



NOTES TO HELP YOU PLAN YOUR TOUR

Standard Payment Schedule

In order to make commitments to our suppliers, ACFEA Tour Consultants requires a non-refundable deposit and signed contract to begin making arrangements for your tour. One or two interim payments will be required, with the final balance due 60 days prior to travel.

- Please note that our quotation is based on a specific number of paying participants.
- Please keep us informed of any changes to your group size and we will advise you of the revised land price of your tour.

Promoting Your Group

Once the contract has been signed and deposit paid, please send us your promotional materials as soon as possible. Performances cannot be confirmed until promotional materials have been received. Please see 'Promotional Materials' for further information.

Passports, Visas and Travel Insurance

It is the group's responsibility to ensure that all participants have a valid passport and, if applicable, the necessary visas. Travel and medical insurance should be arranged as soon as the tour is contracted. Please see 'Safety & General Information Before Travel' for further information.

60 Days Before Travel: Checklist

- Payment of the final balance
- A final list of participants, with names (exactly as they appear on passports), dates of birth, passport numbers, dietary requirements and any special requirements
- Rooming lists for each accommodation
- Homestay application forms (if appropriate)
- Final repertoire (please note it is the group's responsibility to provide printed programmes with all necessary translations)
- A final list of instruments and / or oversized baggage (if appropriate)
- Emergency contact information for your group, both on the tour and at home

DEFINITION OF TERMS

Performances

Performances may be organised in a range of venues and can consist of the following:

Concert – a formal, full-length performance. Our quotation includes venue hire, and full publicity and promotion by the production of posters, distribution of fliers, and advertisements in local media. Groups are responsible for providing their own printed concert programmes in the local language.

Informal Recital – an opportunity to perform a shorter programme, possibly to a transient audience in an informal setting.

Service Participation – an opportunity to perform appropriate music during a service. There may be the opportunity to give a short recital after the service.

Performances can only be confirmed upon receipt of promotional materials (please see “Promoting your group”).

Accommodation

As hotel classification varies from country to country, we do not use the star-rating system. Instead, we use the following terms:

Deluxe – the highest level of comfort, luxury and guest services, in single, double and twinbedded rooms with private facilities

Superior Tourist Class – a high level of comfort, in single, double and twin-bedded rooms with private facilities. Rooms are likely to have air-conditioning (where available) and amenities such as satellite TV, direct-dial telephone, minibars and hairdryers

Tourist Class – clean and comfortable, but not luxurious, in single, double, twin- and triplebedded rooms with private facilities

Student Accommodation / Youth Hostels / Religious Institutes – sometimes individual study rooms, often multi-bedded dormitories of up to 12 sharing, with shared facilities. Groups are required to bring their own towels. A limited number of smaller rooms may be available for group leaders

Meals

Breakfast may be hot or cold, often a buffet. Lunches and dinners are two- or three-course meals, or sometimes buffets, with water provided. Other drinks may be purchased by diners individually.

Coach

Unless otherwise stated, the coach is available for your private use throughout the tour. Local regulations on drivers’ hours and rest periods must be observed.

Courier

ACFEA Tour Consultant's policy is for all of our tours to be accompanied by an experienced courier who acts as Tour Manager for your group. Their job is to assist with the smooth running of all operational aspects of the tour, ensuring that you and your staff's time can be spent on musical and pastoral matters – and of course, enjoying the trip!

We select couriers with facilities for language and leadership. They will be fully briefed before departure and will hold a wide range of back-up contact information. During the tour they are encouraged to constantly call ahead to smooth the path for the group on all aspects of its travels. They will assist with hotel check-ins, meals, reminding suppliers of dietary and medical requirements, and will liaise with the responsible people for all your concert venues. During the tour they are your first point of contact should you have any queries about any aspect of your arrangements, including the unlikely events of either a complaint or an emergency.

Although our couriers will be familiar with most of the areas you are to visit, they cannot be expected to lead guided tours unless they hold the requisite licenses. Our couriers cannot be responsible for those aged under 18, or for any matters relating to discipline within the group. We would encourage you to share any "house rules" with them in advance so they can help you, your staff and chaperones (if applicable) in such matters. It is Company Policy that our couriers do not make contact with tour participants under the age of 18 without your own staff in attendance.

We believe strongly that a good courier and a good working relationship between courier and tour leader can add immensely to the success of a tour. We hope you will happily endorse that view at the conclusion of your trip!

Guided Sightseeing Tours

Local, professional tour guides may be booked for half-day guided sightseeing tours, by coach, on foot, or a mixture of the two. Entrances to monuments are not included unless specified.