

Dragi colegi,

Pentru destinatia Cuba se solicita turistilor la destinatie cartela turistica de intrare in tara si se achita la iesire o taxa obligatorie.

Cuba

Pentru cetatenii romani care calatoresc în Cuba este necesara obtinerea vizei de intrare. Viza se poate obtine de la ambasadele sau consulatele Cubei în strainatate.

Vizele se emit pentru o perioada de 30 zile. Pentru intrarea în Cuba în scop turistic, exista urmatoarele posibilități:

- Obtinerea vizei la ambasadele sau consulatele Cubei în strainatate;
- Obtinerea cartelei de turist, „Tarjeta de turista”, echivalent cu viza în scop turistic aplicata in pasaport;
- “Tarjeta de turista” sau Cartela turistica= Viza turist (disponibila in IRIS.plus la tariful de 26 Eur/ Persoana).
- Daca turistii detin cartela turistica achizitionata prin Tour Operator, nu mai este necesara aplicarea pentru viza prin Ambasada Republicii Cuba in Romania
- Cartela NU se poate obtine de pe aeroportul de destinatie din Cuba.
- La iesirea din tara se achita taxa de iesire din tara obligatorie 25 CUC, doar Cash (nu se accepta Eur sau \$).

Va rugam sa verificati de fiecare data cu atentie conditiile de calatorie pentru destinatiile vizate, in functie de cetatenia turistilor, in surse avizate precum site-urile ambasadelor, consulatelor sau www.mae.ro.

NOTE:

[Ambasada Republicii Cuba din București](#) (conform www.mae.ro):

București, Str. Nicolae Caramfil nr. 73/Intrarea Gheorghe Simionescu, Sector 1

Telefon: (0040-21) 211 87 39; 211 87 95

Fax: (0040-21) 211 89 16

E-mail: embajada@embacuba.ro

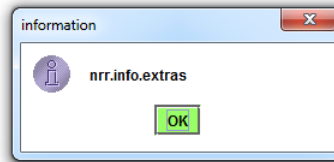
Program de lucru cu publicul: luni-vineri: 09.00 – 12.00

Noutate 💡 **Cartela de turist Cuba nu mai poate fi rezervata ca produs individual in IRIS.plus.**

Pentru a putea oferi acest produs turistilor nostri, prin intermediul touroperatorilor din World of TUI, este necesar sa adaugam in IRIS.plus un produs de hotel (Accommodation), pachet (Package sau Fly & Mix), rent-a-car sau circuit (Round trip).

In cazul in care vom incerca sa rezervam doar cartele turistice vom identifica mesajul de mai jos:

general			
expedient		52.00 EUR	
0004			
chosen products			
option	remark		
☐ ☐ ☐ ☐	23.11.18 Touristenkarte Kuba (further add-ons) HOGXXA01 provider: TUI Deutschland GmbH (GULET Touristik) shown price applies for 2 Adults	to: 52.00 EUR	p. 1-2



participant						
sex	name	first name	title	date of birth	p.	
☐ ☐ ☐ ☐	M MARINESCU	TBA			1	
☐ ☐ ☐ ☐	W MARINESCU	ANA MARIA			2	
reservation extras seatmap erase information save product info						

Good to know: cartela se poate rezerva pe orice cod de produs (HAV, VRA, HOG), dar este important sa rezervam corect pentru ziua de intrare in tara de destinatie.



Cum adaug cartelele de turist din fereastra de Extras pornind de la produsul de baza?

➔ pe o oferta de hotel only la transmiterea in Shopping Cart: Extras

Further Extras – Touristenkarte Kuba – alle TN – Add

The screenshot shows the TUI booking system interface. The 'extras' modal window is open, displaying a list of add-ons. The 'Touristenkarte Kuba' add-on is highlighted with a red box, and the 'add' button is indicated by a red arrow.

