

Group Leader's Overseas Manual



What to expect on tour

877-460-3801 • www.encoretours.com

Table of Contents

YOUR ROLE AS GROUP LEADER OR ASSISTANT	2
Setting the Tone	
Discipline (Youth Groups)	
Assistant Group Leaders	
Rules for Group Leaders	
In Case of Emergency	
<hr/>	
LAST MINUTE QUESTIONS	4
Before Leaving	
At the Airport	
On Tour	
<hr/>	
YOUR ENCORE TOUR MANAGER	5
Tour Manager's Role	
Discipline	
Accessibility	
Ways to Help Your Encore Tour Manager	
Tipping	
Tour Manager Issues	
<hr/>	
FLIGHTS	7
Airline Tickets	
Leave Plenty of Time	
Checking In	
Transferring Overseas	
In-Flight Services	
Supervision During Flights	
Luggage Problems	
Delays or Cancellations	
Success Tips	
<hr/>	
ARRIVAL DAY	9
Meeting Your Tour Manager	
Check-In Time	
Jet Lag	
Arrival Briefing	
Same Standard for Young People and Adults	
Success Tips	
<hr/>	
ACCOMMODATIONS	10
Rooming	
Meals	
High-Season Contingencies	
Hotel Rules	
Recourse: ACIS/Encore Red Card	
<hr/>	
YOUTH BEHAVIOR GUIDELINES	12
Behavior Guidelines	
Discipline	
<hr/>	
PERFORMANCE DAY: WHAT TO EXPECT	14
Pre-Departure Preparation	
Pre-Concert Rehearsal	
Role of Your Encore Tour Manager at the Performance	
Role of Concert Assistant	



Dear Colleague,

At Encore Tours/ACIS, we believe that travel changes lives. It's not just a slogan. Each of us has been inspired to greater understanding—of ourselves, of the world, of other people and cultures—through travel.

The opportunity to leave home and learn about the world first-hand is the most important gift we've ever been given. That's why we believe that directors and mentors who give their ensemble members this gift are the most important people around.

We commend you for what you do. We are continually inspired by your commitment and creativity. For over 35 years we've strived to match your dedication to changing lives through travel with the highest quality performance tours and best group leader rewards you'll find.

Whether you're an experienced group leader or new to Encore Tours, you'll soon be enjoying the trip of a lifetime. Your Encore Tours/ACIS Tour Consultant is able to provide you detailed information about every aspect of your unique tour. To help you get started, and give you a general sense of the Encore overseas experience, please review this manual.

Welcome to Encore Tours/ACIS. We are thrilled to have you with us.

See you out there somewhere,

A handwritten signature in dark ink that reads 'Peter Jones'.

Peter Jones
President





Encore Group Leaders and Assistants assume basic responsibility for the following:

- Preparing their group for the trip
- Providing supervision, leadership and discipline (youth groups) on the trip
- Handling emergency situations

As group leader, you already provide supervision and counseling to your participants, whether they are young people, family or adults. These pages are designed to assist you in the application of your skills and experience while on tour.

YOUR ROLE AS GROUP LEADER OR ASSISTANT

SETTING THE TONE

Our priority is to make your trip a success and to take care of every single detail. Your role is to supervise the conduct and oversee the well-being of the participants entrusted to you and to set the tone for the group. That means giving your participants daily cues on how to react to their new environment and learn from it. When participants return home, their impression of the trip will be a mirror image of your own.

For example, although frustrating experiences sometimes occur when traveling, they need not prevent your group members from having the time of their lives. If there are delays caused by traffic conditions or long lines, your task as “morale officer” will be to help the group rise above the situation. By putting a positive spin on things and meeting frustration with humor, you can turn minor delays and mishaps into experiences that your participants will joke about for years to come.

DISCIPLINE (YOUTH GROUPS)

Please note that you are the disciplinarian for your participants. Discipline is not the Tour Manager’s job. He or she will report any infractions to you and, of course, will intervene in an emergency situation. But as the group

leader, you are the one directly responsible for your group.

The crucial elements of discipline are:

Enforcing the curfew

We recommend that you check all the hotel rooms immediately after curfew.

Knowing participants’ whereabouts

During free time, you should know where your participants are and when they will return. Participants must always stay in groups of three or four when they’re on their own.

Enforcing appropriate behavior in hotels

Participants should not interfere with the experiences of other hotel guests.

Enforcing punctuality and maintaining schedules

Maintaining attentiveness. Participants should not talk, sleep or use headphones during commentary or announcements.

Taking precautions

Remind your participants to carry a copy of their hotel list at all times in case they get separated from the group.

Monitoring hotel rooms, especially on check-out day

This way, you can spot any room damage or any belongings left behind.

