

Spencerport Soccer Club
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August 22, 2023

We are pleased to confirm all your team's arrangements for your tour to Europe. Please discuss and/or share the contents of this with all your participants. This is very important, and all of your participants should understand its contents.

Accommodation, meals, and sport:

March 30-April 3, 2024 – Montecatini-Florence area

Teams: One boys' soccer team – U16 (born after 1/1/2008)
Sport program: We will arrange 2 games per team (4 games total for the tour).
Accommodation: Four-star hotel accommodation in Montecatini, located less than one hour from Florence. Accommodation in triple rooms (3 people per room with three twin beds). Rooms all with private bathroom and TV, air conditioning, telephone and mini bar. The hotel offers a lounge, reception and restaurant. Double rooms are available at a supplement of \$15.00 per person per night. For now, we have booked 1 single, 11 doubles and 3 triples.
Meals: Daily breakfast and dinner is included.
First meal: Dinner, March 30, 2024
Last meal: Breakfast, April 3, 2024
All meals will be served in the hotel.
WiFi costs: Free of charge
Accomm. address: We will inform your group around December 28, 2023, about the hotel name and address.

April 3-7, 2024 – Rome, Italy

Teams: One boys' soccer team – U16 (born after 1/1/2008).
Sport program: We will arrange 2 games per team (4 games total for the tour).
Accommodation: Rome: 4-star Hotel accommodation in Rome. The hotel is located not far from the center of Rome. All rooms, triple rooms (3 people per room with two double beds) have a private bathroom and TV. Double rooms (2 people per room – one double bed or two twin beds) are available as well at a supplement of \$12.00 per person per night. The hotel has a lounge, restaurant, and bar. For now, we have booked 1 single, 11 doubles and 3 triples.
Meals: Daily breakfast and dinner are included.
First meal: Dinner – March 3, 2024
Last meal: Breakfast – March 7, 2024
All meals will be served in the hotel.
Wi-Fi costs: Free of charge
Accomm. address: We will inform your group around December 28, 2023, about the hotel name and address.

These accommodations may require a cash/credit card damage/security deposit in local currency (approx. \$ 100.00-\$400.00) from the group upon arrival and check in, so please be prepared for this. This deposit is refundable upon check out provided there is no damage to the accommodation/rooms.

Please note that drinks (such as bottled water, sodas) during the meals are not included. We have requested that our groups be served tap water on the table, however, in some countries this might not be offered. For breakfast tea and coffee are included and in most cases milk & juice.

Guide services:

A representative (tour manager) will be with your group throughout your stay. This person is the main contact between your group and Premier International Tours. If problems arise, please discuss these with the tour manager first before you call our offices since they are on the ground and more able to resolve issues at the destinations. Your representative will help plan your daily schedule and help in the event of any unforeseen problems or changes. This representative is not a professional city tour guide(s), although he/she will have general knowledge of the cities you are staying in and the surrounding areas. Following is a job description of our representatives.

- Be with the group from arrival till the last evening. Join them during transfers to the accommodation, location where meals are served, fields, game events and excursions.
- Discuss the program in advance with club contact. Create a good relationship with the club contact and driver (if the group has a private bus available).
- Translate where necessary.
- Make sure the group behaves correctly; attend opening, finals, award ceremonies, and other organized activities.
- Mediate in case of damage or conflicts with/to accommodation, buses, etc. Make sure to make a report on this.
- Support the group in case of visit police station (theft) and/or hospital.

It is very important that the group leader sits down with the guide upon arrival and discusses the daily program and sightseeing activities planned. Then, during the trip the group leader should also discuss each day with the guide the program for the next day in case of any last-minute changes so the guide can communicate any changes to other parties (hotel staff for meals, bus driver, etc.)

Please note that it is customary to tip the guide at the end of the trip if the guide has done a good job. We highly recommend collecting approx. \$3.00-\$5.00 per person per day (local currency) for each guide for the trip.

Ground transportation:

During your stay a private bus will be available exclusively for your group. The motor coach can be used for excursions and all local transportation (such as transfers to/from the friendly game locations and for sightseeing). You have a maximum of 800 kilometers available. The following restrictions have been set by the European transportation departments:

The bus driver can drive a maximum of 9 hours per day and can be on duty for 12 hours (so 3 hours wait/rest time during a day). Twice a week the driver may use the bus for 10 hours. This is usually used for long transfers from country to country.