Add-on	Code	Price	Unit
5 Euro Spende TUI Care Foundation	ZULXUR05	5.00 EUR	per Adult
Quality Plus Entgelt 100 Euro	QALXLQ91	100.00 EUR	per Adult
Quality Plus Entgelt 13 Euro	QALXLQ13	13.00 EUR	per Adult
Quality Plus Entgelt 18 Euro	QALXLQ18	18.00 EUR	per Adult
Quality Plus Entgelt 23 Euro	QALXLQ23	23.00 EUR	per Adult
Quality Plus Entgelt 30 Euro	QALXLQ30	30.00 EUR	per Adult
Quality Plus Entgelt 40 Euro	QALXLQ40	40.00 EUR	per Adult
Quality Plus Entgelt 50 Euro	QALXLQ50	50.00 EUR	per Adult
Quality Plus Entgelt 60 Euro	QALXLQ60	60.00 EUR	per Adult
Quality Plus Entgelt 70 Euro	QALXLQ70	70.00 EUR	per Adult
Quality Plus Entgelt 8 Euro	QALXLQ08	8.00 EUR	per Adult
Quality Plus Entgelt 80 Euro	QALXLQ80	80.00 EUR	per Adult
Quality Plus Entgelt 90 Euro	QALXLQ90	90.00 EUR	per Adult
Touristenkarte Kuba	HAVXXA01	26.00 EUR	per Adult
Touristenkarte Kuba	VRAXXA01	26.00 EUR	per Adult

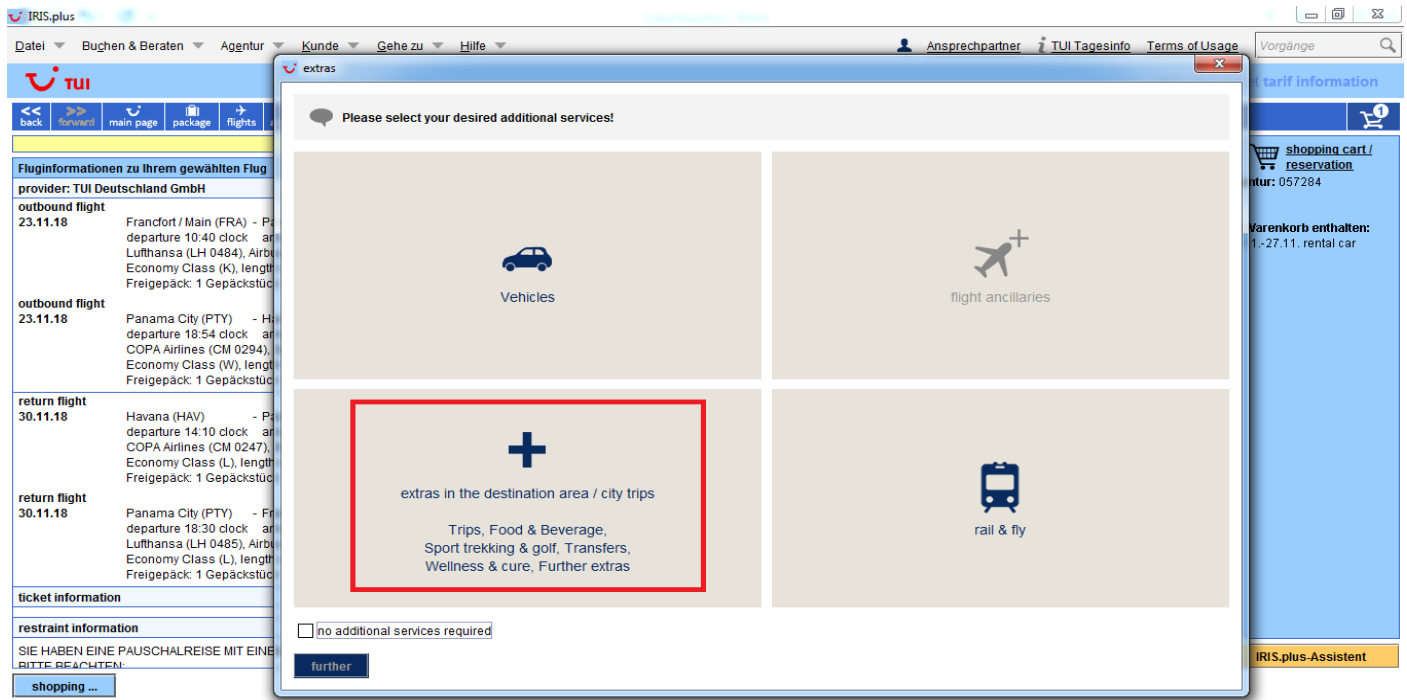
The 'Touristenkarte Kuba' add-on is highlighted with a red box. The 'add' button is indicated by a red arrow.