HOMESTAYS

On homestay tours, your group is divided up among a number of international host families. You have the same group leader responsibilities on homestay tours as you do on hotel stays and you remain responsible for participant discipline. Here are a few basic guidelines and tips:

Introduce yourself to each host family and tell them how they can reach you.

Visit your participants frequently at their hosts’ homes.

Be prepared to arrange afternoon and evening activities three or four times a week.

You are required to remain in residence during the homestay. Youth participants cannot under any circumstances be left without daily supervision.

ASSISTANT GROUP LEADERS

The role of an assistant varies by group, but usually involves supporting the group leader before and during the tour. In the rare event that the group leader is temporarily unable to lead the group, the assistant should be ready to assume group leader responsibilities and should be familiar with the information contained in this manual.

RULES FOR GROUP LEADERS

Encore Tours/ACIS must have standard procedures in the unlikely event that a group leader neglects his or her duties. Although such events are extremely rare, this manual would not be complete without a brief reference to such a possibility. In less serious cases, the Tour Manager will seek to rectify the matter on the spot. In a more serious case in which the safety or well-being of the group may be jeopardized, the Tour Manager will contact the nearest Encore Tours/ACIS office. A serious infraction could result in a group leader's temporary suspension from the group or being removed from the trip and returned to the U.S. at his or her expense.

IN CASE OF EMERGENCY

You and the Tour Manager are primarily responsible for resolving emergencies involving any of your participants. Your Tour Manager has access to 24/7 support, but please remember that the Tour Manager has responsibility for the whole bus. If you have any problems before you meet your Tour Manager, including flight delays, it is your responsibility to call the Encore Tours/ACIS Emergency Number.

In unusual cases involving a medical emergency or lost passport, after discussing the matter with your Tour Manager, you may have to stay behind with a participant. Your assistant group leader or another adult can take over the supervision of the group. Under no circumstances should a minor be left without adult supervision.



EMERGENCY CONTACT NUMBERS

In the USA	<i>office hours</i> <i>after hours</i>	800 888 2247 617 450 5678 (collect)
In France	<i>office hours</i> <i>after hours</i>	01 44 20-7590-7474 00-44-7775-796-473
In the UK	<i>office hours</i> <i>after hours</i>	020 7590 7474 07775 796 473
In all other European countries	<i>office hours</i> <i>after hours</i>	00 44 20 7590 7474 00 44 7775 796 473
In all other countries	<i>office hours</i> <i>after hours</i>	001 617 236 2051 (collect) 001 617 450 5678 (collect)

Encore Tours/ACIS office hours are from 10 a.m. - 6 p.m. local time

IN CASE OF MEDICAL ILLNESS OR INJURY

In case of illness or injury call **Travel Assist**, our round-the-clock, 365-day travel assistance provider. Identify yourself as an Encore Tours/ACIS participant and provide the Travel Assist ID number, **GLM NO4965255**.

Within the USA	855-327-1411
From outside the USA	312-935-1703 (collect)

If you are unable to call collect, keep a record of the call and Travel Assist will reimburse you.

LAST MINUTE QUESTIONS

Below are a few unfortunate scenarios that may arise before or during your tour. Never hesitate to call Encore Tours/ACIS with any questions you may have. Remember, while on tour your Tour Manager is your best resource and therefore should be consulted immediately, if possible, in any situations requiring assistance.

BEFORE LEAVING

Q: What if there is a last-minute participant cancellation?

A: Email Encore Tours and send a doctor's note (if applicable) to the Encore Tours/ACIS Boston office.

AT THE AIRPORT

Q: What if our flight has been delayed more than one hour?

A: Always inform Encore Tours/ACIS so that we may notify your Tour Manager at the arrival city and rearrange your transfer to the hotel as needed.

Q: What if our flight has been cancelled?

A: Work with the airline to rebook your group and inform Encore Tours/ACIS. You are the best advocate for your group to be rebooked since airport agents will work directly with you. Don't leave the airport until you have been rebooked with confirmed seats (if possible) on the next available flight. Once you have been rebooked, please remember to call Encore Tours/ACIS with your new flight details so that we can alert your Tour Manager and rearrange your transfer.

Q: What if we have missed our flight?

A: Work with the airline to rebook, then call Encore Tours/ACIS. You are the best advocate for your group to be rebooked since airport agents will work directly with you. Don't leave the airport until you have been rebooked with confirmed seats (if possible) on the next available flight. Once you have been rebooked, please remember to call Encore Tours/ACIS with your new flight details so that we can alert your Tour Manager and rearrange your transfer.

Q: What if a suitcase is lost or delayed by the airline?

A: Inform the airline immediately and fill out the proper claim form. If the affected group member has purchased Ultimate or Comprehensive Protection, he or she will enjoy protection coverage after filing a claim with the airline.

Q: What if there is damage to an instrument by the airline?

