



Global Group Travel
57 High Street
Old Town ME 04468
910-627 6404
www.globalgrouptravel.com

CODE OF CONDUCT AGREEMENT

All group leaders must agree that all passengers on your registration will abide by the following Code of Conduct and that all elements have been reviewed and agreed with all parties and parents of minors, prior to departure.

1. All passengers are expected to 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 extinguishers or alarm systems is a crime in most countries. Calling emergency services when not required, whether intentional or not, is also often considered a criminal offense. Hotels and communities reserve the right to impose sizeable penalties for tampering incidents and/or unnecessary contact of emergency services.
4. 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 the group's responsibility to provide adequate supervision when using pools & spa or other similar water areas.
6. General curfew is 10:00 PM unless returning from an off-property event. General 'no noise' curfew in rooms is 10:15 PM. This helps protect all interests of parties using hotels.

Alcohol Use: At no time should underage children consume or have alcohol in their possession. All passengers agree to follow the tour rules as set forth by their group leader. Groups traveling in the USA: The legal drinking age in the USA is 21 years of age. No alcoholic beverages are permitted for those under the legal drinking age. Please note that purchasing alcohol for minors under the age of 21 is also illegal and punishable under USA law.

Groups traveling in CANADA: The legal drinking age in Canada is 18 to 19 years of age and will depend upon the specific province. Please enquire with the hotel upon your arrival so you are aware of the laws governing the region.

Groups traveling in EUROPE AND OTHER WORLDWIDE DESTINATIONS: In most cases, legal drinking ages vary from 16 to 20. Please know that many countries do not impose significant repercussions for underage drinking and wait staff and/or convenience shops may indeed sell liquor to students if requested. In all cases, it will be the responsibility of the group supervising staff to continually monitor students on tour and ensure that all legal regulations are in compliance concerning alcohol.

There will be no rough housing, ball games or other rowdy type games inside hotel properties.

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. At no time will excessively loud music, tv, musical instruments, singing or outdoor activities be permitted on the hotel premises.

- There will be no gum chewing on any motorcoach (transfer, long-haul or destination buses). All guests should pick-up after themselves and clear all trash from the vehicle after every use.
- 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.

- Passengers will keep guestrooms in appropriate standard so housekeeping personnel may enter and facilitate daily cleaning. Adult passengers will check group rooms used by minors on a daily basis to ensure standards are achieved.
- School groups: All rooms are to be inspected by a tour leader and a representative of the property prior to departure to assess any damages or excess cleaning fees. If charges are deemed appropriate, full restitution will be made by the group prior to departure. Supervising staff must allow sufficient time for execution of this responsibility. Properties may include payments constituting cost of materials as well as labor expenses.
- Group leaders will ensure that seat belts, where fitted, are used at all times unless advised it is safe not by a member of the flight crew or a coach driver.

All tours will follow an identified 3-step process for serious Code of Conduct breaches issues:

Step 1: Direct notification to Group Leaders. At this time, the Tour Representative will complete an incident report and issue copies to the hotel/supplier, the Group Leaders and our Head Office.

Step 2: Notification to Group 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.

Step 3: Notification to Group Leaders of partial or full eviction from property. At this time, members of your group or the entire group 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.

For tours in North America, please anticipate appropriate tips/gratuities for the service personnel serving your group, that may not be included in your costs. Ask your Tour Representative for recommendations or feel free to enquire with our Head Office. Staff gratuities considerations may include your tour rep, your bus driver, your housekeeper/bell staff, wait staff for meals not included with your trip, and teaching professionals/guides.

Our Code of Conduct is part of our Booking Conditions on any tour with Global Group Travel, and once your tour is booked it is deemed that you have read and agreed to the Code of Conduct.