

azorcan global

azorcan travel guide 2009



European Sports Tours

Custom tours for youth, adult and oldtimers teams



Azorcan Global Ltd. 780.906.7110 www.azorcan.net



Hockey, soccer and ringette teams from Canada and the U.S.A. are welcome!



AZORCAN CONSUMER DISCLOSURE NOTICE (Release and Assumption of Risk)

I understand and agree that during the trek, tour, expedition, or other trip in which I will participate, under the arrangements of Azorcan Global Limited and its agents, employees, associates, affiliated companies, or subcontractors, certain risks and dangers may arise, including but not limited to, the hazards of traveling in unsafe or politically unstable areas under unsafe conditions, the dangers of civil disturbances and war, the forces of nature, the negligent or acts or omissions of Azorcan Global Limited, its agents, employees, officers, directors, associates, affiliated companies, or subcontractors, travel by boat, automobile, train, ship, aircraft or other means of conveyance, and accident or illness in remote places without access to medical facilities, transportation, or means of rapid evacuation and assistance. Azorcan Global Limited shall not be responsible for any injuries, damages, or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climactic conditions, abnormal conditions or developments, or any other actions, omissions, or conditions outside the travel agent's control. Traveler assumes complete and full responsibility for, and hereby releases the agent from any duty of, checking and verifying any and all passport, visa, vaccination, or other entry requirements of each destination, and all safety or security conditions at such destinations. For information concerning possible dangers at international destinations, contact the Dept. of Foreign Affairs and Intl. Trade and for medical information the Quarantine Health Services division of Health Canada.

In consideration of, and as part of the payment for, the right to participate in such treks, tours, expeditions, or other activities and as a part of the payment for, the services arranged for me by Azorcan Global Limited and its agents, employees, associates, affiliated companies, or subcontractors, I DO HEREBY EXPRESSLY ASSUME ALL OF THE ABOVE RISKS, including, to the extent permitted by law, the risk of negligent or reckless acts or omissions of Azorcan Global Limited and its agents, employees, associates, affiliated companies, or subcontractors, and I DO HEREBY EXPRESSLY AGREE TO FOREVER RELEASE, DISCHARGE AND HOLD Azorcan Global Limited and its agents, employees, associates, affiliated companies, or subcontractors HARMLESS against any and all liability, actions, causes of action, debts, suits, claims, and demands of any and every kind and nature whatsoever which I now have or which may hereafter arise out of or in connection with my trip or participation in any activities arranged for me by Azorcan Global Limited and its agents, employees, associates, affiliated companies, or subcontractors. THE TERMS OF THIS AGREEMENT SHALL SERVE AS A COMPLETE RELEASE AND EXPRESS ASSUMPTION OF RISK for myself, my heirs, assignees, administrators, executors, and all members of my family, including any minors accompanying me. I HAVE READ AND FULLY UNDERSTAND THE PROVISIONS AND THE LEGAL CONSEQUENCES OF THIS RELEASE AND ASSUMPTION OF RISK, AND HEREBY AGREE TO ALL OF ITS CONDITIONS. I ACKNOWLEDGE THAT AZORCAN GLOBAL LIMITED HAS RECOMMENDED THAT I HAVE MY ATTORNEY REVIEW THIS RELEASE PRIOR TO MY SIGNING IT. I further agree that any legal dispute involving these travel services shall be heard only by the courts of Edmonton, Alberta, Canada. I acknowledge that in calculation the cost of the tour or trip, Azorcan Global Limited has relied on my consent to these terms and on their enforceability. In the absence of this Release, the tour/trip cost would have been much higher, or alternatively, Azorcan Global Limited would be unable to offer these services.

TERMS OF PAYMENT, CANCELLATION, TOUR CHANGES

I understand that all payments are non refundable and that I am responsible for attaining my refund through my insurance policy and for the amounts allowed and for only the refundable situations as outlined by the policy. I understand and agree that late payments may be subject to penalties. I understand and agree that any charge back on my checks will result in a penalty. I understand and agree that by registering for the tour by paying a deposit I am committing to the tour, the payment schedule and assume liability for all penalties from this day forward. Should I not be able to travel for any reason I must submit a letter to Azorcan clearly stating my intentions. Failure to do so will result in me being responsible for any payments until such that I have contacted Azorcan in writing. Azorcan reserves the right to increase the cost of the tour within reason should the Canadian dollar lose its value or should tour costs increase beyond its control. Azorcan also reserves the right to alter any portion of the tour or change destinations to reflect available sporting facilities, teams, accommodations, sightseeing excursions or any other tour component. I understand that Azorcan arranges all sporting matches in conjunction with various contacts worldwide and thus only has limited control over these matches, the caliber of the opposition, or the officials.

All passengers understand and agree that by registering for the tour or event organized by Azorcan Global Ltd. that they also agree with the terms and conditions as outlined in this disclosure notice, the guide or any other conditions or guidelines specific to their specific tour.

ABOUT THE AZORCAN EUROPEAN TOUR GUIDE

All the information contained in this guide is intended to help our passengers with useful travel tips and information gathered through our experiences on past tours. **Azorcan does not assume liability for any loss, damage or injury as a result of any of the enclosed information.** The information is of a general scope and should be used selectively to meet your group's specific tour conditions and needs.

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ABOUT AZORCAN GLOBAL LTD.

If you are looking for a great opportunity to see Europe in a friendly and fun environment, you have come to the right place. Our tours mix great European sites, helpful guides, excellent tours and medium range accommodations to ensure that every tour is affordable and memorable. Our tours are catered for the person who likes some free time to explore and see things on their own while enjoying the comfort of having their transportation, accommodations, some meals, and sightseeing tours taken care of. This is not a five star tour with luxurious hotels, buses and a high price tag. Our philosophy is to have a quality tour not a luxury tour.