Exemplu rezervare cazare + cartele turistice:

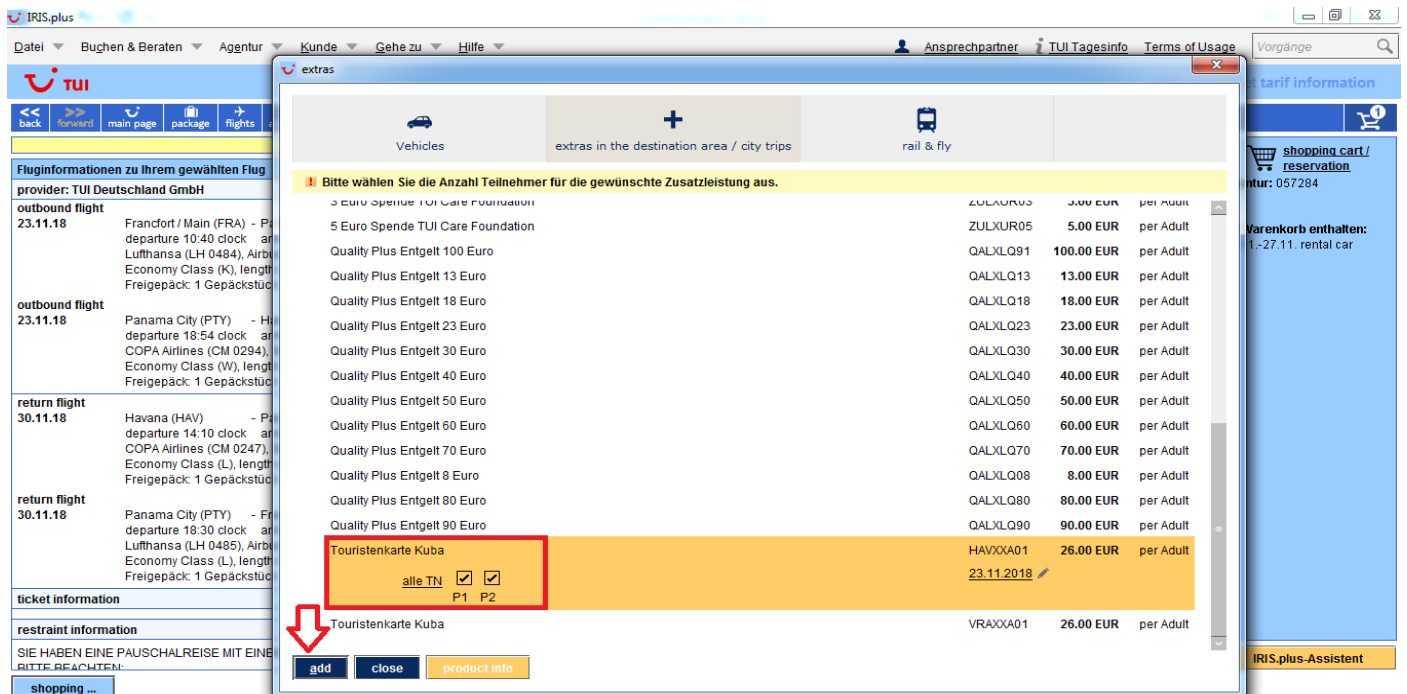
reservation:	expedient:	provider: TUI Deutschland GmbH	cancellation	price: 0.00 EUR
23.09.18 Royalton Hicacos hotel_category_desc.5, Varadero, Matanzas				
to all inclusive, Gardenview Juniorsuite, Bath tub, Balcony, Balcony or		Mr. Anic Micu		0.00 EUR
30.09.18 Terrace, Air-conditioning, Combined Living room / Bedroom, King-Size ...		Mrs. Anca Micu		0.00 EUR
VRA20172 JSX1 A 02				
23.09.18 Touristenkarte Kuba (further add-ons)				
HAVXXA01		Mr. Anic Micu		0.00 EUR
		Mrs. Anca Micu		0.00 EUR
remark:				

*Providing entries is free of charge. Click on disk icon to save entry.

