**Travelbound Music Tours - Party Leader Notes**

Please read the following information carefully. It is designed to help you prepare for your forthcoming tour.

**PASSPORTS & VISAS**

All members of your group must hold a valid passport. If any members of your party are not British Citizens, you must check entry requirements with the Embassy or Consulate of all the countries through which you will be travelling. It is the Party Leader’s responsibility to ensure that all group members have the correct documentation to travel. Please note we cannot accept responsibility for any cost incurred due to lack of correct documentation or if you or a member of your party is refused entry into a country due to failure to carry the correct documentation. In the case of school groups travelling to countries within the European Union, it is possible to obtain a List of Travellers Form in the UK to allow pupils of a non-EU nationality to go on the trip without getting a visa. The List of Travellers is issued by the British Council and further information can be found on their website: <http://www.britishcouncil.org/home-information-centre-list-of-travellers-scheme.htm>

A collective passport can be used if travelling within Europe. Application forms can be obtained from the Passport Office or at www.direct.gov.uk/passports. We recommend you should apply for a collective passport at least 12 weeks prior to departure. The cost of a collective passport is not included in your tour price. If travelling to the US, an ESTA form will have to be completed online prior to travel. A separate document will be sent to you with detailed information about the form.

**HEALTH & SAFETY**

For information on Health and Safety, please refer to our Safety management System (SMS) which is available to download from our website: <http://www.travelbound.co.uk/about-us/safety/risk-assessments>. On the same page of our website, you will also be able to download a generic risk assessment form. We can offer advice on how to complete your specific risk assessments and health and safety paperwork. We can also provide assistance with the completion forms or paperwork which may be required by your Local Authority. Please ensure you send us any forms you wish us to complete plenty of time before you travel.

**TRAVEL INSURANCE**

Travelbound are an Appointed Representative of Fogg Travel Insurance Services Limited, (FSA reference 307304) and therefore we can offer you travel insurance specifically designed for school trips and which matches most LEA's requirements. If you are travelling with our insurance, a copy of the current insurance document will be emailed to you as part of your confirmation package. Please read the insurance policy carefully, especially with regards to any pre-existing medical conditions so that you and other members of the group understand the level of cover provided. We suggest that you email details of the insurance to all members of the group at time of booking so that parents are also aware of the cover provided. If travelling within the European Economic Area EEA, we strongly recommend that all members of the Party have a European Health Insurance Card (EHIC), formerly known as E111. The EHIC is accepted by many State hospitals and doctors within the EEA, BUT is not a replacement for travel insurance.

**24 HOUR ASSISTANCE & EMERGENCY PROCEDURES**

Travelbound groups have direct access to the TUI Travel Group 24-hour duty office, staffed by a team of professionals to support our Party Leaders and overseas staff at all times. Resources include full emergency procedures and protocol, access to senior management and other independent experts along withthe most up-to-date information and computer links around the clock. In the event of a serious emergency outside of normal office hours whilst on tour, please contact us on our dedicated out of hours number: 00 44 (0)1582 644100 Option 4.

In the event of a medical emergency whilst on tour involving hospitalization, you should also contact the 24-hour Emergency Contact Number for the insurance.

**ACCOMMODATION**

We recommend that whenever possible all party leaders should carry out a Fire Drill on arrival at the accommodation. We request all our groups should be accommodated together for safety and ease of supervision; however, please note we are unable to guarantee the provision of this service in all the properties we use. In most cases, your group will not be the only guests at the accommodation and will have to share the facilities with other groups or individuals.

Your group will be expected to provide minimum disruption to other guests and to make no noise at night between 22:00 hours and 07:00 hours. It is the adult teachers’ responsibility to supervise the group and ensure good behaviour. Most hotels request a damage deposit on arrival, usually between 10 and 15 euros per student. The damage deposit in refunded in full upon departure provided your group has caused no damage to the accommodation or disruption to the other guests. In most cases, the damage deposit has to be paid cash on arrival; some properties are able to take a credit card imprint as an alternative. We strongly recommend that whenever possible the damage deposit is collected directly from the students in order that they feel more responsible about their behaviour. We endeavour to work with properties which are able to offer rehearsal space, however this is not always practically possible. If a rehearsal at the hotel is required, please notify us as soon as possible in order that we can request this from the accommodation; please note this may attract a charge. Please note towels are not usually provided in hostels and in some hotels; groups are also expected to make their beds upon arrival in some hostels. Check-in time at most properties is after 14:00 hours and check-out time is usually 11:00 hours at the latest.