- Each day the bus driver must have an 11-hour rest period between his transportation duties.
- During transfers every 4 hours the driver must make a 45-minute required rest stop.

It is also customary to tip the bus driver if you have a private bus throughout the trip and the same bus driver throughout the trip. We recommend approx. \$2.00 - \$3.00 per person per day (local currency) for this, see below for when you have different bus drivers:

- If you only have the driver one day and no special services – tipping isn't necessary.
- If you have a driver for 2 or more days – highly recommend tipping.
- You can ask the tour manager to check with the driver on day one if they will be with you the whole trip and if not, they can confirm when the change will be made. Based on this you can tip accordingly.

Air transportation/flights:

We have booked the following flights for your group:

AF 351	29MAR	YYZ-CDG	755P 810A+1
AF1566	30MAR	CDG-FLR	1240P 225P
AF1005	07APR	FCO-CDG	625A 840A
AF 356	07APR	CDG-YYZ	140P 345P

Individual deviations/flight changes and upgrades:

If any individual travelers need a deviation (earlier flight departure than the group or later flight return than the group) this needs to be requested as soon as possible. We will not accept any deviations within 90 days (December 30, 2023) from departure. The airlines charge a standard deviation (change) fee of \$150.00 per person (group rates are subject to availability) plus a possible increase in fare on the requested deviation/changed flight. All deviation requests are subject to availability of flights. Please notice that airlines allow only a maximum of 10-20% of the group to deviate (percentage depends on the specific airline) and the deviations must be done with the same airline as the group. Deviations can be done for either the return flight only or outbound flight only (depends on the specific airline) but not both. Only a select few airlines allow routing changes on deviations so routing changes are also subject to the conditions of the specific airline used for the group flights.

Because this is a group booking and has group conditions, individual requests to upgrade to business/first class may not be allowed by the airline and is subject to availability and pricing at the time of the request. We can request this on an individual basis and advise if possible and what the price is.

Seat assignments:

Around 90 days before departure we will send the team manager or coach a list to check the official names (as per passport) for the airline. Passengers can add seat requests to this spreadsheet such as 'window seat' or 'aisle seat' or who wants to be seated together. These requests **cannot** be guaranteed. The airline will typically assign seats at the time of ticketing, but we will have additional information once the tickets are issued. Passengers may be able to access their reservation using their PNR/Record Locator and last name online at the airline's website (Air France) to change their seating assignments. Some airlines may only allow seat change requests at check in at the airport on the departure day – this will be advised when we send the e-tickets to the group leader.

Check in:

Passengers may be able to check in for their flight online 24 hours prior to their departure. In some cases, the airline may not allow online check-in and require the group to check in at the airport on departure day. This will be confirmed when we send e-tickets to the group leader.

Airline Tickets:

Airline (e)tickets will be forwarded to the group leader approx. 2-3 weeks prior to departure after the final names have been supplied to us by the group leader and we have received full payment from all travelers. When airline tickets are sent, we will also include instructions on how, when and where the group passengers can check in and how to make flight changes while traveling if necessary. Make sure to check in at the airport, allow for 3 hours prior to departure.

Information for flights in case of flight changes or cancellations:

Please note that your group is booked through the group departments of airlines under group fare guidelines and conditions. Many times, we must go through the group department of the airline to change flights for the group or individual passengers, etc. Therefore, please follow these guidelines regarding any flight cancellations or changes during the trip.

- Cancellations or Delays: If your group encounters cancellations or delays, seek help from the gate agents or airline staff immediately! At this time, your tickets are now in airport control and the airline staff at the airport have full authority of the records to provide alternative flight options and accommodations and are responsible for assisting your group! Do not leave the airport until your group has been re-accommodated and all travelers are accounted for.
- Connections: If you have tight connections, concerns with making your connections, or missed a connection, seek help from a gate agent immediately. The airline staff will again have control of your tickets and are responsible for assisting you in your day of travel disruptions.
- If any individuals want to change flights (dates only, routing changes not permitted), then individuals should contact the airline first to see if the change can be made. If the change cannot be made by the airline, contact us and we will contact the airline group department and attempt to make the change. Please note that the group departments of airlines are closed on the weekends, so we have some limitations.
- Missing Baggage: Travelers must file claims with the airline staff at the airport immediately and provide a personal cell phone number for the airline to reach them directly

Sightseeing activities/excursions:

Included below are the excursion options we offer. We offer the service to pre-book 1 or more of these excursion options but not later than **120 days (November 30, 2023)** prior to departure.