➔ pe o oferta de pachet: Extras



Further Extras – Touristenkarte Kuba – alle TN – Add



Exemplu rezervare pachet + cartele turistice:

reservation data				
SPNR-res.: E3192382				0.00 EUR (inkl. Gebühren)
▼ reservation:	expedient:	provider: TUI Deutschland GmbH (GULET Touristik)	! cancellation	price: 0.00 EUR
23.11.18	Vienna (VIE) - Madrid (MAD) departure 07:20 clock, arrival 10:30 clock, IB 3125		Mrs. Anca Micu Mrs. Ionela Micu	0.00 EUR 0.00 EUR
23.11.18	Madrid (MAD) - Havana (HAV) departure 16:20 clock, arrival 20:40 clock, IB 6621 Transfer included vom Flughafen zur ersten Unterkunft			
23.11.18	Hotel Villa Tortuga hotel_category_desc.3, Varadero, Matanzas			
bis	Standard Room, Shower, WC, Balcony, Air-conditioning, Garden View, all			
30.11.18	Inclusive, occupancy 02 VRA20143 ROX1 A 02			
23.11.18	Touristenkarte Kuba (further add-ons) VRAXXA01 ! information available			
	Transfer included von der letzten Unterkunft zum Flughafen			
30.11.18	Havana (HAV) - Madrid (MAD) departure 23:25 clock, arrival 14:15+1 clock, IB 6620			
01.12.18	Madrid (MAD) - Vienna (VIE) departure 19:45 clock, arrival 22:40 clock, IB 3124 ! Operation contains a scheduled flight. Flight price may differ from the favorable booking class price. ! information available			
remark*	*Providing entries is free of charge. Click on disk icon to save entry.			

➔ pe o oferta de circuit: Extras

The screenshot shows the TUI website interface for selecting additional services. The main heading is "Please select your desired additional services!". Below this, there are four large rectangular buttons with icons and text:

- Vehicles**: Represented by a car icon.
- flight ancillaries**: Represented by an airplane icon with a plus sign.
- extras in the destination area / city trips**: Represented by a plus sign icon. This option is highlighted with a red rectangular border. Below the plus sign, it lists: "Trips, Food & Beverage, Sport trekking & golf, Transfers, Wellness & cure, Further extras".
- rail & fly**: Represented by a train icon.

At the bottom left of the selection area, there is a checkbox labeled "no additional services required". At the bottom right, there is a blue button labeled "further".

Further Extras – Touristenkarte Kuba – alle TN – Add

The screenshot shows the TUI IRIS.plus interface. On the left, there's a search sidebar with filters for agency, dates, destination, and unit demand. The main area shows search results for 'ROUNDTRIP ONLY SH'. An 'extras' window is open on the right, showing options for 'Transfers' and 'Further extras'. The 'Further extras' section highlights 'Touristenkarte Kuba' with a red box and a red arrow pointing to the 'add' button below it.

Exemplu rezervare circuit + cartele turistice:

reservation:	expedient:	provider: TUI Deutschland GmbH (GULET Touristik)	 cancellation	price: 0.00 EUR
23.09.18	Touristenkarte Kuba (further add-ons) HAVXXA01		Mrs. Anca Micu Mrs. Iona Micu	0.00 EUR 0.00 EUR
	 information available			
24.09.18	Selbstfahrerreise Cuba Auténtica (Rundreise frn Havana) to Standard Room Start on Monday, Bath or Shower, WC, In accord with		Mrs. Anca Micu Mrs. Iona Micu	0.00 EUR 0.00 EUR
01.10.18	programme, board according to program HAV10932 DZX1 X 02			
	 information available			
remark*				
*Providing entries is free of charge. Click on disk icon to save entrv.				

Daca dorim sa rezervam cartele turistice Cuba alaturi de un produs din modulul **Flight**, de exemplu **TTS Bestpreis** vom identifica mesajul de mai jos, care ne anunta ca nu putem rezerva impreuna aceste doua produse:

TUI IRIS plus Individuell

back forward main page package flights accommodation cottages round trip extras tickets cars camper insurance boating holiday misc. fee info print combi booking

Umbuchung nach Nichterscheinen (No-Show): NON REF
Stornierung vor Reiseantritt: NON REF

C D

Erwachsener

Umbuchung vor Reiseantritt: 130.00 EUR
Umbuchung nach Nichterscheinen (No-Show): NON REF
Stornierung vor Reiseantritt: NON REF
MINIMUM-STAY (MIS): 2018-11-29
MAXIMUM-STAY (MSC): 2019-11-23

Tarfinformationen

A B C D

E-Ticket
Festbuchung: sofortige Ticketausstellung
Option bis 4 Tage vor Abflug umgewandelt mit sofortiger Ticketausstellung, siehe Gebührenliste

Wird ein Kind während der Reise 12 Jahre alt, kommen je nach Fluggesellschaft abweichende Tarifbestimmungen zur Anwendung.
Dies gilt ebenso für Kleinkinder, die während der Reise 2 Jahre alt werden. Bitte kontaktieren Sie uns vor der Buchung/Optionierung, damit wir Ihnen den jeweils gültigen Tarif anbieten können.