A: Inform the airline immediately and fill out the proper claim form. If the affected group member has purchased Ultimate or Comprehensive Protection, he or she will enjoy protection coverage after filing a claim with the airline.

ON TOUR

Q: What if one of my participants becomes ill or injured?

A: Inform your Tour Manager, who will help you contact Travel Assist. If you are not with your Tour Manager, contact Travel Assist, (see page 3), and they will advise you how to find a physician or emergency care.

Q: What if luggage has been lost or delayed while not in the custody of an airline?

A: Inform your Tour Manager, who will assist you in contacting local police. You must fill out a police report detailing all items missing. Participants with Ultimate or Comprehensive Protection may file a claim with the insurance company upon returning home. If the luggage is lost by the airline, you must file a claim with them first.

Q: What if an instrument has been lost, stolen or damaged while not in the custody of an airline?

A: Inform your Tour Manager, who will assist you in contacting local police. You must fill out a police report detailing all items missing. Please highlight the precautions you took for safekeeping of your instrument on the report. Participants with Ultimate or Comprehensive Protection may file a claim with the insurance company upon returning home. If the instrument is lost or damaged by the airline, you must file a claim with them first.

Q: What if a participant loses his or her passport?

A: Inform your Tour Manager. If you are not with your Tour Manager, contact the local U.S. embassy or consulate. If you are unable to do either one of these things, contact Travel Assist.



Your Encore Tour Manager may be the best educational assistant you'll ever have. Each brings a unique perspective to their tour; all share a love of travel and an irresistible enthusiasm about the regions they'll show you. Highly-trained, multi-lingual guides and educators, Tour Managers are your participants' entry point into foreign life and customs. They serve as an accessible, authoritative source of information, helping passengers form a basis for exploration.

YOUR ENCORE TOUR MANAGER

TOUR MANAGER'S ROLE

One of the keys to success on the trip will be developing a good relationship with your Encore Tour Manager. The Tour Manager is responsible for educational road commentary and for all operational needs and requirements, such as airport transfers, hotel check-ins, briefings, ferry tickets and flight confirmations. Most Encore Tour Managers are energetic multilingual Europeans or nationals. Over the years, we've employed university professors, film directors, journalists, musicians, business professionals and other creative achievers.

DISCIPLINE

Encore Tour Managers are specifically instructed not to get involved in disciplinary matters. Discipline is strictly between you and your participants. If a Tour Manager observes behavior that threatens anyone's safety and well-being, he or she will report it at once and will take any necessary emergency action. Similarly, as an Encore representative, your Tour Manager will respond to any concern that the hotel expresses about the group's behavior.

ACCESSIBILITY

In principle, your Tour Manager is accessible around the clock, especially for any emergency situation.

- Your Tour Manager will give you and the other group leaders his or her hotel room number and cellular phone number.
- During periods of free time, including evenings, Tour Managers are available to conduct local walking tours or arrange other optional activities at the group's request.
- Although your Tour Manager is always available, he or she carries administrative duties, including preparations for the next day's activities and would appreciate a bit of time during the day to get these done.

WAYS TO HELP YOUR TOUR MANAGER

- **Punctuality**
See to it that your participants are on time and do not wander off during sightseeing or rest stops. Your own good example will be indispensable. Develop a quick head count system to ensure that your entire group is assembled.
- **Proper Environment**
Help your driver keep the bus clean.
- **Emergencies**
You take the major responsibility in emergencies involving any of your participants, such as a lost passport or an illness. Your Tour Manager is there to back you up in every way, but the Tour Manager must maintain his or her responsibility to the overall group. In all circumstances, the participant is responsible for any expenses

incurred, including yours—for example, for phone calls or taxi rides to the doctor or to the embassy to replace a lost passport.

• **Staying Behind**

If one of your participants gets lost or must stay behind because of illness, you too may be asked to stay behind. Even in such an event, the program must go on. Under no circumstances should a minor be left behind without a group leader. If you have to stay behind, you must delegate your group duties to an assistant group leader or other responsible adult.

• **Optional Excursions**

For youth groups, it is mandatory that you or an assistant group leader accompany your participants on all excursions and activities. You cannot leave such supervision entirely to your Tour Manager.

• **Enforcing the Curfew**

See that your youth participants (if applicable) observe the midnight curfew and get enough rest. It's demoralizing for the Tour Manager to give commentary to a busload of sleeping participants.

• **Moral Support**

The Tour Manager's authority is essential to the success of the trip. Even if the Tour Manager should make a mistake, don't contradict him or her in front of the group. Do so later in private. Nothing will destroy the morale of the group more quickly than undermining the Tour Manager's authority.



TIPPING

Tipping is already included for the Tour Manager, driver, guides and waitstaff. It is not expected that you contribute additional gratuities, however, it is your choice if you choose to do so.