Day by Day Itinerary

Putting together your day-by-day itinerary is a complicated process since there are various items/tour components to take into consideration which makes it a multi-step process.

1. We have created a provisional itinerary which will be like the itinerary included in the proposal you received from us before booking your tour. After that, we would like to know at least 90 days before departure which specific excursions your group would like to book. We will not be able to book these excursions right away because we need to wait for the game schedule which will be available approx. two weeks before departure. So, they are subject to availability at that time.
2. Then we start working on your team's game schedule.
It is common that we won't know your team's game schedule until approx. 1-3 weeks prior to your departure because:
 - a) Many international teams - local teams at your travel destinations - will only find out 3-4 weeks prior to your tour dates what kind of league games they need to play and when they are available to play against your team.

- b) Many of the clubs in Europe use community/municipal courts and these cities won't release these courts until 2-3 weeks prior to the assigned games.
- c) After your games are assigned, we need some additional days to plan the excursions you would like to have pre-booked.

This is all time consuming since it is a lot like a puzzle which will come together bit by bit/piece by piece. This the reason we are not able to send you the final itinerary as soon as you and your travelers would like. We strive to have a final itinerary available between 1-3 weeks prior to departure.

Referees:

For your games a referee will be provided. It is common that teams must provide their own linesmen, so please be prepared for this just in case. For your games a referee(s) will be provided.

People not booking arrangements through Premier International Tours:

Please be aware that we cannot provide any transportation from or to the airport or for any pre-arranged group tour activities (sightseeing excursions, etc.) or any transportation arranged for the group for individuals which did not book the tour package with Premier International Tours. Because of liability/law issues with our suppliers (Bus Company, etc.) people who booked their own flights and accommodation are not allowed to just join the group on bus transfers arranged for the group.

If you have anyone who wants to join the group later in the booking stage, please contact us no later **than 90 days before the departure** date and we will try to accommodate the requests.

General Participation Conditions:

We again strongly encourage your participants to review the General (Cancellation) Conditions and General Information document on your group website page to make sure all participants are aware of/understand these conditions to avoid any misunderstandings.

Final payment:

Please note that delayed payments (within 6 weeks prior to departure) must be done by cashier's checks or credit cards. We will release the travel documents and travel information after receipt of full payment of ALL travelers.

Group arrangements:

This is a group tour arrangement. The participant prices are based on the number of people traveling. If this number goes up or down the participant prices will be adjusted as per your proposal.

Documents you will receive from us:

- Final itinerary: 1-3 weeks prior to departure.
- Airline tickets: 2-3 weeks prior to departure.

Should you have any questions please do not hesitate to contact me.

Sincerely yours,

Loek van Zijl
President Premier International Tours

SIGHTSEEING IN ROME AND SURROUNDINGS

We recommend that your group pre-books either no, 1 or 2 excursions. Based on our experiences we suggest:

- The Colosseum and/or
- ST. PETERS & THE VATICAN CITY & SISTINE CHAPEL

1) THE COLOSSEUM

Full price: \$30.00 per person, U18s Free, but all with additional \$ 4.00 booking fee.

The Coliseum in Rome is a grand structure which was built over 2,000 years ago as an Amphitheatre to host legendary gladiator contests and other public spectacles. The Coliseum has been partly destroyed and damaged through the years, however, impressive ruins have been preserved and are open to visitors. This grand historic arena was originally built to hold over 50,000 people and many of the original outer walls and facade still stand tall today. Please note that the Colosseum allows us to pre-book this excursion only 12 days before arrival of the group – subject to availability.

2) ST. PETERS & THE VATICAN CITY & SISTINE CHAPEL

Price: Free of charge for the Vatican and \$ 24.00 for the Vatican Museum + Sistine Chapel.