Wichtiger Hinweis zur Sofortüberweisung Endkunde:
Diese Zahlungsart wird nur für Kunden in DE, AT und NL angeboten.

Bitte beachten Sie, dass ab dem 26.03.2018 bei Eingabe eines Reisebüro-Serviceentgeltes und damit verbundener Auswahl der Zahlarten Kreditkarte und Sofortüberweisung Endkunde seitens TUI Ticket Shop ein Serviceentgelt in Höhe von EUR 5,00 pro Vorgang anfällt.

1.794,90 EUR

Putem in schimb sa rezervam cartele turistice Cuba din modulul **Flight** dar din categoria **Fly & Mix**, care asa cum stim trebuie sa fie insotit de o rezervare hotel only, package sau rent a car:

general		
expedient		4806.00 EUR
0004		
chosen products		
option	remark	
  	23.11.18	Transfer/Airport VRA-Hotels VRA20/P... (transfer), Varadero, Matanzas VRAXTT01 Transferdaten zum Hinflug: DE 2198, Uhrzeit: 16:05 Unterkunftsname: Royalton Hicacos provider: TUI Deutschland GmbH Price is valid for max. 2 people
option	Bemerkung	
  	23.11.18 30.11.18	Bucharest (OTP) - Varadero (VRA) departure 06:25 clock, arrival 16:05 Uhr Condor (DE 2198), Economy, 1 stop Varadero (VRA) - Bucharest (OTP) departure 18:05 clock, arrival 14:40 Uhr+1 Condor (DE 2199), Economy, 1 stop provider: TUI Deutschland GmbH (Fly & Mix Linienflug) (Fly and Mix Bausteinveranstalterprodukt Linienflug) shown price applies for 2 Adults TSA Daten an Carrier übergeben
option	remark	
  	23.11.18 - 30.11.18	Royalton Hicacos hotel_category_desc.5, Varadero, Matanzas Gardenview Juniorsuite, Bath tub, Balcony, Balcony or Terrace, Air-conditioning, Combined Living room / Bedroom, King-Size Bed, Garden View, Garden Side, all Inclusive VRA20172 JSX1 A 02 provider: TUI Deutschland GmbH shown price applies for 2 Adults
option	remark	
  	23.11.18	Touristenkarte Kuba (further add-ons) VRAXXA01 provider: TUI Deutschland GmbH shown price applies for 2 Adults

option	remark
☐ ☐ ☐ ☐	30.11.18 Transfer/Hotels VRA20-Airport VRA/P... (transfer), Varadero, Matanzas VRAXTT02 Transferdaten zum Rückflug: DE 2199, Uhrzeit: 18:05 Unterkunftsname: Royalton Hicacos provider: TUI Deutschland GmbH Price is valid for max. 2 people
insurance No insurance wanted	

participant						
	sex	name	first name	title	date of birth	p.
☐ ☐ ☐	☐					1
☐ ☐ ☐	☐					2

Touropatorii din World of TUI trimit cartelele de turist prin curier rapid.

Touropatorul ne-a informat ca pentru rezervarile efectuate din scurt, cu mai putin de 14 zile pana la plecare, nu va mai expedia cartelele prin posta/curier, ci turistii le pot ridica de pe orice aeroport din Germania/Austria. Deci rezervarile sunt posibile si din scurt, insa turistii vor trebui sa ridice cartelele din aeroport. Daca va veti regasi intr-o astfel de situatie va rugam sa ne comunicati pe mail detaliile de zbor ale turistilor ca sa putem transmite touropatorului din ce aeroport vor ridica turistii aceste cartele si sa se faca toate aranjamentele necesare.



Cum pot sa colectez cartelele de turist din modulul Add On adaugand apoi produsul de baza?



Click pe **meniul** „Add on”:

Introduceti data de aterizare la destinatie (data de intrare in tara), codul de destinatie (VRA, HAV, HOG pentru Cuba, in functie de aeroportul pe care vor ateriza turistii) si bifati la Category in partea dreapta, „further add-ons”.

