

PREMIER INTERNATIONAL TOURS

Encinitas Express 09 Girls
Melissa Kieran

January 5, 2022

Dear Melissa,

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.

July 3 – July 10, 2022 – Donosti Cup

Teams: One 2009/2008 Girls team – class G14 – 11v11
Sport program: Participation at the 2022 Donosti. For more information about the tournament: <https://www.donosticup.com/english.asp>
Accommodation: The hotel is located 1 mile from the bay and Beach of La Concha, and overlooks the Urumea River. The rooms come with free Wi-Fi, flat-screen TVs and desks. The hotel has a restaurant, a bar, a business center, meeting rooms, and an event space. We have booked rooms for 1, 2, 3 and 4 people. Please notice that because of the limited availability of quad rooms, some families with 4 people will get 2 double rooms (next to each other) instead of one quad room. We will not charge these families extra.
Meals: Daily breakfast is included at your hotel as well as a tournament meal package (lunches and dinner during the tournament playing days) starting with dinner July 3 and ending with dinner July 8, 2022. These tournament meals are served in the tournament meal center.
First meal: Dinner, July 3, 2022
Last meal: Breakfast, July 10, 2022
Breakfast will be served in the hotel.
WiFi costs: Free of charge
Accomm. Address: Silken Amara Plaza San Sebastián
Pio XII.aren Plaza, 7, 20010
Donostia, Gipuzkoa, Spain
Tel: +34 943 46 46 00
Website: [Silken Amara Plaza San Sebastián](http://www.silkenamara.com)

The above-mentioned accommodations may require a cash 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 notice that drinks (such as bottled water, sodas) during the meals are not included. We have requested that our groups be served with tap water on the table, however, in some countries this might not be offered. For breakfast tea and coffee is included and in most cases milk & juice.

Guide services:

During the Donosti Cup, tournament staff is available at your hotels and the tournament information centers to assist you and your group.

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A representative (Donosti Cup Guide) will be with your group throughout your stay. This person is the main contact between your group, the tournament and Premier International Tours. If problems arise, please discuss these with your 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. Please find below 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 group has a private bus available).
- Translate where necessary.
- Make sure group behaves correctly; attend opening, finals, award ceremonies, and other organized activities.
- Mediate in case of damages or conflicts with/to accommodation, busses, etc. Make sure to make a report of 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 recommend collecting approx. \$10.00-\$20.00 per person (local currency) for each guide for the trip.

Ground transportation:

During your stay at the Donosti Cup a private bus will be available exclusively for your group:

- July 3 airport transfer and evening
- July 4-9 each day
- July 10 airport transfer

The motor coach can be used for excursions and all local transportation (such as transfers to/from the friendly game locations and for sight-seeing).

You have a maximum of 700 kilometers available per bus (100 per day). 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 10 hours. This is usually used for long transfers from country to country.
- Each day the bus driver must have an 11 hours 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. \$5.00-\$10.00 per person for this.

Sightseeing activities/excursions:

Feel free to check out the Donosti Cup website.

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Referees and linesmen:

Please see the tournament website for more information - [Donosti Cup](#). Group games in categories for boys/girls older than 16 years old, there are 3 referees in each game, in the rest of the categories, there is 1. In the final round, from quarter finals there are 3 referees. It is common that teams must provide their own linesmen when the tournament does not provide one, so please be prepared for this.

Day by Day Itinerary

For tournament tours we will post a provisional itinerary after your tour is booked. Once the tournament posts the tournament game schedule, we can insert the games in your itinerary and finalize this. We expect to have a final itinerary for these tours available between 1-2 weeks prior to departure depending how fast the tournament posts their game schedule.

Air transportation/flights:

The following flights have been booked for your group:

July 2nd	05:10pm	Los Angeles to Munich	01:35pm (July 3rd)	LH453
July 3rd	03:50pm	Munich to Bilbao	06:00pm	LH1828
July 10th	06:55am	Bilbao to Frankfurt	09:00am	LH1147
July 10th	10:30am	Frankfurt to Los Angeles	01:05pm	LH456

Seat assignments:

Around 90 days before departure we will send the team manager or coach a list to fill out with the official names (as per passport or birth certificate) for the airline. Please include any special seat requirements on this list. We will request your wishes but these cannot be guaranteed. Group seats will be assigned at the time of ticketing. All seat requests or changes must be done at the airport upon check-in, all seats are a first come first serve basis. The airline will block seats next to one another (if available) for groups.

Check in:

For most flights, passengers can check in for their flight online 24 hours prior to their departure.

Airline Tickets:

Airline 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. Groups will 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 with any flight cancellations or changes during the trip.

- In case of any flight delays that will result in missing a connection or any flights that are cancelled, always first work with an airline representative at the airport to fix the issue and get the group on other flights.
- 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.

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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.) persons 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 notice that delayed payments (within 6 weeks prior to departure) must be done by cashier's checks. 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.

Passports:

We encourage you to start working on your passport as soon as possible. Current wait times to get your passport are longer than usual. Passports need to be valid 6 months from your return date. More information about passports and visas can be found at our Tour Preparation Guide - [click here](#).

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.

Yours in Sports,

Loek van Zijl

President L & J Group, Inc. DBA Premier International Tours

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