

A. New York City Guide - GrandStay Properties

Document ID: GSH-EXT-NYC-001

Last Updated: March 20, 2024

Applicable: All NYC properties

TOP ATTRACTIONS:

1. Must-See Landmarks:

- Statue of Liberty & Ellis Island
 - Ferry from Battery Park: \$24.50 adults
 - Advance tickets required (book 3+ months ahead)
 - First ferry: 8:30 AM, last return: 5:00 PM
- Empire State Building
 - Hours: 8:00 AM - 2:00 AM daily
 - Tickets: \$44 standard, \$77 express
 - Best times: Early morning or after 10:00 PM
- Metropolitan Museum of Art
 - Hours: Sunday-Thursday 10:00 AM - 5:00 PM, Friday-Saturday 10:00 AM - 9:00 PM
 - Suggested admission: \$30 adults
 - Free for NYC residents & students

2. Neighborhood Highlights:

- **Times Square:** Avoid rush hour (4:00-7:00 PM), street performers may request tips
- **Central Park:** Free guided tours at 11:00 AM from Dairy Visitor Center
- **Brooklyn Bridge:** Best photo spots at sunrise, 30-minute walk across
- **High Line:** Open 7:00 AM - 10:00 PM, free, crowded on weekends

TRANSPORTATION OPTIONS:

1. Subway (MTA):

- Single ride: \$2.90
- 7-day unlimited: \$34
- Tips: Download MTA app, avoid express trains unless necessary
- Safety: Use well-lit stations after dark

2. Taxis & Ride-Sharing:

- Yellow cabs: Meter starts at \$3.50, add rush hour surcharges

- Uber/Lyft: 25-40% cheaper than taxis during non-peak
- Designated pickup areas at airports

3. Airport Transfers:

- **JFK to Manhattan:**
 - Yellow taxi: Flat rate \$70 + tolls + tip
 - AirTrain + Subway: \$11.15, 60-75 minutes
 - Uber/Lyft: \$65-85
- **LaGuardia to Manhattan:**
 - Taxi: \$35-50 depending on traffic
 - Uber/Lyft: \$30-45
- **Newark to Manhattan:**
 - NJ Transit + PATH: \$15.50, 45-60 minutes
 - Uber/Lyft: \$65-90

SAFETY GUIDANCE:

1. General Safety:

- Avoid flashing expensive items (jewelry, cameras)
- Keep bags zipped and in front of you
- Be cautious with street vendors selling "discount" tickets
- Emergency number: 911

2. Area-Specific Advice:

- Times Square: Watch for pickpockets in crowds
- Subway: Use designated waiting areas, avoid empty cars late at night
- Central Park: Stay on main paths after dark, park closes at 1:00 AM

3. Scam Awareness:

- "Free" bracelet/scarf scam (they're not free)
- CD giveaway scam (they'll demand payment)
- Three-card monte games (always rigged)
- "Broken camera" photo scam

DINING RECOMMENDATIONS:

1. By Budget:

- **Budget (\$):** Gray's Papaya (hot dogs), Joe's Pizza, Halal Guys

- **Moderate (\$\$):** Shake Shack, Ellen's Stardust Diner, Junior's Cheesecake
- **Upscale (\$\$\$):** Gramercy Tavern, Le Bernardin (reservations required)

2. Local Favorites:

- Breakfast: Ess-a-Bagel (opens 6:00 AM)
- Burgers: Peter Luger (cash only)
- Pizza: Di Fara (expect 45+ minute wait)
- Dessert: Levain Bakery (best cookies)

B. London City Guide - UK Properties

Document ID: GSH-EXT-LON-001

Last Updated: March 18, 2024

Applicable: All London properties

TOP ATTRACTIONS:

1. Royal & Historical Sites:

- Buckingham Palace Changing of the Guard
 - Schedule: Daily at 10:45 AM (April-July), alternate days (Aug-Mar)
 - Arrive by 10:15 AM for good viewing
 - Free to watch from outside gates
- Tower of London
 - Hours: Tuesday-Saturday 9:00 AM - 5:30 PM, Sunday-Monday 10:00 AM - 5:30 PM
 - Tickets: £33.60 adults, book online for 10% discount
 - Crown Jewels viewing: Allow 30+ minute queue
- Westminster Abbey
 - Hours: 9:30 AM - 3:30 PM (last entry)
 - Tickets: £27 adults, free for prayer (services only)
 - No photography inside