Exemplu de input pentru CUBA aterizare aeroport Varadero:

Va recomandam pentru a putea vizualiza in cadrul primei pagini de rezultate ofertele pentru cartele turistice Cuba, sa ingustati cautarea la 1 zi, maxim 2 zile conform exemplului de mai jos, in caz contrar trebuie sa mergeti mai departe cu butonul More pana ajungeti la pagina dorita:

TUI

back >> forward main page package flights accommodation cottages round trip + extras tickets cars camper insurance booking holiday no fee info print combi-booking

search period
 start date start till
 23.11.2018 24.11.2018

search criteria
 3 letter code
 * VSA
 product key or product name
 destination

further selection criteria
 operator/provider
☐ any
☒ TUI Deutschland GmbH (GULET Touristik)
☒ TUI Deutschland GmbH
☐ TUI Deutschland GmbH (Fly & Mix)
☐ TUI Deutschland GmbH (airtours)
☐ TUI Deutschland GmbH (1-2-FLY)
☐ TUI Deutschland GmbH (XTU)
☐ TUI Deutschland GmbH (X1-2-FLY)
 category
☐ any
☐ Zug zum Flug
☐ food & beverage
☐ sports, hiking & golf
☐ transfer
☐ trips & tickets
☐ wellness & spa
☒ further add-ons

participants
 number of participants age ad. infants
 02

specify

Pagina de rezultate este urmatoarea:

TUI

back >> forward main page package flights accommodation cottages round trip + extras tickets cars camper insurance booking holiday no fee info print combi-booking

Acquired offers sorted by please select

23.11.18	✓	1 Euro Spende TUI Care Foundation (further add-ons)	ZULXUR01 to: 2.00 EUR
		Restriction: Nur buchbar mit bestimmten Produkten (siehe Katalog / Produktinfo)	
		provider: TUI Deutschland GmbH	Price: ad. 1.00 EUR, ad. 1.00 EUR
23.11.18	✓	3 Euro Spende TUI Care Foundation (further add-ons)	ZULXUR03 to: 6.00 EUR
		Restriction: Nur buchbar mit bestimmten Produkten (siehe Katalog / Produktinfo)	
		provider: TUI Deutschland GmbH	Price: ad. 3.00 EUR, ad. 3.00 EUR
23.11.18	✓	5 Euro Spende TUI Care Foundation (further add-ons)	ZULXUR05 to: 10.00 EUR
		Restriction: Nur buchbar mit bestimmten Produkten (siehe Katalog / Produktinfo)	
		provider: TUI Deutschland GmbH	Price: ad. 5.00 EUR, ad. 5.00 EUR
23.11.18	✓	10 Euro Spende TUI Care Foundation (further add-ons)	ZULXUR10 to: 20.00 EUR
		Restriction: Nur buchbar mit bestimmten Produkten (siehe Katalog / Produktinfo)	
		provider: TUI Deutschland GmbH	Price: ad. 10.00 EUR, ad. 10.00 EUR
23.11.18	✓	Touristenkarte Kuba (further add-ons)	VRAXXA01 to: 52.00 EUR
		provider: TUI Deutschland GmbH (GULET Touristik)	Price: ad. 26.00 EUR, ad. 26.00 EUR
23.11.18	✓	Touristenkarte Kuba (further add-ons)	HAYXA01 to: 52.00 EUR
		provider: TUI Deutschland GmbH	Price: ad. 26.00 EUR, ad. 26.00 EUR
23.11.18	✓	Touristenkarte Kuba (further add-ons)	VRAXXA01 to: 52.00 EUR
		provider: TUI Deutschland GmbH	Price: ad. 26.00 EUR, ad. 26.00 EUR

shopping cart variations more product info

Din acest pas dupa introducerea cartelei in shopping cart putem merge rapid cu click pe categoria de produs dorita din meniul superior al shopping cart-ului (Accommodation, Package, Rent a Car, Roundtrip), parcurgem pasii binecunoscuti de cautare si trimitere in shopping cart ai unui produs, dupa care, cu cele 2 produse in shopping cart sistemul va permite procesarea rezervarii.

