

# **GENERAL INFORMATION**

## **TRAVEL ETIQUETTE:**

Please take a moment to remind your students that they are not to wander away from the group alone. If there is a need to leave the group, the student should notify a chaperone and do so accompanied, never alone. Please be considerate of the others in the group and be mannerly and considerate.

## **TRAVELING ACROSS THE U.S. BORDER:**

It is mandatory that any person traveling from the United States into the Bahamas, Mexico or Canada have definite proof of citizenship. This includes ONLY: a valid passport, an original birth certificate, or official copy of a birth certificate with a raised seal. Students or other travelers who are not American citizens will need a Visa in most cases, however the best advice is to call the consulate of the country from which you are visiting and ask for the specific requirements. Also, for the protection of all students under 18 years of age, chaperones must be prepared to present signed parental permission forms.

## **GROUP ITINERARIES:**

Senior trips are a most exciting endeavor! In order for us to best serve you, we must remind you that the itinerary may be subject to minor changes, even on the day of the scheduled event! If a bus breaks down or another unforeseen delay occurs, we may need to adjust the schedule. Changes are ALWAYS made in the best interest of the groups. The director will be consulted IMMEDIATELY if a change is necessary.

## **TIPS:**

During hotel check-in and check-out, your group may request the use of bellmen at the hotel. If that is the case, he/she will expect a tip! Please make your group members aware of this. If your bus driver(s) have been knowledgeable and pleasant, a tip of \$20 - \$25 per day per driver is customary. Tips will also be expected from skycaps at the airports if you use their services.

## **MEDICAL RELEASE FORMS:**

A parent of every student under 18 years old should sign a form allowing his/her child to receive medical attention in the event of an emergency. The director or lead chaperone should carry these forms with them at all times. These forms should be specific to your school and are provided by you and/or our school district.

## **CONDUCT ON THE MOTORCOACH:**

If Performing Arts Consultants had made your transportation arrangements we ask that you review the following guidelines for conduct on the motorcoach. Performing Arts Consultants will make every attempt to provide you with the finest, most modern motorcoach equipment available. In return, we ask that your students observe a few simple rules: In most cases, students are welcome to bring food and non carbonated beverages aboard the coach, but please check with the bus company first. We ask that all trash "find its way" into the receptacle in the front of the vehicle. We also ask students to refrain from chewing gum on the motorcoach. Students wishing to bring audio equipment are asked to use earphones so that the noise level on the coach can be left at a reasonable level. Walkman/Discman-type players are fine. While the coach is in motion, especially in traffic, passengers are requested to remain seated. Sitting on the armrests and seat backs is not allowed. Chaperones are asked to enforce the above policies. Any damage to the vehicle, other than normal wear and tear, will be the responsibility of the school.

## **ROLE OF PERFORMING ARTS CONSULTANTS ESCORT:**

If your group requests an escort, it is the responsibility of the Performing Arts Consultants Escort to act as our representative during the course of your tour. They are responsible for conducting the program, as per the itinerary, checking the group into hotels, meals, and attractions and providing helpful assistance in the way of narration and suggestions, in order to give you and your students a more complete, fulfilling experience. They will also frequently confer with the Lead Chaperone in the event that any deviation from the itinerary be necessary due to delay, traffic, weather, closure or other circumstance beyond their control. You should feel free to call on the services of the Escort at any time during the course of your trip, regardless of the hour, should you need their assistance.

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### **FESTIVAL PHOTOGRAPHER:**

There will be a photographer on-site at each festival. The photographer will take your group's photograph immediately following your on-stage clinic for all concert events. The director will receive a complimentary copy of the photo. Order forms will be available from the representative for students or other adults who would like copies.

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### **ROLE OF CHAPERONES**

Chaperones are solely responsible for the enforcement of all rules, policies and procedures instituted by Performing Arts Consultants and the school, and are responsible for any disciplinary action that may be necessary during the course of the trip. Performing Arts Escorts will act only to bring any infraction to the attention of the chaperones and not in a disciplinary manner. We also ask that chaperones assist in the smooth, timely operation of the trip by taking attendance/head counts each time students return to the motorcoaches. Performing Arts Consultants recommends one chaperone for every ten students.

