

Greenwood Laboratory School
Laura Nicholson

September 12, 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 29th-August 2nd, 2024 – Stockholm, Sweden

Teams: One 2006 (U18) boys' soccer team.
Sport program: We will arrange 2 games for your team in Stockholm.
Accommodation: This 4-star hotel is located 5 miles from the Stockholm Palace, and 6 miles from the Nordic Museum and the 17th-century sunken warship Vasa Museum. The triple rooms offer free Wi-Fi and flat-screen TVs as well as private bath rooms. Double rooms are available at a supplement of \$15.00 per person per night. Single rooms are available at a supplement of \$55.00 per person per night. The hotel offers a restaurant, a bar and a spa, as well as a business center and a fitness center. We have requested 7 double rooms and 8 triple rooms.
Meals: Daily breakfast and dinner is included.
First meal: Dinner – July 29th, 2024
Last meal: Breakfast – August 2nd, 2024
All meals will be served in the hotel.
WiFi costs: Free of charge
Accomm. address: We will inform your group around March 30, 2024, about the hotel name and address.

August 2nd-6th, 2024 – Malmö, Sweden

Teams: One 2006 (U18) boys' soccer team.
Sport program: We will arrange 2 games for your team in Malmö.
Accommodation: This modern, 4--star hotel is located in the Western Harbor area of Malmö, 2 km from Malmö train station, a 7-minute walk from the striking Turning Torso building and 6 km from the Emporia shopping center. The triple rooms offer a private bathroom, free Wi-Fi, flat-screen TVs, minibars and tea and coffeemaking facilities. Double rooms are available at a supplement of \$15.00 per person per night. Single rooms are available at a supplement of \$55.00 per person per night. We have requested 7 double rooms and 8 triple rooms. Amenities include a restaurant, plus a lobby bar, a gym and meeting/event space.
Meals: Daily breakfast and dinner is included.
First meal: Dinner – August 2nd, 2024
Last meal: Breakfast – August 6th, 2024
All meals will be served in the hotel.
WiFi costs: Free of charge
Accomm. address: We will inform your group around March 30, 2024, about the hotel name and address.

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:

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. 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 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 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:

We are in the process of booking your flights. We will add the flight itinerary here once it has been confirmed.

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 (airline to be confirmed) 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 **90 days** 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 similar to 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(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 STOCKHOLM AND SURROUNDINGS 2024

1) **HISTORIC OLD TOWN**

Free Entry

Dating from the 1200s and crammed with must-see sights, attractions, cafés, authentic restaurants, and boutique shops, the area of Gamla Stan (Old Town) is a living, breathing museum in its own right. It's often a first stop for tourists in Stockholm and is among the most popular places to visit in Sweden.

2) **ARCHIPELAGO CRUISE**

This is the perfect boat tour when you want to experience the best of Stockholm archipelago in a short period of time. The Stockholm Archipelago is the largest archipelago in Sweden, and the second largest in the Baltic Sea.

Adults (16 and older) - \$40.00

6-15 years - \$20.00

Under 5 years - \$0.00

3) **ROYAL PALACE**

A visit here could be a day out in itself. Located by the water's edge on the periphery of Gamla Stan, Stockholm's Royal Palace (Sveriges Kungahus) is the official residence of the King of Sweden.

A rich taste of the once-mighty Swedish Empire, this palace is one of the largest in Europe boasting in excess of 600 rooms and several museums. Dating from the 18th century and built in Baroque style, the palace houses many gems. You won't want to miss the daily changing of the guard. Known as the Royal Guards Ceremony, it starts at 12:15pm each day (1:15pm on Sundays) and takes place in the palace's outer courtyard.

Adults - \$19.00

Students - \$17.00

Children (7-17 years) - \$10.00

6 years and under - \$0.00

4) **VASA MUSEUM**

The incredible Vasa battleship, the main attraction at Stockholm's brilliant Vasa Museum (Vasamuseet), was intended to be the pride of the Swedish Imperial fleet. Yet, in a forerunner of the Titanic disaster centuries later, this majestic 64-gun vessel sank on its maiden voyage in 1628.

An amazing salvage operation took place in 1961, and now you can marvel at this glorious time capsule, 95 percent of which is entirely original. The three masts on the roof of the museum are not just a tourist draw; they were reconstructed to the exact height and specifications of the original masts.

This is the most visited museum in Sweden, and rightfully so. More than one million people a year come here to enjoy the different exhibitions and watch the movie on the ship's history. A variety of other historic vessels are also located on-site, including an icebreaker, a lightship, and a torpedo boat.

May-September: Adults - \$21.00 Children 18 and under - \$0.00

October-April: Adults - \$19.00 Children 18 and under - \$0.00

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

SIGHTSEEING IN MALMÖ AND COPENHAGEN AND SURROUNDINGS 2024

1) **THE NATIONAL MUSEUM OF DENMARK**

The entire history of Denmark comes to life at the National Museum. Experience the treasures the Vikings brought back home from distant shores of the World. You can also hear the stories of the people who stayed back home in Denmark and experience the Vikings' everyday life when they did not engage in voyages or warfare. The children can play in the Children's Museum or find and press the Boredom Buttons that enable animals to talk, mummies to mysteriously move and exhibitions to catch fire out of the blue.

Groups +10 pax – \$19.00 per person
17 and under - Free

2) **TIVOLI GARDENS**

More than two dozen rides await you at this world-class amusement park that inspired Walt Disney. Tivoli Gardens, in the very center of Copenhagen, is well-known for its old-world charm, lush gardens, and rides for all ages. You'll get to watch live concerts and light shows, as well as see the fireworks that take place every week. When hungry, choose between the wide selection of restaurants and food stands, or have a picnic in the gardens.

8 years and older – \$25.00
3-7 years – \$11.00
Under 3 years - Free

3) **MALMÖHUS CASTLE**

Malmöhus Castle is Scandinavia's oldest surviving Renaissance castle. Here Denmark's coins were minted in the Middle Ages and here Crown Prince Frederick held wild parties in the 16th century. Prisoners were beheaded in the courtyard in the 19th century. Today Malmöhus forms part of Malmö Museer. The castle is part of Sweden's cultural heritage and is managed by the National Property Board.

20 years and older – \$5.00
0-19 years - Free

4) **COPENHAGEN CANAL TOUR**

Experience the beauty and history of Copenhagen on a canal tour! Learn about the beautiful and historic landmarks and all other sights of interest. This boat sightseeing tour departs from Nyhavn or Ved Stranden and passes some of Copenhagen's best sights and attractions.

Adult – \$24.00
6-15 years – \$13.00

5) **ROSENBORG CASTLE**

PREMIER INTERNATIONAL TOURS

The beautiful 400-year-old castle is situated in central Copenhagen's popular park, The King's Garden. The castle was built by one of the most famous Scandinavian kings, Christian IV. Today, the glory of the past can be experienced through the numerous art treasures of the previous kings and queens. Among the main attractions is the Great Hall with the coronation thrones and three life-size silver lions standing guard. The crown jewels and royal regalia sparkle behind the thick walls of the treasury beneath the castle.

(Group discount for groups with over 9 adults)

Adult – \$21.00

Student – \$14.00

17 years and under - Free

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