The major sites in Europe and most city centers are best seen and toured on foot. Our tours require walking, so be sure that you are physically ready for it. We are always looking for ways to increase the quality of our tours without increasing the cost to the traveler. Our Canadian and European staffs strive to add new adventures, hotels and little extras every year to make our passengers' experience more enjoyable without making their wallet lighter. We try to include everything that you need for a great experience unlike other tours that charge extra for sightseeing tours and events, travel insurance and other surprise items. You should have a worry free holiday, taking only the money you need for souvenirs, snacks, and the odd coffee or beer at an outdoor café. Our tour participants are encouraged to enjoy Europe by meeting locals, exploring the back streets and using public transportation during free time. Information and help is always available from our friendly guides.

Azorcan Global Ltd. was initially created with one idea in mind, "to give athletes of all ages and skill levels an opportunity to represent their country in international competition while enjoying the unique sights and cultural experiences of traveling abroad." Since 1994, when we conducted our first tour, we have sent many sports teams to Europe for a unique sporting and cultural experience that has been a trip of a lifetime for thousands of passengers. Our sports programs are unmatched for quality, reliability and variety.

We have added non-sports related tours to our line-up including educational tours for schools and European sightseeing tours for everyone. These tours also include all the extras that make us number one in the sports tour industry. Our educational tours offer teachers and students an opportunity to see first hand some of the magnificent sites in Europe that they read about every day in the classroom. Teachers can make a custom itinerary with our staff to reflect the school curriculum. The same custom option is available for special interest groups, as well.

Azorcan is offering guided tours of Europe for the traveler that wants "a good value vacation highlighting the greatest Europe has to offer while experiencing the people and culture of Europe first hand." Our two week sightseeing tours include enough free time and advance information for our passengers to explore and enjoy our destinations on their own while still including great group tours to the major attractions and events.

Players and students participating in sports or school tours are eligible to participate in the fundraising program we have available with our magazine, "Azorcan Global Explorer". In addition to what your team or school may have in place, this fundraiser can be done on an individual basis and does not require the participation of the group.

If you want to visit family or sightsee further after your tour, Azorcan can help you extend your stay in Europe and provide you with a selection of rail tickets and other services. Our website contains links to government websites with information on passports, customs, foreign embassies and health advisories. We have links to tourist boards, foreign exchange rates and many other sites to make planning your trip as easy as possible.

If you have a group that is interested in touring Europe "our way" please e-mail us through our website or call us at 780-906-7110 to discuss a custom itinerary that fits your needs. We have information packages to help you every step of the way and we are always a phone call away. Our "European Tour Guide" with information about what you can expect on one of our tours.

There are many choices in today's travel market. We have found our own niche for the traveler that wants to see Europe in a no nonsense way. Please enjoy the friendly fun atmosphere and independence of one of our tours. The world is for everyone to enjoy so reserve your tour of a lifetime today.

Make some great memories... travel the world!

ABOUT OUR TOUR

The benefits of taking a tour of Europe with our experienced tour company are clear - it is virtually worry free. We provide transportation with a guide to ensure you get from hotel to hotel, the tour stays on schedule, and to help you with any questions. We also try to balance a good number of events and tours so your group experiences the major sights, attractions, and culture of your destination. The key is to allow enough free time for everyone to shop, sightsee or experience Europe on an individual basis. We try to give our travelers enough information and resources so that they can use their free time to explore items of personal interest. The balance of preset activities and personal freedom is of great importance to us as we try to give all our passengers an opportunity to enjoy Europe their way.

DESTINATION INFORMATION

www.azorcan.net has information on where you are going

We have many links on our website that offer information for our passengers to read about their destinations' history, culture and top sights. Our website has a section with **tourist boards** for every country that we visit and a section with selected cities' tourist websites. If you contact the tourist boards early enough they may send you a package with information by mail. Your final tour itinerary will also have links to various websites.

It is a good idea for you as a traveler to do some of your own research about our destinations. The library is a good place to start as travel books, history books and videos are available for the cost of a library card. These resources give you some background about the places we will visit and their importance.

Bookstores are good places to find information on your tour as they sell guides with current information. We recommend **DK Eyewitness Travel Guide's**, **National Geographic Traveller Guides** and **Michelin Green Guides**. Other good guide books include Frommer's, Fodor's, Lonely Planet, Knopf and Rick Steves.



One suggestion for you is to make a little package of information for each destination; however, please ensure that it is easy to carry along with you during the day. Taking a whole guidebook is very cumbersome and really makes you stand out as a tourist. There is really no need to take information on Italy when you only need the section on Prague. Rip and tear! Videos and travel shows are a great way to educate yourself on where you're going. Remember that sometimes these shows are pushing sponsors hotels, car rental agencies, airlines and tours, so they are not necessarily the best items for travelers.

Our website also has links to some basic words and phrases in the languages of the countries on your tour. The library again is a good source for language books and tapes if you want to get a head start on your German, Czech, Swedish or French. Courses at the local college in history, art, classics and languages are a great way to learn more about your destination and make your trip more enjoyable. A classics course can teach you the difference between Baroque or Gothic architecture. Knowing a bit about the Greeks, Romans, the French revolution, and other historical empires or events will help you put things in perspective.

IMPORTANT FORMS TO BE COMPLETED

Each family must complete a **tour registration sheet** (includes the player and the passengers) when they join the team. All passengers must complete a confidential **medical form** and submit a **photocopy of their passport** to their team manager. The passport photocopy is to ensure that we have the proper information should someone lose their passport. **Names must be written as they appear in your passport.** The name supplied to Azorcan will be used for documents including airline tickets. With increased security at airports and borders, problems can arise if your passport information does not match your travel documents. Azorcan is not responsible for any costs or inconvenience caused as a result of receiving improper names, birth dates, passport or other vital information. We ask that team managers check with all passengers to ensure that all information is correct prior to sending a final name list to Azorcan. Note that airlines may impose a change fee or may refuse name changes in some cases. Correct birth dates are required for insurance policies. The best way to avoid this problem is to provide your team manager with a photocopy of your passport page with this information.

