

Wisconsin Flames  
Andy Gill

September 27, 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:**

**July 1<sup>st</sup>-8<sup>th</sup>, 2024 – San Sebastian, Spain**

Teams: One 2010 (U14) girls' soccer team.

Sport program: Participation in the 2024 Donosti Cup.

More information see: <https://www.donosticup.com/en>

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 note that because of the limited availability of quad rooms, some families of 4 people will get 2 double rooms (next to each other) instead of one quad room. We will not charge these families extra. For now, we have requested 19 doubles and 6 triples.

Meals: Daily breakfast, lunch, and dinner is included. Lunch and dinner July 7 are not included.

First meal: Dinner – July 1<sup>st</sup>, 2024

Last meal: Breakfast – July 8<sup>th</sup>, 2024

Breakfast will be served at the hotel. Lunch and dinner will be served at the Donosti Cup tournament center.

WiFi costs: Free of charge

Accomm. address: Silken Amara Plaza Hotel

Plaza Pío XII, 7

Amara, 20010 San Sebastián, Spain

Hotel website: [Silken Amara Plaza San Sebastián](https://www.silken.com/en/hotel/amara-plaza-san-sebastian)

The above-mentioned 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 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 school and hotel and the tournament information centers to assist you and your group.

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 700 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 mostly 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 (updated January 30 with schedule changes):**

We have booked the following flights for your group:

June 30	KL 612	Chicago ORD–Amsterdam AMS	4:20PM – 7:10AM + 1
July 1	KL1525	Amsterdam AMS–Bilbao BIO	9:15AM – 11:15AM
July 8	AF1477	Bilbao BIO–Paris CDG	10:30AM – 12:10PM
July 8	AF 634	Paris CDG–Minneapolis MSP	3:40PM – 5:30PM
July 8	DL2810	Minneapolis MSP–Chicago ORD	8:20PM – 9:52PM

**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 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 (Delta/Air France/KLM) 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

### **Day by Day Itinerary**

We strive to have a final itinerary available between 1-3 weeks prior to departure. This will depend on when the tournament publishes the game schedule.

### **Referees:**

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.

# PREMIER INTERNATIONAL TOURS

**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

## **Tournament Information**

### **DONOSTI CUP - SAN SEBASTIAN/SPAIN**



**DONOSTI CUP**  
INTERNATIONAL FOOTBALL  
TOURNAMENT

In 2024, approximately 800 teams will participate. That makes this tournament one of the biggest tournaments in Southern Europe. The Donosti Cup tournament headquarters are in and around the Estadio Anoeta, the stadium of Real Sociedad. Many of the games are played at the official training complex for Real Sociedad with 4 grass fields, a small stadium and 1 artificial grass field. San Sebastian is a beautiful city in the Northern part of Spain located at the Bay of Biscay.

#### **Donosti Cup facts:**

- 700+ international youth soccer teams.
- Guaranteed minimum 4 matches per team.
- The Opening Ceremony of the tournament takes place in Estadio Anoeta, the home stadium of La Liga team Real Sociedad.

#### **Touristic information:**

- San Sebastian: On the banks of the Bay of Biscay and surrounded by green mountains, San Sebastian is a delightful city that provides a feast for the senses. The best-known image of San Sebastián is its almost perfectly shell-shaped bay, widely considered to be one of the most beautiful in the world. The city is home to 180,000 people and is the cultural and tourist capital of the Basque Country. The city has beautiful constructions, such as the Grand Casino (present Town Hall), the Miramar Palace, summer residence of the Court, or the bridges over the Urumea River. The houses of the Old Quarter, full of bars and restaurants, date from previous times. In the Old Quarter, the local passion for gastronomy is palpable. From the miniature cuisine of the 'pintxos' to the restaurants of the creative cuisine masters, good eating is one of Donostia's commandments.
- Biarritz – France: Make a trip to this popular and lively beach resort town on the Atlantic coast in southwest France which is about a 45-minute drive from San Sebastian.

For more information about the tournament including age groups, rules and regulations and more touristic information please visit the tournament website:

<http://www.donosticup.com/en>