TOUR MANAGER ISSUES

Encore Tours is proud of its team of Tour Managers who have distinguished themselves as the most dedicated, caring escorts in the performance travel industry. Nonetheless, they are individuals, and, in very rare cases, a chemistry mismatch with the group might occur. If this happens, you should be honest in discussing the matter directly with your Tour Manager. If the issue does not resolve, or if it is delicate, please follow the procedure outlined on the Encore Tours/ ACIS Red Card and call the 24-hour U.S. emergency contact number collect at 617-450-5678. Please don't wait until the trip is over. We want to ensure the best match right away.





Your Encore tour officially begins upon boarding your departure flight. For some, this will be their first time on a plane, for others it will be old hat, but for all of your tour participants the start of your Encore journey will be a time of excitement and wonder.

FLIGHTS

AIRLINE TICKETS

The air ticket is the single most expensive component of your trip. As soon as you receive your group's e-ticket information, we strongly recommend that you photocopy it along with your participants' passports. Keep the group's e-ticket numbers and flight details in a safe place and bring the photocopies with you on tour. Should an unlikely issue with one of your e-tickets arise, you will need a record of the ticket number and other pieces of information found on the photocopies. We will send e-tickets directly to travelers departing from a different US gateway than you. E-tickets are not included for travelers who have made their own flight arrangements.

LEAVE PLENTY OF TIME

Encore offers a large number of regional departures. This means that some groups must change planes either in the U.S. or overseas, particularly during the peak spring and summer seasons. Timing, therefore, is critical. Discuss your connection times with your tour consultant upon receipt of your flight itinerary, and keep your group moving between connections.

CHECKING IN

Remember to pack lightly, please!

One medium size suitcase and a personal item is the maximum participants should pack. We recommend bringing carry-on luggage only.

Sample packing lists can be found at resources.encoretours.com/get-ready-to-travel

Luggage

If possible, have your group check its luggage through to the final destination. Be sure that luggage tags are visible on all pieces of luggage. To verify the bags have been checked to your final destination, check the baggage tag for the correct airport. If bags are not able to be checked through you will need to claim them and re-check them at the next airport. We recommend that you keep the luggage claim checks for your group members. Some airlines also require a label with the address of the first hotel. Remember, different airlines and other forms of transportation have different luggage restrictions, and recently airlines have become even stricter with the luggage fees that they are charging passengers, so check with your specific carrier or tour consultant.

Overbooking

During peak travel periods, airlines sometimes overbook their flights and ask for volunteers who might be willing to give up their seat in exchange for a later flight and some form of compensation. Under no circumstances should you volunteer any of your seats. If you do, you will be responsible for participants catching up with the tour.

Seating

Encore Tours always requests that the airlines seat each group together, but this

cannot be guaranteed. Encore is not able to accommodate pre-departure seat requests from individuals.

TRANSFERRING OVERSEAS

If you are changing planes overseas—for example, in London to board a flight for Rome—do not go through customs. Go to the transit passengers' desk or ask the airline personnel for help. Encore staff members are not allowed through customs and therefore will not be there to assist you.

If your onward flight is delayed or cancelled, immediately phone the Encore Tours/ACIS Emergency Number. See page 3.

IN-FLIGHT SERVICES

Encore Tours can not guarantee specific flight time requests. Most non-stop flights to Europe depart in the early evening, although some west coast departures might be in the mid-afternoon. Flights to South America, Costa Rica, Mexico and China usually depart in the morning. Domestic flights may provide a snack, and meals are sometimes available for purchase depending on the airline. International flights normally serve dinner and breakfast before landing the next morning. Soft drinks are served at intervals. An optional entertainment package that may include movies, audio entertainment, and headphones is normally available.

SUPERVISION DURING FLIGHTS

Minors must be accompanied on flights by an adult, except in special circumstances—when a minor is departing from a different U.S. city, for example.

LUGGAGE PROBLEMS

Prior to your departure, you will need to submit your traveling instrument list to your Program Manager. Passengers should be advised to bring hard traveling cases for their instruments. During the trip, it is imperative that you report lost or delayed luggage or instruments to the airline inside the customs arrival hall, so that you can be issued special tracking numbers. The report should be filed with the airline who brought you to your final destination. In most cases, lost luggage turns up in a day or two. Lost, stolen or delayed luggage/instruments are covered under the Ultimate Protection and Comprehensive Protection Plans. If luggage is delayed, and there is a wait before going through customs, send an assistant or adult through customs to inform the Tour Manager of this delay.

