



Code of Conduct Agreement

All trip passengers must agree that they will abide by the following Code of Conduct and that all elements have been reviewed in their entirety prior to departure.

1. Any passengers traveling with children must agree that all underage guests must be under adult supervision at all times. Minors will agree to respect and obey those leading the trip, taking any direction required.
2. All passengers shall be respectful to hotel and destination staff and other guests utilizing the facilities. No foul language, physical demonstrations nor poor attitudes shall be tolerated at any time.
3. Tampering with a fire extinguisher or alarm system is a crime in most countries. Calling emergency services when not required, whether intentional or not, is also not tolerated. Hotels and communities reserve the right to impose sizeable penalties for tampering incidents and/or unnecessary contact of emergency services.
4. If lodging in a hotel, occupants of each room will be independently responsible for all incidental bills inclusive of telephone calls, movies and room service items. Please expect to provide full payment prior to group departure.
5. Please note that in most hotels, lifeguards are not on duty. It is your independent choice to swim or use facilities in any unprotected areas.
6. A general 'no noise' curfew in rooms is 10:30 PM. This helps protect all interests of parties using hotels.
7. Alcohol Use: At no time will any passenger overly consume alcohol and not be able to be responsible for their own actions, personal safety or welfare. At no time should minor children consume or have alcohol in their possession.
8. There will be no rough housing, baseball, football or other games inside hotel properties.
9. Passengers should refrain from exploring areas of hotels not intended for guest use including back-of-house areas, roofs, etc. Passengers should not be found in areas which are not defined as public areas or hallways and corridors where they do not have registered rooms.
10. At no time will excessively loud CDs, tapes, radios, musical instruments, singing or outdoor activities be permitted on the hotel premises.
11. On motorcoaches, all guests should pick-up after themselves and clear all trash from the vehicle after every use.
12. All groups are responsible for picking up their litter and placing it in approved receptacles. At no time should guests leave their trash for others to clean up after them. This includes hotels, program venues, restaurant and entertainment facilities and other locations which the group utilizes. A litter patrol should be formed by the group to make certain that litter is picked up upon completion of an event/day and placed in appropriate receptacles. Upon departure, should there be any excess debris in guestrooms, an additional cleaning fee may apply which must be paid prior to group departure.



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13. Passengers will keep guestrooms in an appropriate standard so housekeeping personnel may enter and facilitate daily cleaning. Please note that in most hotels, if any personal items remain on the bed, housekeeping representatives will not make/tidy the bed. Please ensure all personal articles are removed and stored prior to housekeeping entry.
14. When checking in, please plan on having a valid credit card in your name to use for your hotel room deposit and incidental fees. If upon departure, charges are deemed appropriate, full restitution must be made if requested.
15. Trip leaders will ensure that seat / lap belts, where fitted, are used at all times unless advised it is safe not to use by a member of the flight crew or a coach driver.
16. All tours will follow an identified 3-step process for serious behavioral issues:
 - a. Step 1: Direct notification of Trip Leaders. At this time, the Ambassador will complete an incident report and issue copies to the hotel/supplier, the Tour Leaders and our Head Office.
 - b. Step 2: Notification to Tour Leaders of Intent to Evict. At this time, the hotel management will place a telephone call to our Head Office to notify of potential eviction if the behavior issue is not rectified. Head Office will in turn notify group officials of the circumstances.
 - c. Step 3: Notification of Tour Leaders of partial or full eviction from property. At this time, some or all party members may be asked to leave the property. If this should occur, the traveling party will assume all financial obligations for said eviction inclusive of additional accommodation payments, forfeiture of booked accommodation payments, air flights, programming costs, transportation and other elements.
17. Please anticipate appropriate gratuities for the service personnel serving your group. Ask your trip leader for recommendations or feel free to enquire with us. Tipped personnel may include your Tour Director, any local tour professionals, your bus driver(s), your housekeeper, waitstaff for meals not included with your trip, and teaching professionals/guides such as dive & ski instructors.



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