PAYMENTS

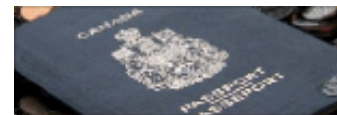
A payment schedule will be sent to you by your team manager and payments are made to your team account. Ask your manager for the team account name. All payments are **non-refundable** unless otherwise specified by Azorcan Global Ltd. Payments can be made by cheque, cash, money order, bank draft or certified cheque. Credit card payments are subject to a 1% surcharge and will show on your statement as "Transat Holidays." Like all payments your initial deposit paid to your team is non-refundable as it is your guarantee that you are a member of the team on the tour and a guarantee for all other players and parents that you are a committed participant. The deposit allows the coach/manager to complete the team knowing that your spot on the team is secure and they can focus on other positions that may need to be filled. Should you decide not to join the tour at a later date the deposit is non-refundable. All payments are non-refundable but if you are canceling due to medical reasons or any other reason as covered by the trip cancellation insurance you may be able to receive a refund. You must contact the insurance company with your policy number and deal with them directly for your insurance claim. Azorcan is not responsible for, nor will get involved in settling insurance claims. Azorcan must receive any cancellation in writing prior to departure. Some other aspects of the tour cost will be non-refundable such as uniforms, pre-departure program and insurance costs as they can not be refunded by the insurance company as they are not tour related.

Returned cheques are subject to a \$ 20.00 charge. Final payment is due sixty days prior to your departure date. Late payments are subject to a \$ 10.00 per day per person fee and may be subject to trip cancellation with less than thirty days without refund.

PASSPORTS AND ENTRY VISAS

www.azorcan.net has information on passports

Make sure you have a valid passport. Your passport should be valid for six months from the day of departure. In case something happens that requires you to stay longer (eg. illness), you don't want to have your passport validity expire while you are there. Passport forms can be picked up at the passport office nearest you or usually at any travel agency. Passports generally take one to two weeks to be processed. In busy times it may take longer, so please get them done immediately. Canadians and Americans should go to their nearest passport office. Do not mail your application as this may take much longer. Passport information for Canadians is available through a link on our website. Americans should contact their local office.



A photocopy of your passport should be made and given to your tour manager. It will be kept as a record of your passport information should you lose your passport. Each passenger should also carry an extra copy of their passport and their entry visa if one is required.

At the airport on departure day it is your responsibility to ensure that you have a valid passport with you! If you do not have your passport, you will be denied boarding. Please note that insurance will not refund you in this case.

Please do not forget to sign your passport. Passports may be required anytime we cross a border in Europe, so make sure you have it on you on those days. Your passport may be required to exchange traveler's cheques or large amounts of cash. Hotels in Europe

sometimes ask for passports to register their guests with police. This is common practice, but usually our manager's list of passengers with passport numbers is good enough.

Some of the countries that we are traveling to may require an entry visa for Canadians or Americans. In some instances, Azorcan will look after getting the visas for the group. Therefore, it is essential that all passports are ready as soon as possible. The cost of the visa is **not** included in the tour price and will be an extra charge. You will be notified if Canadians or Americans need a visa for your tour destination. If you are holding a passport other than Canadian or American, you may be subject to different entrance requirements for the countries on your tour. It is incumbent on you to ensure you have proper documentation in this case. Holders of other passports must inform themselves on entry requirements and obtain proper documentation.

If you have a passport other than Canadian or American, please ensure that you know the restrictions and obligations that come with the ability to travel with the passport of that country. For example, some countries require mandatory military service from its citizens. If you enter your country of citizenship, you are obligated to fulfill the obligations of your citizenship.

Passport Information For Americans

http://travel.state.gov/passport/passport_1738.html



CANADA CONSULAR AFFAIRS

www.azorcan.net has government information on health, customs and embassies

Health Information

The team has a medical history sheet that should be completed by each passenger. This **medical form** will assist your team doctor or any medical personnel make a proper diagnosis and apply proper treatment in an emergency. Check with your local health office to ensure that your immunization is up to date and that no special shots are required for the areas that we will travel. Some countries require you to be immunized to protect their citizens from you and others recommend immunization to protect you. **It is incumbent on the passenger to seek this information.** If shots are recommended, be sure to take their advice for your own protection. A visit to your doctor for a check up and a letter outlining any special health matters can be useful in an emergency. Also, have copies of prescriptions you may need. Lastly, a dental checkup can get to the root of a problem before it becomes a complication on a holiday.



Health Canada's website is: www.hc-sc.gc.ca

Information on vaccinations or other special precautions can be accessed through Health Canada's Laboratory Centre for Disease Control on the web at: http://www.hc-sc.gc.ca/hpb/lcdc/osh/tmp_e.html or by calling (613) 941-3900.

A list of travel clinics in your area can be obtained from Health Canada's Travel Medicine Program on the web at: http://www.hc-sc.gc.ca/hpb/lcdc/osh/travel/clinic_e.html or calling (613) 957-8739.

If you have a pre-existing medical condition that could present a problem while you are traveling, it is wise to wear a MedicAlert® bracelet. Call 1-800-825-3785 for membership information or visit the MedicAlert® Web site at <http://www.medicalert.ca>

Health Information For Americans

<http://wwwn.cdc.gov/travel/default.aspx>



Canada Customs Information

The Canadian Department Of Foreign Affairs and International Trade has a book for Canadians traveling abroad called BON VOYAGE BUT... which contains travel tips and information on passport validity, foreign laws, foreign embassy addresses, medical advice, and Canada customs and import controls. The Department of Foreign Affairs and International Trade is available at 1 800-267-6788 for information on what and how much you are allowed to bring back with you. The Canadian Department Of Foreign Affairs have the following websites available: <http://www.international.gc.ca/index.aspx> or <http://www.voyage.gc.ca/>

Canada Customs and Revenue Agency have an automated customs information number available 24 hours, toll free at 1800-461-9999 or when outside Canada call (204) 983-3500 or (506) 636-5064. They have a website at: <http://www.cra-arc.gc.ca/>

Azorcan Important Customs Advisory

Please note that in past years passengers have bought and brought back knives or other weapons that may not be appropriate or legal in Canada or the U.S. These passengers risked penalties and in some cases possible imprisonment. Do not take a chance! You must also consider that should one person be caught with any item, the group as a whole may be subject to a mass baggage search. I don't think that anyone would like to be responsible for delaying our tour at any border. If an individual wishes to bring back any item, it is **their** sole responsibility to check if that item can be brought into Canada or the U.S. It is also important to note that taking these items to airports in Europe may also be illegal and you may be subject to fines or charges. The airline may also refuse boarding to a passenger it may consider dangerous.

Customs Information For Americans

<http://www.cbp.gov/xp/cgov/travel/vacation/kbyq/>



Canadian Foreign Embassies

Canadian Embassy contact information. Call immediately if your passport is lost or stolen.

Country	Phone	Address
Austria	43 (1) 531-38-3000	Laurenzerberg 2, 1010 Vienna
Czech Republic	420 (2) 7210-1800	Mickiewiczova 6, 125 33 Prague
Finland	358 (9) 228 530	Pohjoisesplanadi 25B, Helsinki
Germany (Munich)	49 (89) 21 99 57 00	Tal 29, 80331 Munich
Germany (Stuttgart)	49 (711) 2 23 96 78	Lange Strasse 51, 70174 Stuttgart
Germany (Berlin)	49 (30) 20 31 20	Friedrichstrasse 95, 23 rd Floor, Berlin
Hungary	36 (1) 392-3360	Zugligetti út. 51-53, 1121 Budapest
Sweden	46 (8) 453-3000	Tegelbacken 4, 7th Floor, Stockholm

Website for Canadian embassy information and for more options in Europe and around the world:

<http://canadaonline.about.com/aboutcanada/canadaonline/library/fed/blfemblist.htm>

Embassies Information For Americans

<http://usembassy.state.gov/>



ALL-INCLUSIVE TRAVEL INSURANCE

www.azorcan.net has information on the insurance we use to protect you

All Canadian passengers on the tour have included in their tour cost an all-inclusive travel insurance with TIC. This package covers emergency medical, dental, and pre-departure cancellation insurance. You can get a copy of all the items that are covered and the levels of coverage from their website which is linked on www.azorcan.net. The insurance does cover some baggage but not enough to cover the cost of a player's sports equipment. Many previous passengers have noted that their homeowners insurance covers their son's/daughter's/own sports equipment. Please check with your home insurance company to see if this is the case for you.



Passengers that are over 60 will have an insurance surcharge to cover the difference in the cost of their coverage. If you are 60 years of age or older please ask your team manager for the additional cost related to your age.

Persons 70 years of age and older must talk to a representative from TIC for coverage options and costs.

Passengers who extend their stay are subject to an extra charged for the extra days.

American residents are responsible for their own insurance as we can issue insurance only for Canadian residents. There may be a cost reduction if insurance is removed from the standard tour package.



PRIOR TO DEPARTURE

Pre-Departure Program

Your team manager will provide you with a list of practices and meetings prior to departure. Some teams include these activities in their overall tour cost and budget while others charge for this separately. Please ask your manager if there are any extra fees in addition to the tour cost you have been given. Azorcan is not involved in any way with any activities that teams may conduct prior to departure. Azorcan is responsible for tour arrangements after departure as outlined in your itinerary. On our website at www.azorcan.net teams may list upcoming events or have an attached team website. Azorcan does have the **Azorcan Open Golf Tournament** that is open to all tour participants, past and present. Please check the website for tournament dates and registration information.

Official Team Canada Polar Bears Apparel

A color brochure and order form is available on our website at www.azorcan.net with official Polar Bears apparel. It is not mandatory for any player to purchase any team apparel. Your manager can also supply you with a brochure and order form with all the available items. Orders should be sent to your team manager prior to the order deadline. Ask your manager for the deadline date. Apparel samples may be available to your team to try on a specific date. Some of the items available include jackets, t-shirts, shorts, hats, and golf shirts. Call your manager for further information.



Official Team USA Eagles Apparel

Azorcan has team apparel for hockey and soccer teams from the U.S.A.. A full apparel catalogue is available on request.



Gifts For Opposing Teams And Items To Trade

Azorcan supplies each team with a banner to give the opposing team in Europe. Some teams like to make a bag of goodies for their captain to give to the other team at the start of the game. Some teams use pins from the federal government or from their towns while others just get each player to get one item for each game they play in Europe from a dollar store. The items don't have to be the same.

Most of the trading of items will be done by the teams, however, quite a few restaurants will be more than happy to trade you beer glasses, steins, pennants etc. It is recommended that you take pins, tee shirts, old hockey jerseys, anything with "CANADA" or "USA" on it to be traded. What you get back depends on your bargaining skills. Happy hunting!

Fundraising In The Global Explorer Magazine

The fundraiser we have created for any person going on the tours is the **Azorcan Global Explorer** magazine. The magazine has features on all our teams and is printed annually on the first week of November. A rate sheet brochure is provided for athletes and students to solicit advertisers.



The brochure includes basic information on the magazine, the ad sizes and the rates. The person that sells the ad will receive 70% of the ad cost towards his/her European tour and 30% will go towards the cost of setting up the magazine, printing and distribution. Ten thousand copies are printed and are distributed at grocery supermarkets, hockey arenas, sporting goods stores, indoor soccer centers, and schools. Passengers also distribute the magazines in their communities. The deadline for submissions is August 1st. At that time, all artwork and payments must be turned in to your team manager. Teams may decide to partake in other fundraising initiatives such as auctions, dances, or raffles. These fundraisers will be organized at the team level. Rate sheets are available at www.azorcan.net for those interested in this opportunity. Many players have paid for a large amount of their tour using this fundraising initiative. Your manager can provide you with a letter from your team explaining where you are going and who the team is, the rate sheet brochure page and a summary to keep track of your ads.

FLIGHT INFORMATION

www.azorcan.net has information on flights



Flight Tickets

It is extremely important that the **name on your airline ticket matches the name on your passport**. This is why we require that a copy of your passport page with your personal information sent to your manager as soon as possible to ensure no errors are made. A fee will be charged after tickets have been printed to change in correct names. Check with your manager for the current fee amount. If your tour flight has been booked by Azorcan your airline tickets and travel insurance are usually distributed at the airport by the team manager prior to check-in. This is to ensure that each passenger has their ticket for travel. After check-in, each passenger will be responsible for the safekeeping of their airline tickets. Most tickets now are e-tickets meaning that they are electronic so a paper with the confirmation number is all that is required. Your team manager usually makes a copy of the e-ticket and hands you a copy. It is also a good idea for you to make an extra copy in Europe just in case and especially if you are not returning with the team.