DELAYS OR CANCELLATIONS

Outbound flight

Even the best airlines encounter weather or scheduling delays. If your outbound flight is delayed more than an hour or cancelled, call Encore Tours/ACIS at (800) 888-2247. After business hours, call (617) 450-5678 collect. Airlines do not automatically notify Encore Tours/ACIS. In the meantime, be sure to keep your group together in the event that another connection or flight is arranged or can be made. If your flight is delayed be sure to coordinate with the airline staff to get your group rebooked. This close to the departure time of a flight, typically only airport staff has the ability to amend reservations. You should not leave the airport until you have been rebooked on the next available flight. Once you are rebooked, please contact Encore Tours/ACIS so that we can notify your Tour Manager about your new arrival time and rebook your transfer.

Return flight

If your return flight is delayed and causes you to miss your connecting flight home, ask the international airline to rebook your connecting flight. Please advise Encore Tours/ACIS at (617) 450-5678 if you need us to activate your Emergency Contact List. You will normally be rebooked on the next available flight. If the cause is due to mechanical reasons, a strike or a problem with the flight crew and you have to stay overnight en route, the airline should pay for your hotel and meals. If the cancellation or delay is due to weather, contact Encore Tours/ACIS and we'll help secure accommodations. Accommodation expenses are covered under certain conditions by Basic Protection.

Success Tips

- 1) Carefully read the flight itinerary you receive in your Departure Package. Copy the flight numbers and times onto one easily-accessed sheet of paper.
- 2) Check online with your airline 72 hours ahead of time to reconfirm your flight numbers and times.
- 3) Check in 3 hours prior to an international flight and 2 hours before a domestic flight.
- 4) A Note About Visas: Visas may be required, particularly for non-U.S. citizens, for countries through which your group connects via plane, bus, boat or train. Once you've received your full itinerary, including flights, contact the embassy or consulate of every country you will travel through to learn if transit visas are required.



ARRIVAL DAY

MEETING YOUR TOUR MANAGER

Your Encore Tour Manager will be waiting for you outside of customs. In the unlikely event that you are unable to find your Encore representative at the airport, proceed to the Information Desk.

CHECK-IN TIME

Check-out time is normally 11 a.m. or noon, so you cannot usually check into hotels until mid-afternoon. If you arrive in the morning before rooms are ready, you will be able to store your bags and enjoy time to look around the city before obtaining your keys. Once rooms are assigned, participants must never switch rooms without the permission of their group leader and Tour Manager.

JET LAG

You and your group may have traveled through many time zones, so bodies will need time to adjust. Your group should eat lightly the first day and get to bed at a reasonable time. It is not recommended that your group nap in the afternoon. Most participants adjust to the new time zone easily in a day or two.

ARRIVAL BRIEFING

Your Tour Manager will usually schedule an Arrival Briefing for the first evening of the tour. This is an important meeting that can set the tone for the whole trip and helps you get to know your Tour Manager. The meeting is a time for the Tour Manager to provide practical pointers for traveling in a foreign city as well as outline the following day's schedule. The Tour Manager will stress the importance of the daily bulletin which he or she will post. It is the responsibility of each participant to consult the bulletin for any changes in daily scheduling that may occur. Depending on the time available, we strongly recommend a preliminary Group Leader Meeting. At that meeting, the Tour Manager and group leaders should review Youth Behavior Guidelines to ensure everyone in authority has the same understanding regarding curfew, alcohol, punctuality and any other issues. See Youth Behavior Guidelines on page 12.

SAME STANDARD FOR YOUNG PEOPLE AND ADULTS

Adults enjoy the same standard of hotel as our younger passengers. There is no general upgrade of accommodations or other travel services unless they are traveling on a custom trip that has been specially priced to include upgrades.

Success Tips

- 1) Keep your group moving on arrival day—naps will only prolong jetlag.
- 2) Prepare your group for a possible delayed check-in on arrival day.
- 3) Meet with your Tour Manager prior to the arrival briefing.



Your time is precious. We help you make the most of it by booking conveniently located hotels near major attractions. Encore Tours has excellent three- and four-star hotels located near the heart of what you came to see. We are proud of the fact that our accommodations are by far the finest in performance travel.

ACCOMMODATIONS

ROOMING

- Participants stay in multiple-bedded rooms, usually with two to four beds depending on destination and tour type.
- Some hotel rooms in France have a Grand Lit, an over-size double bed, instead of twin beds.
- Encore Tours makes every effort to keep groups together within the hotel. However, during peak travel times groups may not always be on the same floor or section of the hotel.
- Those who have paid the single/double room supplement will stay in a single/double room throughout the tour. Check with Encore Tours to verify your rooming configuration.
- Group leaders are guaranteed the comfort and privacy of a single room when they lead at least six paying participants. You may, of course, choose to share a room with a companion.
- If your trip includes an overnight train or a cruise, please speak to your tour consultant for complete rooming information.

MEALS

- You will enjoy fine quality meals en route, mixing both familiar and unfamiliar cuisines. Encourage your group to keep an open mind and be willing to sample everything.