## **HOTEL PROCEDURES**

### **ROOM LISTS & ROOM PLACEMENT:**

Blank rooming lists have been provided for your convenience. Please complete the typed lists and return to Performing Arts Consultants at least 45 days prior to your departure. Our hotel representatives are instructed to keep groups blocked as closely together as possible, and to place chaperones on each end of a string of rooms. In some cases, due to the size of the group, current occupancy pattern of the hotel and/or availability of double-bedded rooms, it may be necessary to accommodate groups on multiple floors. Should this be the case, a proportionate number of chaperone rooms will be assigned to each floor. If your group must be accommodated on more than one floor, you may wish to assign a "male floor" and a "female floor". Performing Arts Consultants will make every attempt to honor all requests, however final room assignments are at the discretion of the individual hotel and are not the responsibility of Performing Arts Consultants.

### **ROOM CAPTAIN**

Many schools have found it helpful to designate one student in each room the "Room Captain". The Room Captain is responsible for making sure that no damage is done to the room and that no property of the hotel is taken from the room. It is also his/her responsibility to make sure the room key is returned to the Front Desk upon check-out.

### **CHECK-IN:**

Upon arrival at the hotel, the Director and Lead Chaperone will proceed to the Front Desk to review the room assignments with a hotel representative and/or PAC host. Please have students remain on the bus. Any necessary, last-minute changes can be made at this time and key packets will be changed immediately. Also, the Director and Lead Chaperone can locate the elevators and stairs, and make a determination as to whether the stairs may be used. The key packets will then be picked up and distributed to students on the coaches. In most cases, one key will be used per room. Students should be advised to check rooms for any damage, or missing items, immediately upon check-in and bring them to the attention of their chaperone. This should be brought to the attention of the hotel right away so the students will not be held responsible for replacement or reparation. Although we request that all Pay TV and phones (for outside calls) be disconnected in all of our hotels it cannot be guaranteed. Therefore, students would be responsible for any charges incurred. It is suggested that students use the Pay Phone at the Hotel if they need to make outside phone calls.

### **CHECK-OUT:**

It is strongly recommended that chaperones or room captains check all rooms upon check-out to see that no personal belongings are left behind. You must pay all incidental charges, such as telephone, pay TV, room service, and incidental hotel service charges prior to departure. Any damages that may have incurred should be settled with the hotel before departure.

### **EARLY CHECK-IN/LATE CHECK-OUT:**

In the hotel business, mornings can be a hectic time. Guests are checking out as late as possible and the housekeeping staff has the tremendous responsibility of thoroughly cleaning all rooms for those guests checking in. As a result, most hotels are hesitant to guarantee that rooms will be ready for an early check-in. In some instances, groups are forced to arrive early and students are usually quite tired from traveling throughout the night. If your rooms are not ready upon EARLY arrival, most hotels will make a few rooms available for changing clothes until the remainder of the rooms are ready for occupancy. **ASK ABOUT YOUR HOTEL'S CHECK-IN AND CHECK-OUT TIMES.** In general, most hotels check in time is 4:00pm and check out is 11:00am.

### **CONDUCT IN THE HOTEL**

Students are requested to conduct themselves in a courteous manner and to keep noise at a reasonable level in respect of other guests of the hotel, especially when returning late in the evening. Should the hotel be equipped with a swimming pool, health club and/or game room, the school should make a determination prior to the departure of the trip as to whether these will be "off-limits" or not, and advise students accordingly.

## **STATEMENT OF LIABILITY**

### **LIABILITY DISCLAIMER:**

Performing Arts Consultants acts only as an agent for the various companies whose services and accommodations are made available and accept no responsibility, in whole or in part, for any personal injury liability, personal liability, physical damage, loss, accident, delay, or irregularity which may happen by default of any hotel, airline, restaurant, company, or person rendering any of the services included. No responsibility is accepted for any damage or delay due to illness, pilferage, labor disputes, machinery breakdowns, quarantine, governmental restraints, acts of war, weather/natural forces, or other causes, beyond their personal control. Performing Arts Consultants and its affiliated tour companies also disclaim any responsibility for personal injury liability or personal liability and/or physical damage arising from acts of negligence of any member of a group attending a Performing Arts Consultants event. If it becomes necessary to cancel or alter the schedule of events, such alterations or cancellations may be made.

### **RESPONSIBILITY:**

Group directors, chaperones, or school officials will be held fully responsible for damage, vandalism, theft, extra charges, etc. incurred by those students from their school.