Most hotels will be able to provide a luggage room if required but please note a charge may be levied (payable on site). Some resorts have introduced a tourist tax which is payable to the hotel cash on arrival. Please note we are unable to pre-pay this tax on your behalf. We will notify you in writing if a tourist tax is applicable to your tour resort as soon as we know; please note regulations can change without notice. We strongly recommend that all valuables be stored in a safe at the accommodation.

We will always endeavour to obtain details of your rooming arrangements from the accommodation prior to your arrival; however this is sometimes not possible as some properties reserve the right to change rooming allocation right till the last minute. Where we are able to obtain rooming details, they are usually communicated to us no sooner than 2 weeks prior to arrival.

**MUSICAL INSTRUMENTS**

Please note the travel insurance we provide does not include cover for musical instruments. Please ensure you make alternative arrangements for adequate cover. We will request from you a full list of instruments and music equipment as soon as possible after confirmation in order to offer advice on transportation costs (if necessary). Groups travelling by coach must remember that storage space on the vehicles is limited and instruments can only be carried in the luggage area or in the overhead space above the seats. For safety reasons, instruments are not allowed to be carried on any on the seats.

If you have a large amount of instruments/equipment, the provision of a trailer may be necessary at an extra cost. To maximise use of space on a coach, we recommend everyone packs sensibly and whenever possible uses soft bags and suitcases. In the case of groups travelling by air, most airlines will impose a charge for the carriage of instruments/music equipment whose dimensions exceed the airline’s hand luggage dimensions. In the case of low cost airlines, these extra costs can be high. We will discuss your requirements in detail with you before we book seats with a specific airline. We will also ask you to provide us with a list of musical instruments/equipment with measurements and weights in order to advise you of likely extra costs. We are not always able to pre-pay these costs on your behalf; they may have to be paid at check-in at the airport. When in resort, please note not all properties will have a safe storage room to use for your instruments/equipment; it may be necessary to use your bedrooms for this. When a storage room is available, a charge may be levied for this; we will confirm this to you in writing. Please note that in some resorts (e.g. Paris, Rome, Tossa de Mar etc...) coach driving restrictions may be in place and you may have to walk a short distance from the coach drop off point to the hotel/hostel. We will advise you in writing prior to departure.

**EXCURSIONS**

We are able to pre-book local visits and excursions for you. In most cases, we are able to pre-pay any entrance fees on your behalf and add them to your tour invoice in order that you do not have to carry large sums of money on tour with you. If we are unable to do so, we will notify you. In the case of worldwide tours, it is normally the case that all requested visits will have to be pre-booked and pre-paid prior to departure.

**FEEDBACK**

We constantly monitor the service we provide and we actively seek feedback from all our groups. Enclosed in your final itinerary pack, you will find a short Tour Questionnaire and we would be extremely grateful if you could fill it in and return it to us after your tour. This will enable us to review our performance and make amendments or improvements where necessary.

**PERFORMANCES**

It is often the case that your coach will not be able to park at the venue. Your group will be dropped off as close as possible to the venue and a rendezvous time will have to be agreed with your coach driver so you can be picked up at the end of your performance. We will always include an access map to the venue in your final itinerary pack and we will endeavour to give you directions, however road access and traffic conditions can be unpredictable and we recommend you (or your tour manager/concert assistant) check access details with the venue organisers whilst on tour.

It may be necessary to unload the coach and approach the venue on foot. Please instruct your students to be very careful when leaving the coach and to watch out for oncoming traffic. In particular, if you have instruments and a large quantity of equipment to carry, ensure heavy items are carried by adults or by a pair of students. Take care when accessing the venue as the terrain may be un-even (cobbled street, muddy parks, pathways etc..) or you may have to cross a busy road. We will endeavour to give you as much information as possible in your final itinerary pack. In the case of outdoor venues, please take precautions against the elements. If performing during the day at a very hot time of the year, please ensure everyone drinks plenty of water, applies sun lotion and wears a hat prior to the start of the performance.

If performing at night, please use mosquito repellent and be aware of poor lighting. In case of wet weather, make sure all electrically powered instruments and cables are properly protected. Changing facilities and toilets may not be available at some outdoor venues and it may be necessary to arrive already wearing your concert dress. In the case of indoor venues, please always familiarise yourself and your group with fire escape routes. Always make your group aware of possible hazards such as steps, tiered staging etc., and instruct everyone to be careful when moving chairs, church pews etc. The venue will expect you to put everything back in its original place after your performance. If a changing room is provided and you store your belongings there, please ensure it can be locked safely during your performance. Always look after your belongings carefully at all times.

Whether you are performing outdoors or indoors, always ensure all cabling is properly taped down and you use all necessary extension leads, adaptors and plugs.