- Most days, you will be served a continental breakfast that includes a variety of fresh rolls, cereal, pastry, butter and jam, coffee, tea or hot chocolate. In Australia and China you will be served an American-style hot buffet breakfast. On trips to the Americas you may be served the traditional rice and beans. In some hotels in Britain, eggs or other items may be included. In Europe, the larger hotels sometimes serve eggs and other American-style breakfast items for an extra charge.
- On most Encore trips, lunches are not included. Exceptions are on full-day excursions on certain programs where lunch might be provided instead of or in addition to dinner.
- On most tours beverages at dinner are not included. Beverages are included on tours to China, Costa Rica, Peru and occasionally other destinations. Your waiter may put soft drinks or mineral water on the table without being asked. Be aware that your group members will be charged for any beverages consumed.
- You never need to tip waiters at meals provided by Encore Tours.
- Although Encore Tours will try to accommodate special meal needs including kosher, vegetarian and low salt, we cannot guarantee all requests.
- Encore restaurants are carefully selected and continually monitored. We renew our contracts with restaurants each year

only after reviewing our group leader evaluations. Nevertheless, we want to be informed immediately when a restaurant fails to measure up to your expectations or the normal Encore Tours standards. If your restaurant is unsatisfactory, pass the Encore Tours/ACIS Red Card to your Tour Manager so that the information can be relayed to the nearest Encore Tours/ACIS area office.

HIGH-SEASON CONTINGENCIES

The travel year is seasonal

Spring and summer, when most people travel, can bring certain pressures. European and U.S. vacation times often coincide, which can produce overcrowding. Last minute changes sometimes need to be made as a result. As long as your group understands this, even these experiences will emerge in a positive light. Your participants will likely not be upset if you are not.

Overbooking and Different Hotels

During busy periods, such as Easter, a hotel might occasionally be overbooked and your group accommodated at a nearby hotel of a similar standard. Mail and messages will be picked up by your Tour Manager. In very rare instances, your group may be divided between neighboring hotels. The Encore Tours/ACIS Emergency Contact List will be activated if there are changes for your group.



Different Floors

Your Tour Manager will make every effort to keep your group together. During peak periods, your group may not always be on the same floor or section of the hotel, especially if your group is large.

HOTEL RULES

The behavior of your youth participants will directly impact our ability to continue working with quality hotels. Many hotels in Europe that would be ideal for Encore groups have had a bad experience with other youth travel groups and will subsequently no longer accommodate any. Only with your help can we avoid this happening with our hotels. We urge you to help us maintain the exceptionally high standards for which Encore Tours/ACIS is known.

Most Encore hotels are of superior quality and accept reservations for both our groups and business clients. Your help in maintaining good relationships with our hotels is essential to preserving the Encore quality.

- Participants are responsible for any damage. When damage is reported, Encore will do its best to investigate but will ultimately consider the hotel's report to be definitive. We inspect our hotels regularly, know the management well and are confident of their integrity.
- Participants must pay for phone calls and items taken from the room mini-fridge prior to departure. No alcohol may be consumed from the mini-fridge.
- Picking up "souvenir" towels or any other item from the rooms is absolutely forbidden. Participants will be required to pay for any stolen items.
- Participants must be considerate of other guests. Noise after 10 p.m. and running or shouting in hallways at any time is prohibited.
- Clothing may not be washed in the rooms.
- Participants may not go barefoot or shirtless anywhere in the hotel outside their rooms.
- Never leave money lying out in the open in your hotel room. Keep your money, passport and other valuables in a hotel safe when available.
- Your Tour Manager will pass along any specific information about the hotel—for example, if it has a dress code for dinner.
- As an Encore Tours representative, your Tour Manager is charged with helping to maintain a positive relationship between Encore and the hotel. Please help the Tour Manager by ensuring the full cooperation of your group.

RECOURSE: ENCORE TOURS/ACIS RED CARD

In spite of the extraordinary efforts we make to keep hotels up to Encore standards, if you should ever find yourself in a hotel that does not measure up to our standards or your expectations, we want to know about it immediately. Use the Encore Tours/ACIS Red Card in your Departure Package. Fill it out and hand it to your Tour Manager on the spot.



Encore Tours youth participants are directed to the following Youth Behavior Guidelines online prior to departure. It is important that your youth participants adhere to these guidelines so they may have a safe time on tour. As group leader, you are responsible for disciplining youth participants who disobey the rules.

