



## TRAVELING WITH STUDENTS

As you travel abroad, you represent your family, school, community and your country. A key to a successful trip is your open-mindedness and willingness to accept new cultures and the occasional inconveniences of international travel. If you keep your eyes and your mind open, you'll bring home something of lasting value that you won't have to declare at customs.

Of course there will always be concern to send children away from the watchful eye of parents & legal guardians. Prométour takes this into consideration and puts in place precautions to try to prevent any incidents that would put your students in danger, ruin the adventure or jeopardize travel becoming a permanent part of your school's curriculum!

### **Prométour Professional Certificates**

Prométour is fully certified & insured, this along with our 20+ years of experience, provides a solid backing for organizing safe & comprehensive programs. We are also an active member of IATA (International Air Transport Association), ACTA (Association of Canadian Travel Agencies) & SYTA (Student and Youth Travel Association), which helps keep us abreast of changes, shifts and trends within the travel industry.

### **Local Offices**

Prométour has offices in Montreal (Canada), Paris (France) & Malaga (Spain). Our partners in China & Latin America have been thoroughly researched for professional certification & references and have signed contracts committing them to provide services and products that adhere to Prométour's high level of standards and business practices. By having fully operational offices, not just a store front receptive agency, in our main destinations it allows Prométour to remain up-to-date on local events and occurrences. Our Prométour offices are more likely to be aware of impending strikes, extreme weather changes, and other major unforeseen circumstances that could affect your trip.

### **24-hour access to Prométour Offices**

Prométour has a 24-hour assistance phone number so that in the case that there is an emergency, whether it be with someone back home or while in destination, we can be quickly advised and can help put into action any necessary procedures.

### **Communication Documents**

Before the group leaves, they are provided with Last Recommendations that will, in one concise document, provide flight details, hotel contact information & Prométour contact information for all our offices. It is suggested that one be left at home for parents & one to be left in their day backpacks while on tour. We also provide the group leader with an email/phone chain document that we suggest be completed with copies given to school administrators & Prométour, so that if information needs to be relayed back home, it can be done easily and efficiently.

### **Travel Insurance**

All our programs automatically have a Basic Travel Insurance package built in the price. For Canadian groups this provided by RBC (Royal Bank of Canada) Insurance and for American groups this is provided by TravelGuard. Both these companies have been chosen because they offer packages that are meant specifically for students.

### **24-hour service of a local Prométour Tour Director**

While in destination, a professional, experienced Prométour Director will accompany the group 24-hours per day, even staying in the same hotel as the group. They are normally of the country that you are visiting and are familiar with customs, emergency services and processes. Being able to speak the language of that destination will definitely benefit the group in all situations especially those that require quick & confident actions. They are familiar with traveling with student groups and have knowledge of moving them easily and safely through public transportation systems and managing city traffic & busy streets. Your Prométour Tour Director will know to acquaint the group with street scenarios they may not have to contend with back home like; pickpockets and scam scenarios and give suggestions on how to avoid it happening to them.

### **Flights & Airport Assistance**

Prométour only books flights on major airlines or regularly scheduled flights. For major airports like New York, Boston & Chicago we are often able to arrange for Airport assistance to help the group with check-in or in the case of flight delays or cancellations, to help with making alternate arrangements (subject to availability)

### **Adult Supervision - Free Time**

All Prométour programs have a chaperone ratio built in the price, making it so that one adult chaperone can be assigned to a smaller group of students within your large group - it's easier for 1 person to count 10 heads rather than 1 person trying to count 30 heads! Accompanying adults are always with the student group, even during free time. Free time is conducted under a controlled situation: a mall, specific boundaries set by Group Leaders/Prométour Tour Director etc. Participants are asked to use the buddy system & to not wander alone.

### **Adaptability**

Any travel holds inherent risks; you can have your wallet stolen at home while walking to your local convenience store or while taking pictures from the Eiffel Tower. Travel abroad is, just like merely walking down the street at home, largely as safe as you make it. Since the time of Marco Polo, travel has involved certain inconveniences - places may get crowded, traffic may be busy, and buses may be delayed. Pack tolerance and a sense of humor in your suitcase!

**PRACTICE WHAT YOU TEACH!**