

University of Colorado Women's Soccer
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November 1, 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:

May 11-15, 2024 London, England

Teams: One women's college team.
Sport program: We will arrange 2 games (4 total across both locations)
Accommodation: In a commercial area outside the city center, this 4-star hotel is also a short trip away from some of London's most famous landmarks. Streamlined rooms offer free Wi-Fi, flat-screen TVs and minifridges, plus tea and coffeemaking facilities. Amenities include a casual Italian restaurant and a relaxed cafe/bar, along with a gym. For now, we have booked your group in 9 triple rooms, 5 double rooms, and 2 single rooms.

**Please be aware that rooms/beds in Europe are smaller than we are used to in the USA.
Double beds are approx. 62x78 inches, single beds are approx. 36x78 inches.**

Meals: Daily breakfast and dinner is included.
First meal: Dinner – May 11, 2024
Last meal: Breakfast – May 15, 2024
All meals will be served in the hotel.
Wi-Fi costs: Free of charge

May 15-20, 2024 Barcelona, Spain

Teams: One women's college team.
Sport program: We will arrange 2 games (4 total across both locations)
Accommodation: This 4-star modern all-suite hotel is right along the beautiful coast of Santa Susana. Featuring dark wood furnishings and tile floors, the modest suites offer satellite TV and minibars, as well as terraces, and living areas with sofa beds. For now, we have booked your group in 9 triple rooms, 5 double rooms, and 2 single rooms.

**Please be aware that rooms/beds in Europe are smaller than we are used to in the USA.
Double beds are approx. 62x78 inches, single beds are approx. 36x78 inches.**

Meals: Daily breakfast and dinner is included.
First meal: Dinner – May 15, 2024
Last meal: Breakfast – May 20, 2024
All meals will be served in the hotel.

Wi-Fi costs: Free of charge

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 900 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 have booked your group on the following flights:

BA0218	10MAY	DEN-LHR	730P 1130A+1
BA0478	15MAY	LHR-BCN	740A 1055A
BA0473	20MAY	BCN-LHR	1035A 1200P
BA0219	20MAY	LHR-DEN	250P 540P

Individual deviations/flight changes and upgrades before departure: If any individual traveler needs 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 can't accept any deviations after **February 10, 2024**. Every airline charges a standard deviation (change) fee of **\$150.00** per person plus a possible increase in fare on the requested deviation/changed flight. All deviation requests are subject to availability of flights. Please note 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 made for either the return flight only or outbound flight only (depending 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 which has group conditions, individual requests to upgrade to business/first class may not be allowed by the airline and are subject to availability and pricing at the time of the request. We can request this on an individual basis.

Seat assignments:

Around February 10, 2024, 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 ([British Airways](#)) 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 whole 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 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, allowing 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 on your day of travel disruptions.
- If any individual wants to change flights on the day of departure (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 at 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 **February 10, 2024**.

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 by **February 10, 2024**. 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 February 10, 2024**, 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 LONDON

Recommend excursion(s) to pre-book:

- **LONDON STADIUM TOURS, LONDON EYE**

1) **LONDON STADIUM TOURS 2024**

Price Wembley: Adults \$40.00 (16 and under \$26.00)

Price Emirates : Adults \$40.00 (15 and under \$28.00)

Price Stamford Bridge: Adults \$36.00 (15 and under \$25.00)

2) **THE LONDON EYE - 2024**

Price: \$39.00 (15 and under \$32.00) Book online

The London Eye is a giant Ferris wheel on the South Bank of the River Thames in London, England. The entire structure is 35 meters (443 ft) tall, and the wheel has a diameter of 120 meters (394 ft). It is the tallest Ferris wheel in Europe, and includes a 30-minute rotation, Samsung interactive capsule guides, and entry to 4D cinema experience.

3) **TOWER OF LONDON - 2024**

Price: \$48.00 (15 and under) \$24.00

The massive White Tower is a typical example of Norman military architecture, whose influence was felt throughout the kingdom. It was built on the Thames by William the Conqueror to protect London and assert his power. The Tower of London – an imposing fortress with many layers of history, which has become one of the symbols of royalty – was built around the White Tower.

4) **WINDSOR CASTLE -2024**

Prices: Adults \$40.00 Young person (18-24) \$26.00 (17 and under) \$22.00.