YOUTH BEHAVIOR GUIDELINES

BEHAVIOR GUIDELINES

1. **Alcohol** In some countries, it is customary to have beer or wine with meals. Participants under 21 must obtain their parents' or legal guardians' written permission to sample beer or wine at mealtime. Sampling is limited to one glass of beer or wine at dinner, and a group leader must be present. Some group leaders and schools may not permit drinking of wine or beer for participants under 21; in all cases, you will be subject to the wishes of your group leader, parents and school. Youth participants may not drink liquor or spirits under any circumstances.
 2. **Visiting Friends or Relatives** If such visits involve temporarily leaving the program, you will need a letter of permission from your parents or legal guardians. The letter must be given to your group leader before departure and a copy must be sent to Encore Tours/ACIS. Guests or friends may not under any circumstances ride on the Encore bus with you or spend the night in your hotel room.
 3. **Attendance at Meals** You are expected to be with your group at breakfast and dinner, unless special permission has been obtained from your group leader.
 4. **Weapons** such as knives, firearms or firecrackers may not be carried or bought by participants.
 5. **Drugs.** Possession or use of illegal substances is absolutely forbidden and will result in dismissal from the group and a return home at the parents' or guardians' expense.
 6. **Motor Vehicles** of any kind may not be rented or driven by participants.
 7. **Curfew.** A general midnight curfew applies to all youth Encore trips. Unless there is a teacher-supervised activity running past midnight, you must be in your hotel room from midnight until the next morning. Respect other hotel guests by keeping noise to a minimum after 10 p.m. Different curfew restrictions may apply on homestay programs. You are expected to respect the wishes of your homestay family.
 8. **Gambling** of any form is not permitted.
 9. **Sexual Misconduct** You may be sent home at your parents' or guardians' expense for inappropriate sexual conduct.
 10. **Hotel/Bus Behavior Guidelines** Be especially careful with your room and your bus. You will be held personally responsible for any damage you cause, and you will not be allowed to leave the hotel until the damage is paid for. When an Encore hotel reports damage to a room, Encore Tours will investigate as best it can but will ultimately consider the hotel's report to be definitive.
- You will be responsible for phone calls made from your room and any extra hotel expenses (for example, items from a room mini-fridge). Under no circumstances may you consume alcoholic beverages from the mini-fridge.
 - Stealing towels or other items as souvenirs is forbidden. Participants will be required to pay for any stolen items.
 - You may not go barefoot or shirtless anywhere in the hotel outside your room.
 - Show consideration to others. You cannot expect English to be spoken by hotel staff. Learn a few courtesy phrases of the local language; it will go a long way. Absolutely no running in the hallways or shouting down the hallways is allowed at any time, day or night.
 - Do not wash clothing in the rooms. You will be charged for any water stains. Self-service laundromats are very common in Europe. Your hotel concierge will tell you where to find the nearest one.



- Never leave money lying out in the open in your hotel room. Keep your money, passport and other valuables in a hotel safe when available. Encore Tours is not responsible for items lost or stolen in hotels.

- Show respect to your Tour Manager and local guides. Do not use headphones or electronic games during commentary.

11. **Included Group Activities** require your participation. These include sightseeing and local excursions, which are among the very reasons for your taking an Encore trip!

12. **Free Time Periods** Even when no organized group activities are scheduled and you are on your own, your group leader must know where you are, when you will return and who is with you. You must be in groups of three or four when you are not with your group leader. Participants are never to go off on their own. Be sure to carry the name, address and phone number of your hotel or homestay family with you at all times. Disco visits must be arranged by your group leader, and you are not allowed to enter any disco without him or her. You are expected to be mindful of your own safety and well-being at all times. Take caution in whatever you do or wherever you go, especially in unfamiliar areas.

13. **Respect for Local Culture** The local people you meet are not “tourist attractions.” This is their city, their home; remember to act like a guest. Monuments are made for admiring; please do not climb on them. Toss gum wrappers in public wastebaskets

(or put them in your pocket). Behave in cathedrals or royal residences the way you would want visitors to behave at the White House or the Vietnam Memorial.

14. **Dress** Your attire is an important way of showing respect for your host culture. Particularly in the Cathedrals of Italy and Spain, and Temples in Asia, you will not be allowed entrance wearing shorts or skirts above the knee, sleeveless blouses or T-shirts, no matter how hot it is. Keep your attire neat. Many interpret a neat appearance as a sign of respect.

15. **Adaptability** You should be courteous and congenial at all times, even when encountering things you don’t like. Since the time of Marco Polo, travel has involved certain inconveniences. Places may get crowded, traffic may be busy, buses may be delayed. Pack tolerance and a sense of humor in your suitcase!

Encore Tours/ACIS office will be contacted and a phone call made to the participant’s parents or guardians. At this time the group leader and Encore staff will decide whether to send the participant home at his or her expense. Only Encore Tours/ACIS can make the final decision to send a participant home.

- For continued serious violations such as drunkenness, drugs, overnight absence, and sexual misconduct, the group leader and Encore Tours/ACIS office will make a decision about sending the participant home at his or her expense. Once decided, every effort will be made to contact the parents, guardians or near relatives (if the parents or guardians are away).

