



USA/Canada Programs

# GROUP LEADER'S MANUAL



**What to expect on tour**—your role as group leader or assistant, accommodations, tour managers, responsibilities and more.

**800-888-ACIS • [www.acis.com](http://www.acis.com)**

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## EXCEPTIONAL EDUCATIONAL JOURNEYS

(not ordinary tours)

Dear Colleague,

**At 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 teachers and mentors who give their students 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 40 years we've strived to match your dedication to changing lives through travel with the highest quality educational tours and best group leader rewards you'll find.

**Whether you're an experienced group leader or new to ACIS, you'll soon be enjoying the trip of a lifetime.** Your ACIS Program 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 ACIS USA and Canada experience, please review this manual.

**Welcome to ACIS.** We are thrilled to have you with us.

See you out there somewhere,

Peter Jones

Peter Jones  
President





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

- Preparing their group for the trip
- Providing supervision, educational leadership and discipline on the trip
- Handling emergency situations

As group leader, you already provide supervision and counseling to your participants, whether they are students, 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.

## WORKING TOGETHER WITH OTHER GROUPS

It is possible that you will be on a bus with other groups from the USA and that your participants will be sharing a room with

passengers from the other groups. It is important that you meet with the other group leaders and your tour manager on the day you arrive. Later, we describe arrival-day activities and the important Arrival Briefing that your tour manager holds on this day. We strongly suggest that group leaders get together for a Preliminary Group Leader Meeting before the group Arrival Briefing.

The purpose of the Preliminary Group Leader Meeting is for group leaders to get to know each other and to make sure that everyone has a common understanding of the rules and the means of enforcement. See the ACIS Student Behavior Guidelines on page 12.

If occasions arise where you disagree with another group leader’s interpretation of the rules, it is important not to interfere with that group leader’s relationship with his or her group. This could create ill feelings and affect the whole trip.

Spare yourself future tensions by working out a “bus etiquette” with the other group leaders in advance. Try rotating seats rather than having group leaders take the front seats everyday.

The rules listed in the Student Behavior Guidelines (see page 12) are the minimum ACIS requirements for group travel. You might be traveling with other groups who wish to enforce additional rules for their participants. It is important that you and the other group leaders discuss and respect those rules so that everyone on the bus is aware and understands all of the rules that are in effect.

## DISCIPLINE

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. Overnight security guards will also ensure safety and notify group leaders if anyone violates your group’s overnight rules.

**Knowing participants’ whereabouts.** During free time, you should know where your participants are and when they will return.

Students 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 the ACIS Emergency Card with all ACIS numbers on it, as well as a copy of their hotel list at all times in case they get separated from the group. This information is also available on the ACIS Travel App, which all participants should download before departure as this will include emergency information for lost students as well.

**Monitoring hotel rooms, especially on check-out day.** This way, you can spot any room damage or any belongings left behind.

**Keeping participants together.** You might take a combined group on an evening walking tour in exchange for the other group leader taking a combined group to an art gallery.

## 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

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 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 USA 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 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.

## KEEPING STUDENTS SAFE

Ensure that you have a lost student procedure in place and communicated with your students.

We recommend that you ensure each student has downloaded the ACIS Travel App as it contains emergency information and an emergency phone number. Ensure students travel in groups and have the phone number for an adult member of your party that they may call if they get separated. Also ensure that there are set meeting points where students may find you if they get separated.

## EMERGENCY CONTACT NUMBERS

In the USA & Canada	<i>office hours</i>	800 888 2247
	<i>after hours</i>	617 450 5678 (collect)

**ACIS office hours are from 10 a.m. - 6 p.m. local time**

## IN CASE OF MEDICAL ILLNESS OR INJURY

Call **Travel Assist**, our round-the-clock travel assistance provider. Identify yourself as an ACIS participant and provide the Travel Assist Policy number, **GLM N04965255**.

Within the USA 855-327-1411

Within Canada 312-935-1703

Please note that health coverage is not included in ACIS' protection plans for trips within the USA. Students should bring copies of their family's insurance card in case medical attention is required on tour.

# LAST MINUTE QUESTIONS

Below are a few unfortunate scenarios that may arise before or during your tour. Never hesitate to call 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: All cancellations need to be in writing and can be submitted to [accounts@acis.com](mailto:accounts@acis.com). If a cancellation occurs on your departure day, please do notify the ACIS Emergency Number (see page 3). For medical-related cancellations, a doctor's note will be needed.

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## TRAVELING EN ROUTE

### **Q: What if our bus is late on departure day?**

A: First contact the coach company, whose information you will have received in advance. If you do not get a hold of them after 5 minutes, call the ACIS Emergency Number (see page 3).

### **Q: What if weather affects our bus transportation?**

A: In the case of inclement weather, the decision to depart, or not to, rests primarily with the group leader and bus driver. Both would need to deem it safe before travel would commence (and bus travel will not occur at night for safety reasons).

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

A: Always inform 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 or we missed our flight?**

A: Work with the airline to rebook your group and inform 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 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 Comprehensive Protection, he or she will enjoy protection coverage after filing a claim with the airline.

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## 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. Please note that health coverage is included on trips outside of the USA only. For trips within the USA, each participant's personal health insurance policy will apply.

### **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 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 a participant loses his or her passport?**

A: Inform your tour manager. If you are not with your tour manager, contact the local USA embassy or consulate. If you are unable to do either one of these things, contact Travel Assist.



Your ACIS Tour Manager may be the best teaching assistant you'll ever have. Each brings a unique perspective to his or her tour; all share a love of teaching and an irresistible enthusiasm about the regions they'll show you. They serve as an accessible, authoritative source of information, helping students form a basis for exploration.

# YOUR ACIS TOUR MANAGER

## TOUR MANAGER'S ROLE

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

## DISCIPLINE

ACIS Tour Managers and Overnight Security Monitors are specifically instructed not to get involved in disciplinary matters. Discipline is strictly between you and your participants. Obviously, if a tour manager observes behavior that threatens anyone's safety and well-being, s/he will report it at once and will take any necessary emergency action.

## ACCESSIBILITY

In principle, your tour manager is accessible around the clock. Tour managers tend to return to their homes when the group is settled in for the night, but are always on call should an issue arise.

- Your tour manager will give you and the other group leaders his or her cellular phone number.
- Although your tour manager is always available, s/he 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 students 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 leader duties to an assistant group leader or other responsible adult.
- **Optional Excursions.** 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 students observe each night's 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

It is customary to tip the tour manager and touring bus driver for a job well done. The tour manager's tip is an incentive to give an outstanding performance. Group leaders usually collect the tips in advance, since spending money runs low at the end of the trip. The customary minimum tipping amounts are:

- \$3 per person (including group leaders and assistants) per day to the tour manager.
- \$3 per person (including group leaders and assistants) per day to the long-distance bus driver.

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## TOUR MANAGER ISSUES

ACIS is proud of its team of tour managers who have distinguished themselves as the most dedicated, caring escorts in the educational 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 and your fellow group leaders. If the issue does not resolve, or if it is delicate, please follow the procedure outlined on the ACIS Red Card and call the 24-hour ACIS Emergency 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 ACIS tour officially begins upon boarding your touring bus or flight. For some, this will be their first time away from home, for others it will be old hat, but for all of your tour participants the start of your ACIS journey will be a time of excitement and wonder.

## FLIGHTS & TOURING BUSES

### AIRLINE TICKETS

The air ticket is the single most expensive component of your trip. It is essential all passengers ensure the name they provide ACIS upon Registration is an exact match with their passport/birth certificate. The name displayed on their ACIS Account is how we will issue airline tickets. If the name needs to be changed within 90 days of departure, a name change fee and any airline fees involved due to this change will be the sole responsibility of the passenger. 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 USA gateway than you. E-tickets are not included for travelers who have made their own flight arrangements.

### LEAVE PLENTY OF TIME

ACIS offers a large number of regional departures. This means that some groups traveling by air must change planes,

particularly during the peak spring and summer seasons. Timing, therefore, is critical. Discuss your connection times with your program consultant upon receipt of your flight itinerary, and keep your group moving between connections.

### CHECKING IN

#### **Remember to pack lightly, please!**

We recommend bringing carry-on luggage only. Sample packing suggestions can be found at [www.acis.com/studentsparents/pack](http://www.acis.com/studentsparents/pack).

**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.

**Checked Luggage Fees.** Different airlines and other forms of transportation each have their own luggage restrictions for weight and size regarding carry on and checked luggage, and recently airlines have become even more

strict with the luggage fees that they are charging to passengers. It is each passenger's responsibility to pay any checked luggage fees charged by the airline so check with your specific carrier or program consultant so you can be prepared before arriving at the airport.

**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.** ACIS always requests that the airlines seat each group together, but this cannot be guaranteed. ACIS is not able to accommodate pre-departure seat requests from individuals.

### TRANSFERRING ABROAD

If you are changing planes outside the USA, do not go through customs. Go to the transit passengers' desk or ask the airline personnel for help. ACIS 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 ACIS Emergency Number. See page 3.

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## IN-FLIGHT SERVICES

ACIS can not guarantee specific flight time requests. Domestic flights may provide a snack, and meals are sometimes available for purchase depending on the airline. An optional entertainment package that may include movies, audio entertainment, and headphones is normally available.

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## SUPERVISION DURING FLIGHTS

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

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## LUGGAGE PROBLEMS

It is imperative that you report lost or delayed luggage 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 is covered under the Comprehensive Protection Plan. 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.

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## 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 ACIS at 800-888-2247. After business hours, call 617-450-5678 collect. Airlines do not automatically notify 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 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 a connecting flight home, ask the airline to rebook your connecting flight. Please advise 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 ACIS and we'll help secure accommodations.

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## INTERNATIONAL BUS TRAVEL

Ensure every student aged 19 or over has a valid USA passport and all students under 19 either have their passport or their original or certified copy of their birth certificate.

All students old enough to have a driver's license, and planning to use birth certificates as proof of citizenship, should have a government-issued photo ID (such as a driver's license) to prove that they are the person whose birth certificate they're presenting. If you are traveling with younger students who do not have a driver's license and your school provides an ID card with a photo on it, you can suggest they bring this along to have on hand.

### Border Crossing Manifest

Make sure you have a completed copy of the border crossing manifest (available in the ACIS Download Center) filled out and on your person with you at Border Control. When you are printing this out, please be sure you have done so on your school/organization letterhead.

## 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) Double check that all participants have the necessary identification to board their flights or cross the border.
- 5) For groups traveling to Canada by bus, keep your Border Crossing Manifest with you and arrange student forms in same order as the list you have of everyone traveling. If you have multiple buses, be sure to divide the paperwork in advance so each bus leader has the forms they need for everyone on their respective bus.

# ARRIVAL DAY

## ARRIVAL PROCEDURES

If you are traveling to your destination by bus, please contact your tour manager from the road when you have a sense of your estimated time of arrival at the hotel. This call will help to facilitate your check-in process and get you out exploring quicker. Should your group be delayed inside customs upon flying into Canada, be sure that someone from the group continues through customs to alert the tour manager.

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## MEETING YOUR TOUR MANAGER

In most cases, your ACIS Tour Manager will be waiting for you in the arrival area if you are on a flight-based itinerary or at the designated meeting point if you are traveling by bus. Sometimes, however, a temporary transit tour manager may escort you into the city. In the unlikely event that you are unable to find your ACIS representative at the airport, proceed to the Information Desk.

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## 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.

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## 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.

## HOTEL ROOMING

Standard rooming is four students to a room sharing two double or queen size beds. Adults passengers are placed two to a room in a twin or double room based on their request. ACIS will contact you in advance of travel for all trips to Canada and within the USA to work out your roommate assignments no later than 30 days prior to departure. If some members of your group must share with members in another group this will be discussed in advance with you as well. Should you have to make any changes to roommate assignments after this list has been finalized with ACIS, please speak to your Program manager and we will do our best to accommodate if possible.

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## 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 new city as well as outline the following day's schedule. At the meeting, the tour manager and group leaders should review Student Behavior Guidelines to ensure everyone in authority has the same understanding regarding curfew, alcohol, punctuality and any other issues. See Student Behavior Guidelines on page 12.

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## MIXED GROUP ETIQUETTE

Some groups may contain a mixture of high school students, middle school students and adults. To create the most positive chemistry within the overall bus group, it is important that groups representing different ages and backgrounds respect each other.

Compromising on matters like playing music or singing on the bus, or the choice of free-time activities with the tour manager, is helpful. It is important to develop this understanding at the very start of the trip.

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## SAME STANDARD FOR STUDENTS AND ADULTS

Adults enjoy the same standard of hotel as students, except that adults are provided with double rooms rather than the normal quad rooms since they have paid the double room fee. 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.
- 2) Prepare your group for possible delayed hotel check-in on arrival day.
- 3) Talk to your group beforehand about respect for others on the bus.



Your time is precious. We help you make the most of it by booking quality hotels in good locations and safe areas. You will generally stay in quad rooms and a security guard will be on site to provide overnight care for your group.

# ACCOMMODATIONS

## ROOMING

- Participants stay in multiple-bedded rooms, usually with two full or queen sized beds depending on destination and tour type.
- During peak travel periods, hotels sometimes add an extra temporary bed to accommodate heavy bookings. ACIS endeavors to prevent this, but cannot guarantee that it will never happen.
- Depending on the total make-up of your bus group, your participants may be sharing a room with participants from the other groups traveling with you.
- ACIS makes every effort to keep groups together within the hotel. However, during peak travel times, this may not always be possible.
- Those who have paid the double room surcharge (including all adults) stay in double rooms in hotels.
- In order to ensure proper rooming of your students, we'll advise you about the rooming allotment in advance and ask that you return the roommate selection to ACIS no later than 30 days prior to departure. If you wish to start this earlier in the planning process feel free to use the form we have included in the ACIS Download Center.

## MEALS

- You will enjoy fine quality meals throughout, 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.
- On most ACIS 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 water, juice or soft drinks at dinner are included. Your tour manager will let you know of any situations where this is not the case.
- You never need to tip waiters at meals provided by ACIS.
- Although ACIS will try to accommodate special meal needs including kosher, vegetarian and low salt, we cannot guarantee all requests. Please ensure you have filled out the Allergy and Special Needs Form and sent it to our office in advance of your trip. This form can be found in the ACIS Download Center.

- ACIS 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 ACIS standards. If your restaurant is unsatisfactory, pass the ACIS Red Card to your tour manager so that the information can be relayed to the nearest ACIS area office.

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## HIGH-SEASON CONTINGENCIES

The travel year is seasonal. Spring and summer, when most people travel, can bring certain pressures including 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 Festival times, Easter or spring vacation weeks, 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 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. Overnight Security Monitors keep tabs on all members of the group in these situations.

### HOTEL RULES

The behavior of your participants will directly impact our ability to continue working with quality hotels. Many hotels that would be ideal for ACIS groups have had a bad experience with other educational 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 ACIS is known.

Most ACIS 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 ACIS quality.

- Students are responsible for any damage. When damage is reported, ACIS 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.
- Students 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.

- Stealing towels or other items as souvenirs is forbidden. Participants will be required to pay for any stolen items.
- Students 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.
- Students 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 ACIS representative, your tour manager is charged with helping to maintain a positive relationship between ACIS and the hotel. Please help the tour manager by ensuring the full cooperation of your group.

### RECOURSE: ACIS RED CARD

In spite of the extraordinary efforts we make to keep hotels up to ACIS 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 ACIS Red Card in your Departure Package. Fill it out and hand it to your tour manager on the spot.



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

# STUDENT BEHAVIOR GUIDELINES

## BEHAVIOR GUIDELINES

1. **Alcohol.** Students under 21 may not drink alcohol 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 ACIS. Guests or friends may not under any circumstances ride on the ACIS 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 students.
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 students.
7. **Curfew.** Your group leader will advise you of the curfew time for your group. You must be in your hotel room from that time until the next morning. Respect other hotel guests by keeping noise to a minimum after 10 p.m.
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 responsible for any damage you cause, and you will not be allowed to leave the hotel until the payment is received for the damage. When an ACIS hotel reports damage to a room, ACIS 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 when traveling to parts of French Canada. 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. If you have any cleaning needs, consult your hotel concierge for suggestions.
  - 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. ACIS is not responsible for items lost or stolen in hotels.
  - Do not leave valuables on the bus even if it is locked.
  - Please clean up after yourself and do not leave any trash on the bus.
  - Do not bring drinks in cans onto the bus.



- Do not throw refuse, such as wrappers or paper cups, into the toilets.
  - 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 ACIS 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. Students are never to go off on their own. Be sure to carry the name, address and phone number of your hotel with you at all times. 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 government buildings the way you would want visitors

to behave in places that are important to you.

14. **Dress.** Your attire is an important way of showing respect for your host culture. Particularly in cathedrals, 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!

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## 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 alcohol, sexual misconduct, or absence after curfew occurs, the nearest ACIS office will be contacted and a phone call made to the participant’s parents or guardians. At this time the group leader and ACIS staff will decide whether to send the participant home at his or her expense. Only 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 ACIS office will make a decision about sending the student 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).



**American Council for International Studies**  
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Boston, MA 02210 USA  
www.acis.com/america · 800-888-ACIS

# ACIS SUPPORT NETWORK

## EMERGENCY CONTACT NUMBERS

In the USA & Canada	<i>office hours</i>	800 888 2247
	<i>after hours</i>	617 450 5678 (collect)

**ACIS office hours are from 10 a.m. - 6 p.m. local time**

## IN CASE OF MEDICAL ILLNESS OR INJURY

Call **Travel Assist**, our round-the-clock travel assistance provider. Identify yourself as an ACIS participant and provide the Travel Assist Policy number, **GLM N04965255**.

Within the USA 855-327-1411

Within Canada 312-935-1703

Please note that health coverage is not included in ACIS' protection plans for trips within the USA. Students should bring copies of their family's insurance card in case medical attention is required on tour.