstances.