



STEM U
SUMMER RESIDENTIAL CAMP

Parents' Guide for STEM U 2025



INSPIRATION OUTSIDE THE CLASSROOM



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



STEM U

SUMMER RESIDENTIAL CAMP

A warm welcome to our students, parents and families!

I would like to personally thank each of you for supporting our educational programs and take a moment of your time to share some details that we feel will enhance your trip. At STEM Study Tours we strive to provide the highest levels of customer service and believe that sharing as much information as possible prior to your trip is of the utmost importance, allowing you to plan for a fabulous and successful trip. We sincerely hope that you and your students enjoy a trip of a lifetime!

In this document, we have tried to list items that we feel you need to be aware of to assist in planning your upcoming tour as well as adding a few hints and tips we have picked up over the years. Of course, we are always here for any questions and to help in any way. If you ever need assistance, you need only to ask.

Thank you for being our guest! We sincerely appreciate your business and will work hard to ensure this is an outstanding trip, inspiring your students in new and innovative ways.

Warmest Regards,

Michele

Michele Hammock 

STEM Study Tours, Founder

USA: 984.223.9866

E: michele@stemstudytours.com



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



TABLE OF CONTENTS

Before You Travel	PG	4
Travel Dress Code		5
Travel Protection / Insurance		6
Flight, Luggage & Airline Meal Information		7
Passport / Identification Requirements for Travel		8
Your Itinerary		9
While Traveling		9
On Tour		10
Loss of Passport		12
Accommodations		13
Meals		13
Your Tour Director / Ambassador Team		14



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



Before You Travel

We understand that the biggest part of your job will be the work required before you even set foot out the door. To assist, below are some tips that we feel might assist you in planning your perfect trip.

- To research current exchange rates, we suggest that you visit the following link: www.xe.com. This will give you the most up to date exchange rates for your global travels.
- Please note that many destinations do not offer currency exchange services and currency should be exchanged **prior** to departing on your trip, or at the airport upon arrival. Credit cards are widely accepted in destinations and most have ATM cash dispensers for emergency funds via credit card or debit card. (Note: If traveling in Germany, your student will want to bring several €1 coins for easy access. Toilet stops are usually paid in coin, and then the merchant will credit the amount back to the student to use for an in-store purchase – beverage, snack, souvenir, etc. Always best to be prepared!)
- We strongly recommend discontinuing use of mobile phones or using “Wi-Fi-only” settings to protect your student from unexpected data fees while traveling internationally. While it may be possible to use your mobile phone internationally, charges tend to be expensive. We therefore recommend you contact your network provider to understand these charges before you travel. Calling cards may also be available and if desired, you should purchase these prior to travel.
- We suggest that you bring a copy of your entire **travel insurance policy** with you, **photocopies of passports**, and a copy of your **medical release**.
- Many suppliers require waivers to be completed prior to being able to participate in an activity. We will endeavor to get these to you prior to travel and ask for you to respond to them at your earliest convenience. No waivers = no participation in a specific activity.
- Check www.weather.com for the weather forecast of your destination area.
- If you are traveling on our group flights and not traveling independently, we ask all students to wear the shirt included in your travel pack. This makes the group easily identifiable, especially as we may not personally know your student.
- If group members wear glasses or contact lenses, bring an extra pair packed in hand luggage in case of loss or damage. A suggestion for wearers of contact lenses is for the user to pack a small amount of solution in hand luggage (please check current Airport Security regulations concerning carrying liquids in hand luggage) in case it is needed during flight. We generally find that people who wear contact lenses prefer to take these out during longer flights as the aircraft typically creates a dryness which can bother the eyes.
- Pack a simple ‘first aid’ kit of items which may be needed during the trip. Include over-the-counter medicines, sunscreen, alcohol-based hand sanitizer, first aid supplies, insect repellent and other items your student may need. For a more complete list, please visit [CDC Pack Smart](#).



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



- Research your destination for recommended travel vaccines. Most importantly, everyone should talk to their family physician for guidance and recommendations related to health concerns. [CDC Travel Vaccines](#)
- Keep all prescription medication in original containers and bring a photocopy of the current prescription so they can be more easily replaced if lost.
- Apply early for passports. Personally check to make sure you are updated on the most recent compliance laws for traveling under a passport as this task falls under your responsibility. Additionally, please check to ensure you are in compliance with Visa requirements as these will vary by the individual nationality of each passenger traveling. Most countries – Europe, UK, Canada & USA - now have a Visa Waiver program in place. Please see more details on this below.
- Pack an electricity adaptor for appliances. Items may include electric shavers, hairdryers, camera and phone chargers and other small devices you may wish to carry. (Note: North American destinations run on 110V; most European destinations run on 220V.) You will need to purchase these prior to travel if you intend to bring them.
- Research checked luggage allowances for flights as they vary by airline and are subject to change.
- If you are traveling on a family program, please be aware that we cannot assist in booking childcare on your behalf as this is not a service that our group contacts may assist with. If you desire childcare arrangements, the best practice is to contact the individual hotel/resort via telephone and determine if they have programming available and the associated costs. You will need to make independent reservations for these services.

Travel Dress Code

We understand that while on tour, participants want to feel relaxed and comfortable and we completely appreciate this. We do request that you specifically discuss a travel dress code with your student prior to travel. While forms of casual dress vary in different parts of the world, we need to be respectful to the culture we are visiting, not necessarily to what is considered appropriate in our home country.

As an example, in most countries, it is considered disrespectful to wear shorts that are so short that young ladies are not effectively covered. While we don't want to make any specific statements, we do want to ensure that all dress is always respectful. If you are traveling to Mexico, Costa Rica or other Latin American countries, this is even more important. If you are traveling to a beach destination, make sure swimsuit wear is appropriate and **conservative**. Your attention to this and discussion with your student is sincerely appreciated. If on tour and something is not appropriate, we have asked our Ambassadors to speak to any guests directly so the participant's clothing choice may be changed prior to continuing the tour.

We sincerely appreciate your help with this. We always want our programs showcased in the very best light and dressing appropriately will go a long way in international cultural relations.



Hammock Expeditions, LLC
 51 Hillcrest Way
 Bluffton, SC 29909 USA
 P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



Travel Protection / Insurance

All traveling parties are required to carry travel protection. To assist and as a convenience, we have partnered with a well-known and widely used travel insurance company called Trip Mate which you are happy to use. The choice is completely yours on who you would like to use, we just mandate that a travel protection plan is in place prior to the time of travel. Unfortunately though, Trip Mate is only available to groups departing from the USA. If you are departing from outside the USA, please let us know if you need a recommendation. A copy of your policy must be submitted prior to travel.

During our student/staff registration, passengers will select their travel protection plan; two plans are available: F560S is for the “standard” travel plan and F560E is for the “enhanced” travel plan. Before making a decision, please review the differences in plan options and if you have specific questions, contact the insurance provider directly. Please know that while we are happy to offer travel protection to you during our registration process, we do not sell, nor operate, travel insurance. If you are not based in the USA, please “decline” coverage but still understand it is mandatory to be in place prior to travel.

Many times, we get asked why insurance is necessary. It’s a great question! Let us try to explain a few examples of why we require it and why it is necessary:

- As travel operators, we take responsibility for booking independent elements of your trip – your flights, hotels, transportation, activities, meals, etc. We work hard to pull this all together but there are some instances when things aren’t movable even though we absolutely try. A good example of this is flights. We had a group in Costa Rica a few years back and the trip went beautifully. The group were in route back to the airport to fly home and ran into a traffic delay due to an accident on the only highway. The delay caused them to miss their return flight and their airline was not able to reticket them on a later flight as the delay had nothing to do with them (airline) specifically. Because the group had travel insurance, their insurance company set them up with an added night’s lodging, meals, extra transportation and a revised flight to travel back home on the following day. Although no one’s ‘fault’, these things do happen and can easily happen anywhere in the world. By ensuring you have travel protection, we are ensuring you will hopefully not be at a monetary loss for items outside of anyone’s immediate control.
- What if your group were all ready to go, but a student is also involved in sports and a few days before the trip was scheduled to depart, she breaks a leg and her doctor will not allow her to travel? All funds have been paid to us and we have paid them out to our suppliers to reserve the tour. Does the parent just lose the funds altogether? With travel protection, that parent would generally get a refund based on the insurance policy that was purchased. We would never want anyone to be out of pocket financially, especially for something they weren’t able to participate in. Having travel protection – with the right policy - will ensure you are protected financially.
- At one of the activities on tour when your group is ice skating, or flying in a wind tunnel, a student twists an ankle. We get them to the hospital but the hospital requires an immediate form of payment. Process - you contact your travel insurance provider and let them negotiate and pay the medical facility directly. At times you’ll be asked to make payment and then get reimbursed, but your insurance company is guiding you every step of the way so you are covered. What happens if the doctor explains that it is a serious break and the student requires different airline seating to extend their leg during a flight? Travel protection will not only take care of this from an administrative standpoint, but they will also usually cover the costs.



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



- You travel internationally, arrive and get to the hotel, and find out that you have lost your passport. You frantically contact the coach company and the airport, but zero luck in finding it. A replacement is needed urgently. This means a trip to an embassy which generally means a flight for 2 people (student plus a staff member if unaccompanied), transportation costs, extra hotel costs, on and on. And you miss the planned activities on top of this. Dependent upon your plan, travel protection will generally reimburse you for unexpected costs such as these.
- What happens if you fly all the way to a different country, only to realize that your bag didn't end up traveling with you? You need toiletries, perhaps some clothing, and other items to tide yourself over until the bag arrives, if it does arrive. What if the airline breaks one of your suitcases and a new one is required before you can travel home? All of these little needs add up and are generally covered by your travel protection plan.

There are so many elements that can unexpectedly pop up that are generally covered by travel protection. We hope this helps to explain why it is necessary and mandated for all traveling passengers. Please always ensure your policy has a travel cancellation protection component, a trip interruption component, and also a medical component. **Although a bit more expensive, we strongly suggest an “enhanced” or “cancel for any reason” policy.** Read your policy thoroughly and ask questions about what it does, and does not cover so you are aware. Not every policy covers all instances. And make sure to bring a copy when you are on your trip. A little protection goes a long way.

Flight Information, Luggage & Airline Meals

If traveling via flight, please know that your specific flight details are generally available approximately 60-days prior to departure. For most of our summer options, we offer a collective group flight, or you may book your flight independently and we will meet you on arrival. If traveling on our group flights, pre- and post-hotel stays are also optional. Let us know how we may serve you.

Baggage weight and size restrictions vary and are subject to change. Please check your group ticketing details for the most up-to-date information as these do tend to change frequently. We also suggest that all passengers weigh their baggage prior to embarking on their trip to ensure they meet any specific requirements.

If flying internationally, please understand that flights within the USA and Europe are virtually all non-catered or buy-on-board options. Any catering provided will be snack catering only. International flights, if over a specific amount of flight time, are generally catered – although this does exclude some carriers such as Westjet and IcelandAir. Please ask us. Please ensure your student has funds to cover buy-on-board options!

Please note that although we will submit your requests for specific meals to our airline partners, they may not always be available. If on an international catered flight and a member of your party has a request for a meal preference, **please reiterate this at check-in**. Be advised that dietary requests apply only to international transatlantic legs and do not apply to internal/domestic flights. As an example, if you have a connecting flight in North America and have a specific dietary request, the best practice is to **purchase a meal option prior to boarding** but after passing through security. Also, please note that on the majority of our internal USA/Canada connecting flights, service is generally limited to drinks (coffee, tea, soft drinks) only. In most instances, these are free of charge. If in Europe, many times beverages are available for purchase only.



Hammock Expeditions, LLC
 51 Hillcrest Way
 Bluffton, SC 29909 USA
 P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



Please note that if a member of your party suffers from a nut allergy, **airlines do not offer a 'nut-free flight.'** If a member of your party has a specific allergy or dietary concern, please know that these may not be guaranteed. ***BEST PRACTICE: Always purchase a suitable meal option prior to boarding to ensure your group member has something they will be able to eat without issue.***

Passport/Identification Requirements for Travel

In order for passenger information to be passed quickly to the airlines, coach companies, ferry companies and border security agencies, parents are required to enter all information related to your group's booking directly into a link we provide for trip registration, waiver collection and payment. This is the MOST IMPORTANT part of the pre-travel work. When registering, only include full legal names, including middle names. Please also know that the waiver is mandated. A parent will not be able to set up finance tasks without acknowledgement of all legal documents. Parents should double-check all information entered as it will be forwarded to the airline or other agency with which your group is traveling exactly as it is entered.

Failure to provide full legal names (no nicknames) and associated passport information by the required date can result in the travel suppliers releasing any unnamed seats from the booking. Any errors in the information provided, including the misspelling of names as per the passenger's passport/ID card can result in the levy of a charge and in some cases, necessitate re-ticketing. The fees for re-ticketing vary by supplier but can be in excess of \$300 / £200 per ticket. Any charges levied due to incorrect documentation or information not being received by us by the required timescales will be passed back to you for payment.

For dual nationals, where one of the nationalities held is USA, the passenger **must travel on their USA Passport**. For anyone born in the USA and traveling into the USA but not holding a USA passport, a visitor's visa must be obtained, or they will generally be denied entry into the USA.

In addition to ensuring that all passport requirements are met, persons traveling into the USA, Canada, the UK or Europe must apply online for a Visa Waiver prior to travel:

FOR TRAVEL INTO USA:

[USA ESTA](#)

FOR TRAVEL INTO CANADA:

[CANADA eTA](#)

FOR TRAVEL INTO THE UNITED KINGDOM:

[UK ETA](#)

FOR TRAVEL INTO EUROPE:

[EUROPE ETIAS](#)

All visiting passengers eligible for travel under the Visa Waiver Program must receive online approval a minimum of **72-hours** prior to departure. The Visa Waiver Program offers entry without the need for a visa to travelers from selected countries. The current list of countries covered can be found on the websites shown above. Boarding/entry on arrival may be denied if you have not received approval. Application takes just a few moments; please ensure that you have your passport in hand when logging in. **You can print the final page for your records – we recommend that you do.**

IMPORTANT: If you get a new passport after receiving approval (lost/stolen/expired) you MUST re-apply as the document details will have changed. You will not be able to travel without your approval matching the details shown in your passport.

ALL PASSENGERS TRAVELING FROM ABROAD MUST HAVE AN APPROVAL CODE 72-HOURS PRIOR TO DEPARTURE IN ORDER TO BOARD THE PLANE. FAILURE TO DO SO MAY RESULT IN DENIED BOARDING OR ENTRY. APPROVAL



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



DOES NOT GUARANTEE ENTRY AT CUSTOMS AND IMMIGRATION. IT IS UP TO ALL PASSENGERS TO ENSURE THAT THEY HAVE COMPLETED THE FORM AND RECEIVED THE NECESSARY APPROVAL BEFORE TRAVEL. STEM STUDY TOURS WILL NOT BE RESPONSIBLE FOR ANY REPATRIATION CHARGES INCURRED DUE TO DENIED ENTRY.

Your Itinerary

Your Itinerary is the day-by-day schedule of daily activities, times, transfers, meals and excursions. This document will be custom-tailored specifically for your trip. Please note that our individual suppliers (activity providers, hotels and restaurants) make the final authorization as to times and dates of activities scheduled. You may expect to receive your final itinerary a minimum of 2 WEEKS PRIOR TO DEPARTURE providing that changes are not occurring with your booking. The completion of your Itinerary depends on the successful submission of all required documents and payments being submitted.

Your Itinerary will have two tabs which can be found at the bottom of the electronic document. The first tab will have the day-by-day itinerary and scheduling for your group. The second tab will contain key details such as the name, address and contact details for your hotel(s) and motorcoach provider, emergency contact numbers and other key information. Please be sure to print both tabs and have your student carry them during the trip so they have this critical information available at all times.

While Traveling

If you get delayed in transit, please immediately notify us by dialing our main office telephone (001) 984.223.9866. If after hours, this phone will be diverted to our Duty Manager. We will then alert your Ambassador and ground team. If you do not make us aware, your room accommodation could be in jeopardy so contact us once you have information.

- Please do not lock your luggage as the lock will be removed or broken by security checkers. If a lock is required, use a special "Transportation Safety Administration" (TSA) approved lock which can be opened by airport staff using special tools without damaging your lock.
- For hand/cabin luggage, please consult your individual airline websites for weight and size restrictions. Additionally, some airports have very specific regulations regarding sizing and allowances, so we encourage you to check the departure airport's website as well (London Gatwick specifically). Please also research duty-free limits for customs declarations on international flights.
- Meals are generally only provided by the airline on transcontinental flights; however, most airlines offer the facility to buy snacks and drinks on board. Please be advised that some airlines only accept payment by credit card, and most Icelandic carriers often only accept Euros. Please enquire during check-in or at the gate to determine if you should purchase food items prior to boarding.
- If your student requires medicine to be packed in carry-on luggage and taken on-board the aircraft, please remember these simple rules: a) Ensure all medication is in its original container with a full pharmaceutical label. b) Bring a doctor's note specifying the medication prescribed, whom it is prescribed for, and contact information for the doctor. c) If the medicine is in liquid form, ensure it



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



meets specified regulations for carry-on purposes. At the time of this documentation, specifications include limitations on both size/quantity as well as placing the liquid in a clear, quart-sized, plastic sealable bag. Please consult your airline's website for the most up-to-date regulations concerning carry-on items.

- As mentioned in the pre-travel segment, please remember that if a member of your party suffers from an allergy or medical/dietary condition limiting what they may be able to consume, ***the best practice is to purchase a suitable meal option prior to boarding a flight.***
- When traveling internationally, all passengers will be required to clear Customs and Immigrations at their first point of entry. Most baggage will be through-checked to your final destination however it will require Customs clearance upon arrival.
- Please note that luggage assistance is not included as part of your tour. Each member of your party will need to be able to carry/pull their own baggage. This will include loading and unloading the luggage on the coach used to transport your group, and to/from hotel rooms.
- If you encounter lost baggage while traveling, it is imperative that you report any lost bags **prior to departing from the airport**. Please retain the information as to whom you spoke with, any identification and/or claim numbers, baggage descriptions and where follow-up communication should be directed. In most circumstances, lost baggage will be returned directly to your accommodation although this will be dependent upon your airline's policy with regards to lost luggage. The address and contact numbers for your hotel can be found on the 2nd tab of your Travel Itinerary. Please advise your Ambassador of your missing baggage so they are aware. Generally, items may be traced via the airline website as well as by phone. The website is more productive whereas phone communication may take an extended period of time. Lost bags often take up to 48-hours to be returned or longer. We strongly advise that passengers are aware of the insurance coverage for such events and have a plan in place in the event luggage is lost.

On Your Tour

- Please note that as a general rule, we have a 10:00 PM curfew for all passengers to be in their bedrooms and a 10:30 PM 'no-noise' curfew. If for any reason your group arrives at the hotel later than this time, we ask that all parties be considerate of other guests and go quietly to hotel rooms.
- **Passengers traveling from abroad into North America:** At no time should students under the age of 21 be in possession of, or attempt to purchase, alcohol - ever. This is a **major** crime and is punishable by law. Any adult found guilty of serving a student alcohol or purchasing it for them also faces mandatory punishment. Please ensure your student is aware that this is a very tough violation, and it is taken very seriously by law enforcement authorities. In the USA, the legal age to consume alcohol or have it in possession is 21 years of age. In Canada, it varies by province and ranges from 18 to 19 years of age dependent upon location. In Mexico, the legal drinking age is 18.
- **Passengers traveling from North America into Europe:** Please be aware that most European nations do not view alcohol regulation in the same light that many Americans do. In many European families, children have access to alcoholic beverages at an earlier age than in North America. We strictly enforce a 'No Alcohol' rule for students on tour.



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



- Although tipping is discretionary, it is customary to tip service providers. Service personnel that generally receive tips for performing service functions include wait staff in restaurants for “pay on own” meals, hotel bell staff if utilized, housekeepers, bus drivers, local guides, tour ambassadors and others who work in a service capacity on behalf of your group. For suggested customary tipping practices, please ask us.



Below is a chart of standard tipping rates for ‘good’ service. If traveling to China, Africa or other locations, please consult us as tipping considerations vary by country.

TIPPING CONSIDERATIONS	
Hotel Bellmen / Valet	\$1 per bag if service is used
Bartenders	\$1 per 1 - 2 beverages
Motorcoach / Shuttle Drivers	\$2 per person, per day or \$100 per day collectively
Tour Ambassador (Tour Director)	\$5 per person, per day
Local / National Guides	\$5 per person, per day
Ski School Instructors	\$5 per person, per day of service
Dive Instructors / Boat Crew	\$10 - \$20 per 2-tank dive for certified divers, \$50 - \$75 for diving instruction/certification

In some locations you will also have the luxury of having a National Guide assisting our groups. In cases such as these, we would suggest you budget for \$10 a day for gratuities, per person traveling, to split between your motorcoach driver (\$2 per day, per person,) the National Guide (\$4 per day, per person) and your personal Ambassador (\$4 per day, per person).