2. Museums & Galleries:

- British Museum: Free entry, suggested donation £5
- National Gallery: Free entry, audio guide £5
- Tate Modern: Free entry, special exhibitions £18-£25

TRANSPORTATION OPTIONS:

1. London Underground (Tube):

- Oyster Card: £7 deposit (refundable), daily cap £8.50 zones 1-2
- Contactless payment: Same price as Oyster, no deposit
- Peak hours: 6:30-9:30 AM, 4:00-7:00 PM (avoid if possible)

2. Buses:

- £1.75 per ride, daily cap £5.25
- Night buses: Run 24 hours on main routes
- Hopper fare: Free transfers within one hour

3. Airport Transfers:

- **Heathrow to Central London:**
 - Heathrow Express: 15 minutes, £25-£37
 - Piccadilly Line: 45-60 minutes, £6.00 off-peak
 - Black cab: £45-£85 depending on traffic
- **Gatwick to Central London:**
 - Gatwick Express: 30 minutes, £19.90
 - Thameslink: 30-45 minutes, £10.30

SAFETY GUIDANCE:

1. General Safety:

- Keep phones/wallets in front pockets
- Be aware of distraction techniques (spilled drink, asking for directions)
- Emergency number: 999 or 112

2. Transport Safety:

- Mind the gap on Tube platforms
- Stand on the right on escalators
- Night buses: Sit near driver if traveling alone

3. Area-Specific Advice:

- Oxford Street: Extremely crowded, watch for pickpockets
- Leicester Square: Beware of ticket touts
- Camden Market: Keep bags close in crowds

C. Tokyo City Guide - Japan Properties

Document ID: GSH-EXT-TYO-001

Last Updated: March 15, 2024

Applicable: All Tokyo properties

TOP ATTRACTIONS:

1. Traditional & Modern Mix:

- Senso-ji Temple (Asakusa)
 - Hours: Main hall 6:00 AM - 5:00 PM
 - Free entry, ¥100 for fortune slips (omikuji)
 - Nakamise Shopping Street opens at 10:00 AM
- Shibuya Crossing
 - Best viewing: Starbucks Shibuya Tsutaya (2nd floor)
 - Visit at night for neon lights
 - Hachiko Statue meeting point
- Tokyo Skytree
 - Hours: 8:00 AM - 10:00 PM
 - Tickets: ¥2,100-¥3,100 depending on observation deck
 - Advance online booking saves 10%

2. Seasonal Highlights:

- Cherry Blossoms (late March-early April): Ueno Park, Shinjuku Gyoen
- Autumn Leaves (November): Rikugien Garden, Meiji Jingu Gaien
- Summer Festivals (July-August): Sumida River Fireworks

TRANSPORTATION OPTIONS:

1. Trains & Subways:

- Suica/Pasmo cards: ¥500 deposit (refundable)
- JR Yamanote Line: Circles central Tokyo, trains every 2-4 minutes
- Tokyo Metro: 9 lines covering most tourist areas

2. Taxis:

- Starting fare: ¥410 (first 1.052km)
- 20% surcharge: 10:00 PM - 5:00 AM
- Door opens/closes automatically (don't touch)

3. Airport Transfers:

- **Narita to Tokyo:**
 - Narita Express: 60 minutes, ¥3,070
 - Keisei Skyliner: 40 minutes, ¥2,520

- Limousine Bus: 75-120 minutes, ¥3,100
- **Haneda to Tokyo:**
 - Tokyo Monorail: 20 minutes, ¥500
 - Keikyu Line: 15 minutes, ¥300
 - Taxi: 30-45 minutes, ¥6,000-¥9,000

SAFETY GUIDANCE:

1. General Safety:

- One of the safest cities in the world
- Still keep valuables secure in crowded areas
- Emergency number: 110 (police), 119 (ambulance/fire)

2. Cultural Etiquette:

- No eating while walking
- Queue orderly for trains/buses
- Speak quietly on public transport
- Remove shoes when required (tatami rooms, some restaurants)

3. Natural Disasters:

- Earthquake preparedness: Drop, cover, hold on
- Tsunami warnings: Follow hotel instructions
- Typhoon season: June-October