American packages usually do not include flights unless the team is departing from a Canadian gateway. Information about your flight and flight options should be discussed with your team manager.



First Class And Club Class Upgrades

Upgrades to first class and club class (Air Transat) may be available on request. Seats are limited and costs may vary so please contact your team manager about the cost and availability. Seats will be upgraded only once payment has been received.

Departure Day

Plan to be at the airport at least two and a half hours prior to departure. Check your itinerary for flight times and departure dates. Airports often require a pre-departure tax to be paid by all travelers. In most cases, this tax is already included in your airline ticket cost. However, some airports require passengers to pay this tax at the airport. In this case, the traveler is responsible for the fee. It is a long flight to Europe, so here are some tips to consider for survival. Flying tends to be dehydrating, so drink lots of fluids during the flight; however, try to avoid coffee or alcohol as they can be dehydrating as well. Sleep a few hours if you can. When we arrive at our destination, set your watch to the local time and try to forget what time it is at home. It's also a good idea to stay awake when we arrive until it is an appropriate bedtime. Waking up alert at two in the morning is not going to help you set your "European clock." Everyone is encouraged to wear comfortable clothes as the flight will most of the time be sold out (therefore, crowded) and the plane will tend to be warm. Please **DO NOT joke about weapons, hijackings or bombs** at any airport or border as your comments may be taken seriously and you may be prosecuted.

Air Transat Seat Selection

If your tour flight booked by Azorcan is with Air Transat then you can select your seat in advance. **It is not necessary to book your seat in advance unless you require a specific seat.** Advance seat selection requires you to call the airline seat selection number at 1-877-TRANSAT and have a credit card to pay for the advance seat selection fee. You must have your flight number, departure date and file number. Please call your manager for this information and if you can already select your seat. There is a link on the www.azorcan.net website to the airline for schedule information and information on seat selection and cost. Seat selection can only occur when the team file has been printed and completed so this may occur just prior to departure.



Flight Deviations And Extensions

Any passenger that wishes to remain in Europe for an extended period of time at the conclusion of our tour may do so if space is available. **There may be a fee for changing your flight as you must be separated from the group file and are no longer eligible for the group rate.** Keep in mind that most Canadian charter flights to Europe depart from and to Edmonton, Calgary, Vancouver and Toronto on a once a week schedule to each destination. It may also be possible for us to help passengers make arrangements to return from a different location ("open-jaw" ticket) than where the team departed (Frankfurt, Glasgow, Amsterdam, London, Manchester, etc.). This type of change may be subject to a difference in the fare. Any requests for flight deviations must be made by e-mail to your manager and are subject to availability. Your manager will be sent an e-mail with the fees associated with the change and we will act only when we have approval from you and your manager by e-mail. **Please note that extending your stay may result in a surcharge for extended insurance coverage.**

Are You Staying Longer?

Flights within Europe are not that expensive, so flying to another destination to see relatives may be a great way to cap your holiday. These extra flights can be booked through any travel agent. Azorcan does not book these separate flights.

One of the best ways to see Europe is by train. Most train stations in big cities like Rome, Paris, Munich, Berlin and London are near all the big sites. The local underground, subway, metro or public transportation in European cities is easy and a great way to meet locals in these cities. A little homework before you leave can go a long way towards enjoying a great extension to your tour. An itinerary is fun and easy to make with a little research. Information on rail tickets can be found on a link on www.azorcan.net for Rail Europe.

Train stations are a wealth of information with exchange houses, ATM's, newspaper stands (usually with some English publications like USA Today), lockers, fast food and tourist information booths. Some stations even offer showers and day hotels.



Baggage

Get yourself one good suitcase and one carry-on bag. A suitcase with a handle and sturdy wheels is the best. You will have to carry your bags in and out of hotels so the easier it is for you the better. Remove old destination tags from your suitcase and ensure that you attach a tag to your bag with your name, address, phone number and destination. Put a similar identification tag on the inside of your bag. It is a good idea to fill out tags before you leave for your flight to Europe (put first hotel in Europe on tag) and for the flight home (home address). Keep the tags for the flight home with your airline tickets and change them at your last hotel the night before your return flight. It's a good idea to use an unusual tag or ribbon to identify your bag easily at the airport. Lock your suitcase with a small lock and keep the key in your carry on bag or money pouch.

A knapsack is the best carry on bag as it will also be your day bag in Europe for your camera, film, batteries, medication, water bottle, jacket, umbrella, glasses and MP3 player. Keep your important valuables in your carry on bag not in your suitcase when you are flying. Your passport, travelers' cheques, and money should be in a money belt under your shirt. These items should be wrapped in plastic in case it rains or you spill something while on the tour.

Ensure that your baggage is securely locked: small locks or cords may be purchased to ensure that everything is well contained and made unappealing for thieves. Cheer on the team! Bring flags and noisemakers to show support for the team!

Baggage Allowance

Baggage allowance for most of our tours is listed below. Please check with your team manager about your baggage allowance for other tours or scheduled airlines as it will vary. **Please note that baggage extra to what has been allowed will be subject to a monetary penalty by the airline or refusal by the airline to transport the bag. Persons deviating from the group may not be eligible for the same baggage allowance as those on the group file.** Each passenger is allowed one large suitcase only due to space restrictions on the buses.

All Passengers: each person will be allowed to bring the following:
1(one)- suitcase not to exceed 23kg (50 lbs)
1(one)- carry on baggage which must fit in the aircraft's overhead compartment or under a seat in the aircraft

Hockey & Ringette Players: each player will also be allowed each of the following items:
1(one)- hockey bag with hockey gear only (non hockey gear not allowed and can be refused)
3(three)- sticks per player to be put in the team stick bag at the Airport

Soccer Players: each player will also be allowed each of the following items:
1(one)- soccer duffle bag with soccer gear only (non soccer gear not allowed and can be refused)

What Should I Pack?

