

GRATUITY RECOMMENDATIONS FOR GUIDES & DRIVERS

Son Tours includes a gratuity for every guide and bus driver for all tours. In addition to that gratuity, Son Tours highly recommends that, if your group is pleased with a guide or motor coach driver, that you take a "voluntary" collection or tip to present to that person on the final day of your tour. Our guideline for tips is \$1 per person per day if that person meets the group's expectations.

Please present any comments regarding a particular guide or driver directly to Son Tours management. Thank you for your attention to this matter.

MOTOR COACH

1. On tours where Son Tours provides a professional licensed step-on touring guide, the Guide will have a great deal of information to present to the students. While all the information is not of equal interest to all students, we do request that you ask your group to remain courteous while the Guide is lecturing. If you have any problems or special needs, discuss these with your Son Tours representative, who will make every effort to ensure that the tour is adapted to the needs of your group.
2. Your Son Tours Escort and Guide have the same detailed itinerary that you have. Except for the appointments (Holocaust Museum, Wreath-Laying Ceremony at the Tomb of the Unknown Soldier, US Capitol Tour) and meal times, your Guide and/or Escort can adjust the schedule to ensure maximum touring opportunities. Our Guides are very familiar with our programs and thoroughly trained and educated on the sites you will visit. Feel free to discuss your touring schedule with them. (Note: It is very important that the group is prompt for all appointments.)
3. During the course of your tour, your group will be getting on and off the coach several times a day. Always take a roll call of your students before leaving any stop.
4. Feel free at any time to ask your Guide to use the PA system on board the coach to make announcements to your group. The Guide will be happy to show you how to operate the system.

HOTEL ARRIVAL

Arrival at a hotel increases the flow of adrenaline in your students. No matter how tired the students are, arrival at a hotel wakes them up! To ensure a smoother check-in, here are some suggestions to follow:

- 1. Keep students on the motor coach until all luggage has been unloaded. Luggage helpers can assist the driver in unloading the luggage at this time. Your Son Tours Escort will assist you with keys and a rooming list. Your Escort will also review with you pool and/or game room times and rules, details for the evening, and the hotel layout. Note: The hotel does everything possible to keep your group together. We review all room assignments and make changes wherever possible to accommodate your wishes expressed on the rooming list you have sent Son Tours before your tour. In spite of everyone's best efforts, the group may not be on one floor due to the number of rooms required for your group or regular guests who did not check out as planned. Please be understanding.**
- 2. After a chaperone has received the student keys and room numbers noted on the rooming list, make your announcements on the motor coach. In addition to your specific rules, please announce curfew times, general decorum when entering and leaving the hotel, when going from room to room and when going to the pool and/or game room. For the safety of the students, there should be no roaming around the hotel nor should any student leave the floor without chaperone approval. "Regular" hotel guests often panic when they see student groups check in. Keeping the students under control goes a long way to alleviate the concerns of the other guests. Also, announce that all calls from home should be made collect from a chaperone's room or from the public phones located in the hotel lobby.**
- 3. Son Tours asks the hotel to turn off the phones in all the rooms to prevent local and long-distance calls. Because of safety issues, they are unable to completely turn off the phones to prevent room-to-room calls. In addition, all Pay-Per-View movies are turned off in all rooms. Any chaperone desiring to activate this service must present a form of payment (cash or credit card) with the front desk.**
- 4. To regulate the flow of students entering the hotel, dismiss them from the motor coach on a room-by-room basis. Give the key to a responsible student in the room. Remind the student(s) to take the room key with them whenever they leave the room.**
- 5. Chaperone(s) should accompany the first group of students to the floor. In addition, other chaperone(s) should wait until the last student leaves the lobby area for the assigned floor.**
- 6. If you find that there are not enough towels in the room, notify the Son Tours Escort who will deal directly with the hotel to solve these issues for you.**
- 7. If there are any existing damages to any room, students should report those to a chaperone as soon as possible who will then notify the Son Tours Escort to avoid subsequent billing for damages.**

IN THE HOTEL

- 1. There will be a security guard each evening on your floor. The security guard will be on duty from 10:00pm to 4:00am. Your Son Tours Escort will introduce you to the security guard and provide the guard with a list of your students' and chaperones room numbers. The group leader will outline with the guard the procedures you want the guard to follow. Our basic instruction to the guard(s) is not to enter any student's room and to register any concerns about a particular student's room with the group leader or chaperones.**
- 2. Before going to bed for the evening, your Son Tours Escort will contact the front desk to set the wake-up time for the following morning. Students will be awakened at least 60 minutes prior to breakfast or departure. In the morning chaperones should call the students' rooms or knock on their doors to ensure the students are awake and out of bed.**
- 3. When a breakfast is arranged at the hotel, time and location will be given to you by your Escort. Whether breakfasts are served in the hotel or at a cafeteria or local food court, a complete breakfast has been arranged for each morning. Please encourage the students to eat some breakfast.**
- 4. Before departing the hotel for the day, advise the students to bring any necessary money with them. Also, instruct the students to put away their personal belongings in their suitcase or in the dresser drawer. If the rooms are unusually disorderly, the maids are instructed not to enter the rooms.**

HOTEL CHECK OUT

- 1. Before sending students down to the motor coach, make a room check and settle all incidental hotel charges. Note any damage to the room. Students and/or their parents will be responsible for any room damages not reported on arrival.**
- 2. Ensure Son Tours luggage tags are still attached to the students' luggage.**
- 3. Before departure, the bill will be checked for any incidental charges. All personal charges (e.g., phone calls, in-room movies, etc.) should be paid directly at the desk. To avoid any delays, clear these incidental charges in ample time before departure.**
- 4. Students should bring down their own luggage when departing the hotel. Again, student assistance for the driver in loading the luggage is helpful.**

MEALS

A variety of quality eating establishments is used during your tour. A staff of dietitians inspect and dine at chosen Son Tour establishments to ensure a variety of good tasting, healthy meals. Believe it or not, some fast food does fall under that category. Some of the meals include buffet-style breakfast, cafeteria or smorgasbord style lunch and dinner, and even reimbursed meal money for fast-food facilities.

1. We want the students to eat complete, well balanced meals. Students should be encouraged to take only what they plan to eat. Your tour guide will announce the appropriate meal menu.
2. Chaperones may need an extra few minutes at meal times. Therefore, you may want to move to the front of your group. Please notify the person at the register where the group starts and ends. We advise a designated chaperone to be placed at each end of the group.
3. After the students finish their meal, be sure to keep the students in the eating establishment until they receive permission from a chaperone to leave.

MEDICAL REQUIREMENTS

1. In the event of a medical problem, your Son Tours Escort knows the necessary procedures to follow. If medical treatment is required from a doctor or hospital, a chaperone or adult must accompany the student to the treatment facility. Before leaving on tour, it is highly recommended that the group leader obtain a parental release form authorizing emergency medical treatment (most school offices have such a form that can be adapted for this purpose).
2. Group leaders should determine if any students suffer from allergies or taking medications and become familiar with any physical problems a student or adult could face while on tour.
3. Prior to departing for your tour, chaperones should decide whether or not they want to hold all student medications or allow the students to be responsible for their own medications.
4. From experience we have found it advisable for the group leader or a chaperone to carry a small supply of Aspirin, Tylenol, or similar pain relievers along with some over-the-counter cold and allergy medicines, such as Benadryl, Nyquil, Chloraseptic, etc.