St Peter's Basilica in the Vatican City is an iconic and popular landmark of Rome. Building work for this grand structure originally began in 1506 and is the burial site of its namesake Saint Peter, one of the 12 apostles of Jesus. One of the key architects of the Basilica was Michelangelo and some of his original drawings for a section of the Dome were found as recently as 2007. The Sistine Chapel one of the most famous chapels in the world. One of the main reasons for visiting the Chapel is to see the stunning artwork adorning the ceiling that was completed by Michelangelo from 1508-1512.

3) TREVI FOUNTAIN

Price: Free of charge.

The Fontana di Trevi - or Trevi Fountain in English -is a fountain in Rome, Italy. It is the largest Baroque fountain in the city and the most beautiful in the world.

4) THE PANTHEON

Price: Free of charge.

Dedicated to the worship of every god, the Pantheon was built by the Emperor Hadrian between 118 and 125 A.D. over the ruins of another temple dating back to 27 A.D. Statesman and General Marcus Agrippa was responsible for the construction of the original church, to whom a dedicatory inscription is clearly visible over today's magnificent portico.

5) THE ROMAN FORUM

Price: Price included with Coliseum.

The Roman Forum is a rectangular forum (plaza) surrounded by the ruins of several important ancient government buildings at the center of the city of Rome. Citizens of the ancient city referred to this space, originally a marketplace, as the Forum Magnum, or simply the Forum. Located in the small valley between the Palatine and Capitoline Hills, the Forum today is a sprawling ruin of architectural fragments and intermittent archaeological excavations attracting 4.5 million sightseers each year.

6) THE SPANISH STEPS

Price: Free of charge

With its characteristic butterfly plan, the Piazza di Spagna is one of the most famous images in the world, as well as being one of the most majestic urban monuments of Roman Baroque style.

Prices and availability for these excursions may change a little by the time of booking.

SIGHTSEEING IN SIGHTSEEING IN FLORENCE

We recommend that your group pre-books either 1 or no excursions. Based on our experiences we suggest:

- Tower of Pisa.

1) Tower of Pisa

Prices: Leaning Tower \$31.00 - Cathedral admission free

The Leaning Tower of Pisa is the campanile, or freestanding bell tower, of the cathedral of the Italian city of Pisa, known worldwide for its unintended tilt to one side. It is situated behind the Cathedral and is the third oldest structure in Pisa's Cathedral Square after the Cathedral and the Baptistry. The tower's tilt began during construction, caused by an inadequate foundation on ground too soft on one side to properly support the structure's weight. The tilt increased in the decades before the structure was completed, and gradually increased until the structure was stabilized (and the tilt partially corrected) by efforts in the late 20th and early 21st centuries.

2) The Ponte Vecchio

Prices: Free of charge.

The Ponte Vecchio ("Old Bridge") is a Medieval stone closed-spandrel segmental arch bridge over the Arno River, in Florence, Italy, noted for still having shops built along it, as was once common. Butchers initially occupied the shops, but the present tenants are jewelers, art dealers and souvenir sellers. The Ponte Vecchio's two neighboring bridges are the Ponte Santa Trinita and the Ponte alle Grazie.

4) Viareggio

Prices: Free of charge

Viareggio is a city and commune in northern Tuscany, Italy, on the coast of the Tyrrhenian Sea. It is known as a seaside resort as well as being the home of the famous carnival of Viareggio (dating back to 1873), and its papier-mâché floats, which (since 1925), parade along the promenade known as "Passeggiata a mare", in the weeks preceding Easter.

5) Siena - Piazza del Campo in Siena

Prices: Free of charge.

Piazza del Campo in Siena is considered one of the most beautiful places of the world. It has a characteristic shell-shape divided in 9 slices; you can admire this particular form from the top of the tower del Mangia. The Torre del Mangia in Siena requires an admission fee of \$14.00 - U11s Free.

6) Uffizi Gallery

Prices: Adults: \$28.00 per person, under 18's Free and Booking fees apply.

The Uffizi Gallery an art museum located in Florence, and among the oldest and most famous art museums of Europe. In high season (particularly in July), waiting times can be up to five hours. Visitors who reserve a ticket in advance have a substantially shorter wait. Tickets can also be purchased from a lesser-used ticket window at the Orsanmichele that serves multiple museums.

Prices and availability for these excursions may change a little by the time of booking.