Over-packing can ruin a trip so travel lightly. Remember that you will buy souvenirs in Europe, so you will need space to bring them back. Try not to fill your suitcase to the maximum and try not to take non-essential items. If you plan to wear it once, don't take it. One suggestion to help you travel lightly is to put everything you want to take on your bed at home then try to justify why you need to take each piece of clothing. Remember that you have to haul your including the possibility of carrying them up some stairs at hotels, so **travel lightly!** The weather in Europe at this time is usually very warm and highs can range from 25 degrees to as much as 40 degrees. Be prepared as we may run into the odd overcast or rainy day. The following items are recommended, but even some of these items are not essential.

- a couple of pairs of shorts (preferably with pockets)
- swimming trunks (there may be a pool or a lake near by on a warm day)
- tee-shirts, golf shirts (enough to last the tour)
- two pairs of long pants (eg. lightweight cotton, track pants) jeans may be too warm
- underwear to last the two weeks
- comfortable running shoes and maybe sandals (don't bring new ones as they may give you blisters)
- a light jacket (track suit type jacket)
- a small umbrella
- a sweater or sweat shirt for cool evenings
- Camera (digital is best as you have no film to carry)
- a power converter if you are taking any electrical items (120 Can, 240 Euro)
- travel alarm clock (not necessary unless you plan on getting up earlier)
- medication you may require (keep in your carry on luggage)
- money belt (see safety section)
- toiletries (toothpaste, toothbrush, comb, shampoo, soap, shaving cream, shaver, female products)
- hat, sunglasses and sunscreen

notepad and pen
addresses for postcards, small picture book of hometown, a few family photos
a small battery operated fan
cards and cribbage board for evenings

Toiletries such as toothbrushes and soap should be in plastic containers. You can buy shaving cream, shampoo and toothpaste in small containers for travel. Wrap your toiletries in a plastic bag in case they burst open in your suitcase (eg. toothpaste, sun tan lotion, shaving cream, cologne, etc.) Also, take a large garbage bag to separate your dirty clothes from your clean clothes in your suitcase. If you are buying a power converter, North America is 120 volts while Europe is 240. Continental Europe has two small round prongs on the connection while Britain has three rectangular plugs. You only need the connections for where you are going. Laundry facilities in Europe are very tough to find, so any washing you do will usually be done in the confines of your hotel room. Bring laundry detergent or soap in a plastic container if you plan on doing laundry. Please remember to do laundry early enough when you arrive to a hotel to allow it to dry before the tour moves on. It may be helpful to bring a small clothes line to hang in the bathroom. If you take medication, bring enough to last you the entire trip and bring extra just in case you lose some or if you are delayed. Keep your medication in your carry on luggage in case you need it in an emergency.

Hockey Or Ringette Player's Equipment

Ensure that your skates are sharp as finding a place to sharpen skates at times is difficult. Also, make sure that your skates are in good condition especially the grommets and rivets, and ensure the skate blades are not cracked. If you have a second pair of skates, get them sharpened and bring them along in case of an emergency. Lastly, bring extra pairs of skate laces, extra helmet pieces, a screwdriver, and enough sock/stick tape. Check with your manager if they are bringing a tool box with spare parts. Prior to departure, check all equipment and make any repairs at home. Please check and re-check your equipment bags before you leave home to ensure that you have everything! If you have an extra helmet, pair of gloves or any other piece of equipment, bring it in case someone loses theirs because equipment in Europe is very expensive to replace! Please check your homeowners insurance to see if it covers your equipment if it is lost or stolen. Travel insurance covers only a small portion of a players total equipment value. **All players must wear a full-face shield and a neck protector as per our insurance coverage.** Do not pack propane bottles to replace stick blades because it is illegal to bring propane bottles on the flight. A heat gun is preferable, but it will require a power converter. Your team only needs one so see if your manager is bringing one. It's a good idea to include a small towel and a pair of sandals for the shower at the arena as you will not be able to take towels from the hotels. The team will not bring water bottles or practice pucks as it just creates more baggage for the coach, so please remember to bring your own bottle and throw three pucks in your bag. Try to bring enough sock and stick tape to last you the entire trip.

Soccer Player's Equipment

It's a good idea to have your soccer cleats inspected to ensure that the studs are in good condition. If you have an extra pair of cleats, bring them in case your game pair breaks. It is a good idea to **bring footwear for every possible surface** as we don't know in advance what we will be playing or training on. Please make sure that your shin guards are in good shape and bring an extra pair in case they crack. Include an extra pair of laces, as well. Please bring a pair of sandals and a couple of towels for the showers as the hotels do not allow you to take their towels. Lastly, each player must bring a water bottle.

THE TOUR BUS

What I Need For The Bus

The bus is going to be our home for the duration of the tour, so it is important that we are comfortable in it. Some items that may make your bus trip more enjoyable include:

- a small pillow
- a music player (MP3) so that you can listen to your own music without annoying others. No CD's or tapes will be played over the buses sound system.
- a water bottle. You may also want to bring some drink crystals for the water.
- a small container for snacks
- a small battery operated fan (usually found at dollar stores)
- a knapsack to hold these items plus a light jacket

If any person damages the bus in any way they will be solely responsible for any costs. Please be respectful and do not intentionally damage the bus. Be punctual! Being late for the bus departure time can seriously damage the schedule for the remainder of the day. The washroom on the bus may be used only in emergencies. It is important that your tour manager along with the guides plan washroom stops on long travel days. A washroom break can be arranged by asking your driver to pull over at the next rest stop. The bus drivers usually carry beer and soft drinks in a small fridge at the front of the bus that they sell to passengers during the tour. This fridge is not for personal use.

Is Everyone Here?

Every time the team leaves a location on the bus a count must be made to ensure that everyone is aboard. It is important that you stay in your seat and pay attention so that nobody is left behind. One of the best ways to do the count is to give everyone a number. So if you have 40 persons you would each have a number from 1 to 40. Everyone should be aware of who has the number before them and the number after them so that we can pinpoint who may be missing quickly. Whenever you need to have a count (on the bus or at a meeting point) you would start your count at 1 and each person would yell out their number until you reach 40. If at some point a number is missing then you know who you are missing. Simple and it works better than someone trying to count on a bus walking up and down the aisle.