- It is very important to ensure you are **discussing use of sunscreen and bug repellent directly with your student**. While our team will touch on this, it is important **that you make it your responsibility** to review this directly with your student and ensure their compliance. If anyone in your party needs to purchase additional supplies, please alert your ambassador who can determine appropriate sources for purchase. With so many unknown possibilities, we want to make sure you are always able to help your student protect themselves from harm.



- If during the course of your tour, equipment is lost or damaged, your credit card may be charged for replacement or you will be required to submit cash funds to cover the loss. Please check the terms and conditions of your travel insurance to determine if these charges may be appropriate for reimbursement and what paperwork will be required to support your insurance claim.
- If at any time you have concerns over your group’s instruction, activities, meals, accommodation or other factors of your trip, we ask you please bring this to the attention of our Head Office **immediately**. This allows us an opportunity to work on your behalf and try to resolve the issue. We value this opportunity to rectify the situation. If we are made aware, we can usually assist you. Please do not attempt to contact your student’s tour ambassador while they are on tour. All communications should ONLY go through our head offices.



Hammock Expeditions, LLC
 51 Hillcrest Way
 Bluffton, SC 29909 USA
 P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



- If you find that a party member has lost a specific item during the trip that you are unable to recover while visiting, the *best practice is to contact the location directly for follow-up*. Unfortunately, Tour Ambassadors are only in the area for the duration of your trip, so they are generally not local nor able to assist you after your group has departed. The *best practice is for you to contact the destination via telephone and request the Lost & Found extension*. From there, the staff responsible for this area will be able to check and let you know if items have been located and determine applicable costs for mailing the item(s) back to you. You may find the telephone number and website of your hotel located on the 2nd tab of your itinerary. In most cases, you should be able to give a credit card directly to the vendor to cover any additional fees required for postage.
- If you have sustained an injury during your tour which requires enhanced airline services (seat type change, delayed flight, or other special circumstance), please note that this **must be handled by a parent or guardian directly with your travel insurance company**. While we would like to assist, our contract with airlines is for group seating requirements only and does not allow us to change any individual details. All requests for services are handled by your insurance company who work directly with the airlines to secure your needs as per your doctor's advice. Please ensure you receive appropriate documentation from the medical facility which you may then send to your insurance company to assist in a speedy transaction for reimbursement.
- If due to an injury you require additional medical assistance such as counseling, psychotherapy, physiotherapy or any other type of treatment, this must be facilitated through your insurance company directly. Your insurance experts will locate and make appropriate appointments as per your specific coverage.

Loss of Passport

Every year we have travelers who inadvertently lose their passports. The replacement process is not usually an easy one, so we wanted to share this with you to make sure everyone is 'in the know.'

Best Practice:

- Make a photocopy of each passport that is clear and easy to view. Check the actual copy to make sure it is not too light/dark or unreadable. You should keep a copy and then each student should also keep a photocopy of their passport in their hand luggage.
- If an international visitor traveling into a country that requires a Visa Waiver, all passengers should bring a photocopy of this authorization in their carry-on luggage in case of need.
- Upon arrival at your departure airport, students will be broken into small groups of 10 or less with one staff member assigned to each set of students for passport collection
- During your international flight, passengers will use their passport photocopy to gather the information necessary to fill out any required immigration forms. Many students forget their passport and leave it on the plane.
- When preparing to enter Customs & Immigrations, students will gather in their small pre-assigned groups and be cleared through with the staff member assigned to assist them. After clearance, this staff member will again collect all passports. The passports will not be given out again until the



Hammock Expeditions, LLC
 51 Hillcrest Way
 Bluffton, SC 29909 USA
 P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



return journey home. Upon arrival at the hotel, all passports will be locked/held in a safety deposit box or the hotel safe until it is time to return home.

If a passport is lost, please understand there are strict procedures that are required for replacement. For more information, please visit our [Documents Library](#).

Accommodations

- Please note that all chargeable hotel items, including telephone calls, movies and other purchases, must be settled prior to hotel departure. If you would like to activate room charging, a credit card or cash deposit should be left with the front desk for authorization.
- Many facilities have a swimming pool available for your use. Please note that in most cases, **lifeguards are not on duty**. If your child is not a strong swimmer, we highly suggest they do not swim. Please alert us if your child is not authorized to swim.
- To avoid any unnecessary room damage fees, we suggest that all occupants of each room take a few moments to inspect the room and record any deficiencies / damage. This information should then be shared with the front desk and photocopied in case of later reference or need.

