**Travelbound Music Tours - Tour Assistance Whilst in Resort**

We take every step to ensure that you have a successful and stress-free Music Tour and we endeavour to offer the right level of support throughout your tour experience from confirmation to return to the UK. In order to provide a truly tailor-made level of service at the right price, we offer three levels of assistance whilst on tour depending on the country you travel to and your specific requirements. Some groups prefer to have a full time tour manager to ease the stress and help with all practical issues; others are happy to travel unaccompanied and benefit from a cheaper tour price. Similarly, some destinations really benefit from a local Tour Manager – such as the Czech Republic, Poland or China; others lend themselves more easily to an un-accompanied tour – such as Belgium or Holland where English is widely spoken. Options are fully explained at enquiry stage to help you make your choice.

**TOUR MANAGER**

This is the highest level of assistance available to our groups and includes the provision of a full time Tour Manager who will be staying with you throughout the whole duration of the tour (if travelling with your from the UK) or meeting you at the hotel every morning (if living locally). With the exception of tours travelling to Belgium and Holland, Tour Managers are fluent in the language of the country you are travelling to. Their role is to assist with all practical arrangements including:

* Help with group check-in at the hotel
* Reconfirm all dietary requirements and meal times
* Liaise with your British coach drivers or local coach drivers as required
* Travel with you to all excursions and help with vouchers, admittance and payment procedures
* Liaise with all concert venues to reconfirm access and group’s arrival time
* Liaise with concert organisers on site during set up for your concert
* Distribute any additional last minute concert publicity if applicable

**CONCERT ASSISTANT**

A concert assistant will be on hand to assist with your performances only, usually meeting your group at the hotel and travelling to the concert venue with you. With the exception of tours to Belgium and Holland, concert assistants are bilingual and they usually live in the country you are visiting, often in your local resort or nearby. Each group normally has only one concert assistant for all performances and their name and mobile contact number will be communicated to you prior to departure. With this option, your group will travel to all local excursions un-accompanied and will only meet the Concert Assistant for the concerts. The role of the Concert Assistant mainly includes:

* Liaise with all concert venues to reconfirm access and group’s arrival time
* Help drivers with directions and access to concert venues
* Liaise with concert organisers on site during set up for your concert
* Distribute any additional last minute concert publicity if applicable

**NO ASSISTANCE**

This option is the most cost-effective if you are on a tight budget but we recommend it only for groups who know their tour destination well and who are fluent in the language of the country they are visiting (with the exception of Belgium and Holland). If choosing this option, we recommend you should contact the venues directly to reconfirm your arrival time, access route and final details; full name and contact number for all local concert organisers will be detailed in your final itinerary.

Details of the assistance package included in your tour are detailed in your quote and tour confirmation letter; please check carefully to ensure they meet your requirements. If your situation changes after you have confirmed your tour with us and you wish to add the services of a Concert Assistant or Tour Manager, please contact us for a quotation.