You can even have fun with it by making a laminated lanyard for each person with their name, number and other useful information like a team roster, Canada Direct numbers to call home and exchange rates for each country.

ACCOMMODATIONS

Passengers should refer to their specific tour package for accommodation information. The accommodations for our tours are usually double occupancy. In some occasions, the hotel, during the high season or limited room availability, may have to accommodate our group using triple rooms or quad rooms. In these cases, the rooming list will be rearranged to accommodate the group. Your co-operation is appreciated in these cases. Hotels in Europe are rated on a star system. In general, we stay in hotels in the three star range. It is important to remember that a hotel's rating is a combination of the room quality, services available, and location of the hotel.

It is not uncommon to find a two star hotel in city suburbs that has better rooms and services than a four star hotel in the center of a large city. We try to find hotels that meet our needs in terms of our tour itinerary and within our budget to keep the tours affordable. Our hotel is just a place to sleep and have breakfast as our days are usually filled with activities.

Some hotels in Europe have rooms much smaller than what we are used to here in North America. However, our rooms have their own washroom facilities and a shower. Most also have a television and a telephone.

On elevators, the ground floor is usually M, L or 0. The second floor in Europe is floor 1 and so on. Please note that some of our hotels may not have elevators, so you can look forward to taking your luggage up three to four flights of stairs. This is when you will curse all those extra items you brought and vow to travel lighter next time. Single rooms are available throughout the tour but there is a surcharge of approximately \$ 400 Canadian for single rooms throughout a two-week tour. Contact your tour manager for the exact cost of a single room. Your final itinerary will have the hotel name and all the contact information in case of an emergency.

TOURS AND EVENTS

The major sites in Europe and most city centers are best seen and toured on foot. Our tours require walking, so be sure that you are physically ready for it. A good pair of broken in shoes is essential. All tours are prepaid so no refund will be given should you decline or miss a tour while you are on tour. Azorcan is not responsible for injuries or losses associated with any tour or event. Please review our "Consumer Disclosure Notice" if you have any questions.

MEALS IN EUROPE

Your specific tour package will outline what meals are included. Most of our tours include two meals a day for each passenger in Europe (breakfast and lunch or dinner). Breakfast will be buffet style (it may include coffee, juice, tea, milk, breads, eggs, cold meats, cheese, jams, cereals, etc.) and is usually at the hotel. Although we do have the odd buffet most included lunches and dinners are pre-arranged sit down meals and are at the hotel or in restaurants. Please note that during included lunches and dinners beverages are not included. During any meal anything extra you order may not be included so please ask if it is included and if not what the cost would be to avoid any surprises. Lastly, please remember that milk in Europe is very acidic and may be upsetting for some.

Water For Game Time

In some places, the players may need to use bottled water during the game instead of tap, so the team may ask players to bring bottled water to the games or start a team fund to purchase water for these games only. In general, we have not run into this problem, but it may be necessary if the water quality is questionable. Note the only place in Europe you will find ice is at the hockey arena! Ice for drinks is like gold if you can find it.

Special Meals And Allergies

Any special meals such as vegetarian, Moslem, kosher, lactose free etc. must be requested as soon as possible. Please notify your manager as soon as possible in writing, and we will do our best to see if we can provide you with special meals throughout the tour and on the flight. It is important that at each meal time you remind the manager on arrival so that they may check to see if a special meal has been made. It also gives the restaurant time to make a special meal if they forgot. Peanut allergies are now common and airlines no longer serve peanut products on board. Again please ask before any meal about allergies to specific products.

SPORTS ARRANGEMENTS

This section is for tours that involve sporting events, matches or competitions. Azorcan arranges exhibition games and tournaments through various contacts worldwide and thus has limited control over these matches, their duration, the caliber or age of the opposition and the game officials. It is important to remember that officiating in other parts of the world, even for the same sport using a similar rule book, is subject to varied interpretations and, as a result, differing severity of penalties. You will be playing by the rules of the country you are in and they may vary from the ones you are used to. It is important to remember that your team will take some time to adjust to the differing interpretations. This process is very difficult for some teams and individual players as they must change their style of play in some cases.

Games or practices may be canceled due to circumstances beyond our control and without notice. Local authorities, facility management, or other personnel may deem the facility or area unfit for training or competition. Opposition coaches or management may cancel a game due to injuries, transportation or other circumstances without notice. In some cases, professional teams have supreme authority over a facility and may claim back facility time. These are very rare occurrences, but they can happen.

In the case of tournaments, please refer to the tournament guidelines for further clarification of rules. All decisions made by game officials and tournament directors are final. Azorcan is not responsible for or involved in any of these decisions and will not intervene in the case of tournament or game protests under any circumstances.

CALLING HOME FROM EUROPE

www.azorcan.net has information on calling home

It is recommended not to call from your hotel room due to high hotel surcharges. Hotel phone costs can be expensive. It is best to call home from a pay phone - use a calling card or call collect. The best way to call Canada is by using a service called Canada Direct. It provides travelers with access numbers (a different number for each country) that put you through to a Canadian operator who transfers your call home. Calls are billed at a rate which tends to be cheaper than local rates. Also, you'll get through to Canada much faster. If you don't have the Canada Direct card with the numbers for each country you are traveling to www.azorcan.net has a link to their website.



Here are the numbers of some of the most common countries we travel to:

Austria	0-800-200-217	Czech Republic	800-001-115
Finland	0-800-110-011	Germany	0-800-888-0014
Hungary	06-800-01211	Italy	800-172-213
Slovak Republic	0800-000-151		
Sweden	020-799-015	Switzerland	0-800-55-8330

Some street phones require that you have a phone card inserted before you dial. A phone card can be purchased at post offices, hotels, newsstands, kiosks, tobacco shops and some gift shops. The least expensive card costs about \$ 5. When you insert the card into the phone and call, the amount left on the card is displayed.

Cell Phones And Cybercafes

Check with your service provider if your phone (Europe phones are on a different frequency) and service will be available in Europe. If you have a cell phone that won't work overseas, you can rent one at www.smartcoms.com. Cyber Cafés are becoming popular and you can check your e-mail regularly if you have an account with a service provider like telus, yahoo or msn. Most hotels offer internet rooms but they will be packed by team members and guests. It is better to set aside some time to locate and use a internet location during your free time in city centers. Log on to www.cybercafes.com to see where one may be available at your destination. The cafés usually charge by the hour to check e-mail and use the web.