Meals

Please be aware that meals will often not be identical to the type of meals you may be used to. The following are some notes and tips we'd like to share and items to be aware of:

- In Europe, breakfasts are typically 'continental' and consist of breads, cheeses, fruits and meats. In the Americas, breakfasts are usually sweet in taste and consist of items such as pancakes, French toast, eggs, potatoes, pastries, etc. As this might be different to what is usually consumed by your student, we recommend that if they would like to have different items, these are purchased independently.
- Please note that most tours do not offer a choice in meal plans. If you have a serious issue, please contact us prior to registration and we will be happy to assist if we are able to do so.
- **We always try to ensure that a specific option is available for group members listed as vegetarians.** Please ensure that this and any food allergies are included in your personal information when registering. Unfortunately, we are not able to cater to personal likes and dislikes, only serious food allergies may generally be accommodated.
- **Please note that 'organic' food options are not usually available in group menu options. As in the case with food options on flights, if you have someone who cannot consume standard group menu options due to preferences or food allergies, the best practice is to purchase an independent meal for them.** As with any group tour, our group options take advantage of local options for overall student consumption and are set up to serve 'the group'. In some instances, this means we do not have the ability to cater to individual needs.



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



- If your group is set up to participate in a pizza night, please understand that in most locations, pizzas include cheese. When we order pizzas, we will try to also include at least one pizza with no cheese if a request is shown within your dietary requirements. Pizzas are ordered for the entire group's consumption and are not ordered per passenger.
- If adults who are traveling wish to purchase alcoholic beverages or if any group member desires an option that is not included in the standard meal plan, you are welcome to have these added but also must be responsible for full payment at the time service is rendered.
- General breakfast times range from 7 AM to 8 AM and dinner times from 6 PM to 8 PM. This will vary dependent upon activities scheduled for the group.
- If your departure from a destination falls in the early morning hours, please check your Itinerary to determine if a breakfast will be available for your group. We do apologize but often it is just not possible to arrange breakfasts in the very early hours.

Your Tour Director / Ambassador:

The "Hammock Expeditions Difference" means more than just incredible destinations, awesome trips and brilliant education. In our quest to provide our clients with the highest levels of service and personalization, we offer a dedicated **Tour Director** with each tour. Your TD's role is to provide immediate assistance and to act as liaison between the group and each element of the trip – hotel, transportation, activities, and so on. As highly trained service professionals, TDs deliver outstanding customer service, handle special requests and assist in emergency situations.



Please note that your TD is not a 'local guide' nor should they be considered one. Your TD is highly trained in specific operations and is placed in their role to serve as a liaison and management tool representing both your interests as well as the overall interests of our Company. The direct oversight of the scheduled itinerary including ensuring your rooms and meals served are good experiences, instructors are on time and classes progress accordingly, and most importantly, injury protocol and emergency management operations, all combine to create the key focus of your TD. Your TD may or may not have had the privilege of working in your destination before and should not be considered as having a wealth of local knowledge. If you have specific questions that relate to the area you are visiting, please feel free to enquire and our team will seek an answer. In most long-haul destinations, a local representative is also paired with your group to be able to serve as a local guide.

A few more points for your consideration....

- Please note that your TD is here to serve you and to ensure you receive the highest level of service. If you come across any area which requires assistance, please immediately have your student notify their TD so that he or she may initiate a plan for rectification.
- One of the ways we measure progress is by requesting your feedback. We ask you to assist us by filling in an End-of-Trip Report with your overall feedback once you return. This will be emailed to you, and as always, we greatly value your response and comments. We then use your specific feedback to continue to build great experiences!




Hammock Expeditions, LLC
 51 Hillcrest Way
 Bluffton, SC 29909 USA
 P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com



We welcome all feedback concerning our TD Team! If you have an immediate concern, please contact us at your earliest convenience. We very much appreciate your direct communication; call or email us for questions and/or feedback!

Michele

Michele Hammock 

Hammock Expeditions, Founder

E: michele@STEMstudytours.com



Hammock Expeditions, LLC
51 Hillcrest Way
Bluffton, SC 29909 USA
P: 984.223.9866
www.HammockExpeditions.com
www.STEMStudyTours.com