Exemplu de cartela + rent a car:

▼ reservation:	expedient:	provider: TUI Deutschland GmbH	! cancellation	price: 0.00 EUR
20.10.18 Touristenkarte Kuba (further add-ons)				
HAVXXA01				
		Mrs. Anca Micu	0.00 EUR	
		Mrs. Ionela Micu	0.00 EUR	
remark*				
*Providing entries is free of charge. Click on disk icon to save entry.				
▼ reservation: 53887168	expedient: 0012	provider: TUI Deutschland GmbH (TUI Cars)	! cancellation	price: 0.00 EUR payment at agency
20.10.18 Cuba, Matanzas, Varadero Flughafen, (VIA Rent-A-Car)				
to Übergabe 10:00 clock Walk in, return 10:00 clock Walk in				
23.10.18 vehicle example: Suzuki Jimny 3dr A/C, airconditioning, 3 -doors, Product: Gold				Mrs. Anca Micu 0.00 EUR
VRA03FGOL				
! information available				
! to be paid locally				
remark*				
*Providing entries is free of charge. Click on disk icon to save entry.				

Cartela de turist Cuba in pachetele celorlaltor touroperatorilor germani

La unii touroperatorii germani, cartelele de turist necesare intrarii in Cuba, sunt incluse in pachetul de servicii cu zbor, in timp ce la alti touroperatorii, acestea **nu** sunt incluse in tariful pachetului.

Pentru a putea oferi consultanta corecta turistilor, referitor la achitionarea cartelei de turist prin Ambasada, va rugam sa aveti in vedere informatiile prezentate in tabelul de mai jos.

Maniera in care sunt trimise de catre touroperator din Germania documentele de calatorie si cartelele (prin Posta sau curier rapid) este de asemenea foarte importanta.

Touroperator german	Cartela de turist pentru CUBA	Taxa de iesire din Cuba	Calea de transmitere a documentelor din Germania (voucherele carnetel si cardurile)
World of TUI (TUI Germania; airtours)	Neincluse in pachete dar pot fi adaugate din IRIS.plus la tariful de 26 euro/persoana	Se achita la destinatie	Curier rapid
DER/MWR/XDER/XMWR	Inclusa	Se achita la destinatie	Posta (cu posibilitate de solicitare trimitere prin curier rapid contra unei taxe)
ITS/JAHN/XITS/XIAHN/ITSB	Inclusa	Se achita la destinatie	Posta
FTI, travel type PAUS	Inclusa	Se achita la destinatie	Posta
5VF	Neinclusa	Se achita la destinatie	Doar vouchere electronice
ALL	Inclusa	Se achita la destinatie	Posta
XALL	Inclusa	Se achita la destinatie	Posta
byebye	Neinclusa	Se achita la destinatie	Doar vouchere electronice

La touroperatorii germani la care cartela este inclusa in pachet, trebuie sa fie rezervat un **pachet standard (prefabricat; de tip Pauschal)** si nu unul modular.

In cazul unui **pachet de tip modular (de tip Baustein, Mixx)** format din servicii individuale, cartela de intrare nu este inclusa.

Cartelele trebuie sa ajunga in original in posesia turistilor pentru a le putea folosi.

La touroperatorii dinamici (JT, VTO, LMX, FER) cartelele de turist pentru destinatiia Cuba nu sunt incluse in ofertele de pachet.

Dupa cum reiese din tabel, singurii tour operatori care trimit cartelele de turist prin curier rapid sunt tour operatorii din World of TUI.

Pentru touroperatorii din grupul DER Touristik (DER/MWR/ITS/JAHN) exista si posibilitatea de a achita separat o taxa de curierat rapid (aproximativ 30 euro/expediere) astfel incat documentele sa fie transmise pe aceasta cale. Contravaloarea serviciului de curier rapid in acest caz nu este comisionabila si poate fi adaugata ulterior pe rezervare offline (transmiteti solicitarea pe email la helpdesk@dertour.ro). Expeditia rapida soseste in maxim 4 zile lucratoare la Helpdesk.

La touroperatorii din grupul DER Touristik nu este posibil sa rezervam doar cartele turistice. Acest serviciu poate fi rezervat doar in combinatie cu cel putin un serviciu de cazare de la DER Touristik.

Cu drag,

Reservations Support

Travel Brands SA

Office Mamaia Resort

Constanta, Romania

t: 0040241487070

m: 0040737000884

Emergency only outside offices hrs:

m: 0040723136136

helpdesk@dertour.ro

www.dertour.ro