DISCIPLINE

- A participant’s first violation of the behavior guidelines requires a meeting with the group leader and Tour Manager. A restriction will be imposed and if necessary a phone call will be made at this time to the participant’s parents or guardians.
- For continued violations, a phone call will be made to the participant’s parents or guardians.
- If a serious violation such as drinking hard liquor, drinking wine or beer without a group leader present, sexual misconduct, or absence after curfew occurs, the nearest



Your performances are the most important part of your trip. From the pre-tour arrangements made by your Program Manager to your Tour Manager and Concert Assistant helping on the big day, Encore provides a team of people working to make sure your performance days go off without a hitch. Here we've outlined the roles that everyone is expected to play so you know how Encore will work together with you and your ensemble on your performance day.

PERFORMANCE DAY: WHAT TO EXPECT

PRE-DEPARTURE PREPARATION

Prior to departure, your Tour Consultant and Program Manager will have briefed you on your venues, performance times, rehearsal times and repertoire restrictions.

Your Program Manager will also provide you with a Performance Confirmation Form finalizing the details of each performance with as much information as possible.

Any questions prior to departure regarding your venues and performances should be directed to your Program Manager.

PRE-CONCERT REHEARSAL

Unless otherwise stated prior to your tour, you will have a rehearsal prior to your performance (the only time when this does not happen is during a mass/service participation or an informal performance meant for a transient audience).

ROLE OF YOUR ENCORE TOUR MANAGER AT THE PERFORMANCE

At your performance, your Tour Manager is your primary contact and should liaise between you and the venue's concert assistant.

Upon arriving at the venue, all participants should assist with setting up. Especially with

instrumental groups, this may take some time. In some cases, your Tour Manager will step in to delegate in order to make sure that the equipment is set up in a timely manner.

Whilst the group is rehearsing, your Tour Manager will possibly utilize non-performers in any tasks that need to get accomplished for the concert.

Your Tour Manager's main role during a concert is to assist with the smooth running of events. A concert for an orchestra or choir may involve more of the TM's assistance at the beginning of the concert - to act as coordinator between yourself and the Concert Assistant, whereas a theatre group will probably work directly with their hosts from the rehearsal stage.

In the event there is a language barrier with the Concert Assistant, your Tour Manager may announce the group or liaise between the director and the Concert Assistant.

It is the group's responsibility to unload and haul their own instruments to their destinations.

Ideally, your Tour Manager will stay with the group throughout the rehearsal and concert to answer questions and help wherever needed, unless it is essential that they take care of other matters concerning preparations for the performance or rest of the tour.

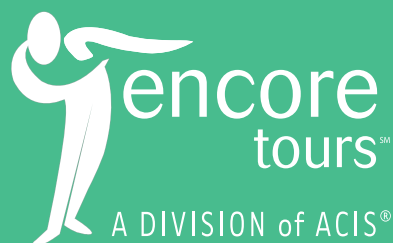
ROLE OF THE CONCERT ASSISTANT

In addition to your Tour Manager, each formal performance will have a designated Concert Assistant.

In some countries, your Concert Assistant may not speak English. Therefore, your Tour Manager will act as an interpreter for you to help in the pre-concert set up.

The Concert Assistant is responsible for the arrangements at the venue. He/she does not take over the responsibility of your group but will have more knowledge of the venue's logistics, including changing room locations and places to store instruments. This person will also handle delivery and pick-up of rental instruments to and from the venue, when applicable.

Your venue's Concert Assistant is expected to set up any electronic/mechanical equipment and will provide water for the group.



Encore Tours
343 Congress Street, Suite 3100
Boston, MA 02210 USA
www.encoretours.com • 877-460-3801

Encore Tours/ACIS Worldwide Network

EMERGENCY CONTACT NUMBERS

In the USA	<i>office hours</i>	800 888 2247
	<i>after hours</i>	617 450 5678 (collect)
In France	<i>office hours</i>	01 44 20-7590-7474
	<i>after hours</i>	00-44-7775-796-473
In the UK	<i>office hours</i>	020 7590 7474
	<i>after hours</i>	07775 796 473
In all other European countries	<i>office hours</i>	00 44 20 7590 7474
	<i>after hours</i>	00 44 7775 796 473
In all other countries	<i>office hours</i>	001 617 236 2051 (collect)
	<i>after hours</i>	001 617 450 5678 (collect)

Encore Tours/ACIS office hours are from 10 a.m. - 6 p.m. local time

IN CASE OF MEDICAL ILLNESS OR INJURY

In case of illness or injury call **Travel Assist**, our round-the-clock, 365-day travel assistance provider. Identify yourself as an Encore Tours/ACIS participant and provide the Travel Assist ID number, **GLM NO4965255**.

Within the USA	855-327-1411
From outside the USA	312-935-1703 (collect)

If you are unable to call collect, keep a record of the call and Travel Assist will reimburse you.