A visit to the Castle includes the State Apartments, St George's Chapel, and Queen Mary's Dolls' House. Windsor Castle is a royal residence at Windsor in the English county of Berkshire. The castle is notable for its long association with the British royal family and for its architecture.

6) **LONDON DUNGEONS 2024**

Prices: Adults \$47.00 (15 and under \$38.00)

The London Dungeon is a London tourist attraction which recreates various gory and macabre historical events in a gallows humor style aimed at younger audiences. It uses a mixture of live actors, special effects, and rides.

7) **HARRY POTTER TOUR 2024**

Prices: Adults \$73.00 (15 and under \$55.00)

People all over the world have been enchanted by the Harry Potter films for over a decade. The wonderful special effects and amazing creatures have made this iconic series beloved to both young and old – and now the doors are open for everyone at the studio where it first began. From breathtakingly detailed sets to stunning costumes, props, and animatronics, Warner Bros. Studio Tour London provides a went into making the most successful film series of all time.

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

SIGHTSEEING IN BARCELONA

Recommend excursion(s) to pre-book:

- CAMP NOU, SAGRADA FAMILIA

1) **CAMP NOU (Stadium under construction, museum only)**

Price: ADULTS \$38.00 (Under 13's + Students \$30.00)

Visit the Home of Barcelona FC: the away team changing room, the players' tunnel, the dugouts, the press room, commentators box, and of course, the Museum. The Museum is the most modern football museum thanks to its interactive wall spaces, large scale audiovisual displays, and an extensive display of objects to explain the history of FC Barcelona and understand the values that make Barça "més que un club" - "more than a club".

2) **SAGRADA FAMILIA**

Price: \$38.00 pp Fully Guided Group Tour (Includes a Tour Guide) – Does not include towers
The unfinished Cathedral by Gaudi, the expiatory church of La Sagrada Família, is a work on a grand scale which began on March 19, 1882, from a project by the diocesan architect, Francisco de Paula del Villar (1828-1901). At the end of 1883 Gaudí was commissioned to carry on the work, a task which he did not abandon until his death in 1926. Since then different architects have continued the work after his original idea.

Important note: Once your group decides to pre-book this excursion, we do require an official letter from your club, school or university. Please feel free to ask a sample letter from us. Secondly, we cannot guarantee that we will be able to get admission tickets for this site.

3) **MONTSERRAT MOUNTAINS**

Price: Rack Railway Return Prices: Adult \$15.00 (Under 13s \$9.00), Santa Cova Funicular Return Prices: Adult \$13.00 (Child \$4.00) and Sant Joan Funicular Return Prices: Adult \$8.00 (Child \$8.00). Pre-booking is not available. Montserrat is a multi-peaked mountain located near the city of Barcelona. It is well known as the site of the Benedictine abbey, Santa Maria de Montserrat, which hosts the Virgin of Montserrat sanctuary and which is identified by some with the location of the Holy Grail in Arthurian myth. The mountain is composed of strikingly pink conglomerate, a form of sedimentary rock, and Montserrat is Spain's first National Park.

4) **CASTELL DE MONTJUIC**

Prices: \$8.00 per person, U16 free – Guided Tour: \$11.00

Barcelona's Montjuïc is a broad shallow hill to the southwest of the city center. The eastern side of the hill is almost a sheer cliff, giving it a commanding view over the city's harbor immediately below. The top of the hill was the site of several fortifications, the latest of which the Castle of Montjuïc remains today. The fortress largely dates from the 17th century, with 18th-century additions. It served as a prison, often holding political prisoners, until the time of General Franco. The castle was also the site of numerous executions. On different occasions during the Spanish Civil War, both Nationalists and Republicans were executed there, each at the time when the site was held by their opponents. The Catalan nationalist leader Lluís Companys i Jover was also executed there in 1940, having been extradited to the Franco government by the Nazis.

5) **LA RAMBLA & BOQUERIA MARKET**

Prices: Free

This busy street is just for pedestrians and is lined with outdoor markets, shops, restaurants, and cafes. La Boqueria is a large public market in the Ciutat Vella district of Barcelona, and one of the city's foremost tourist landmarks, with an entrance from La Rambla, not far from the Liceu, Barcelona's opera house. The market has a very diverse selection of goods.

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