CURRENCY, TRAVELERS CHEQUES, ATM's, DEBIT & CREDIT CARDS

www.azorcan.net has currency calculators and exchange rate information

Cash

As a general guideline, each passenger should budget \$35 CDN/US per day in Europe plus your personal budget for souvenirs. It would be in your best interest to take a minimum of \$100 Canadian/US in the currency of each country we are visiting. We may arrive to a destination late in the day or on a weekend when banks are closed, so it is important to have some currency on you. It is suggested that you carry \$100 to \$200 CDN/US in cash as it is sometimes easier to exchange cash at borders and exchange houses than it is traveler's cheques.



Again, ensure you have a bit of currency from each country so that if we can't get to a bank, you have money. Make sure that you purchase your currency in Canada early so that you will not be disappointed if the bank can't get your money in time. Currencies that are not common must be ordered in, so call the bank to ensure they have the amount you need before leaving on your trip. Banks can get any currency you need usually within two business days. The Euro is now the main currency in most western European countries but note that some Scandinavian countries (Sweden), former eastern block countries (Czech Republic, Slovakia, Hungary) and the U.K. still use their national currencies. Our website www.azorcan.net has a link to a currency calculator so that you can see the current exchange rates or calculate how much something costs.

Bank Machines

ATM's are everywhere in Europe and are the easiest way to access funds or receive some emergency money from home. Check with your bank to see if your PIN number and card will work in the countries where we intend to travel. Make sure your PIN has no letters as the ATM's in Europe deal only in numbers. The two main types of ATM's are Cirrus (MasterCard) and Plus (Visa). Bring two cards in case one gets demagnetized. The following websites tell you where the ATM's are located at your destinations:

Cirrus www.mastercard.com Plus www.visa.com

Traveler's Cheques

The benefit of traveler's cheques is that they can be replaced if lost or stolen. If you are getting traveler's cheques, buy most of them in large denominations (\$100, \$50) as they charge a fee per cheque to cash them. However, it is a good idea to get a few in smaller denominations (eg. \$20) for when you need only a bit of money to get you through the last day in a country.

Traveler's cheques in Canadian currency are fine for Canadians. It's a good idea to document the denomination and serial numbers of your traveler's cheques and keep them separately from the cheques themselves. If your cheques are lost or stolen, you will have a record of your cheques. It is also a good policy to write down beside the cheque numbers when and where you exchanged them. By doing this, it gives you an exact record of how many you have used before they were lost or stolen. The traveler's cheque company will need this information to process your refund quickly. Please note that you will need your passport as identification to exchange traveler's cheques. If you use American Express, you can go to www.americanexpress.com for a listing of offices in Europe where they will exchange your cheques - usually at no fee. Also note that it may be tough at times to exchange traveler's cheques and that some smaller merchants do not accept them. Cash sometimes is your best bet. In the past, people have received a better exchange rate from their bank by using their bankcard than some did exchanging traveler's cheques. A bankcard is also a great backup should you require emergency money while you are in Europe. It is easier for someone at home to put some money in your account than try to wire funds to you.

Debit And Credit Cards

Debit cards work better than cash advances on your credit card. Banks may charge high service charges for an advance on your credit card. Credit cards in Europe are accepted at most stores. MasterCard and Visa seem to be the most widely accepted card; however, American Express is also acceptable in most stores. A minimum purchase may be required to use a credit card in some stores.

Guard your bankcards and keep them in your money belt. Have your PIN number written in a separate place and have the phone numbers for reporting the lost or stolen cards in Europe in case you lose them. Find out what your daily maximum cash advance is before leaving on your trip and make sure it is the same in Europe. Keep track of your purchases and when you get home call your bank or credit card company to make sure that those are the only purchases on your account.

Azorcan Important Currency Advisory

If you plan to rely on your ATM card for money, it is still a good idea to take some traveler's cheques or cash as a backup in case your ATM card does not work. Being prepared for this is better than running out of funds on your tour. Cash your money or traveler's cheques only in banks or exchange houses. Some banks in Europe, along with some stores, close for a long lunch break of about two hours. Here are the usual bank hours in some countries:

Germany	Monday -Friday	8:00-12:00	14:00-16:00
Austria	Monday -Friday	8:00-15:00	(until 17:30 on Thurs.)
Switzerland	Monday -Friday	8:00-17:00	
Czech Rep.	Monday -Friday	9:00-17:00	

There are two ways that banks in Europe can 'get' you when you exchange money. The first way is with bad exchange rates that work in their favor. These are usually posted on a board in the bank. The second way is with service charges to exchange currency or traveler's cheques. Some have bad rates and no fees, while others have great rates and service fees. The rule of thumb is if you are exchanging a small amount of money, you want no fees, and if you are exchanging a large amount, you want the best rate. If you are not sure by looking at the rate board, simply ask the teller how much you will get back for "X" amount of money (ex: \$200 CDN). Then compare with at least two more places before you exchange.

Do not exchange at the hotel as their rate is never very good. **Never exchange currency on the street you will get taken.** Be familiar with exchange rates so that you know if you are getting a good deal.

The following items are not included in the tour price, so you will be responsible for them:

One meal per day, beverages with the included meal, souvenirs, beverages on the bus, extra tours on free time, small tip for bus driver and guide (approx. \$ 10 each per person), equipment costs (eg. skate sharpening)

Try to make a budget for yourself before you leave and try to stick to it. You should not need a great deal of spending money unless you buy many souvenirs, take extra tours or plan to drink a lot. Buy your souvenirs in the country where items are relatively cheap. By doing this your funds will last you longer. Learn the local currency and know how to change money into Canadian prices. A small calculator with the exchange rates on the back is a great way to shop smart. Please make sure you get the right change back when making a purchase. Unscrupulous vendors know most tourists grab their change, assume it's right and put it in their pocket without realizing they were short changed. It's a good idea to take some time to become familiar with the bank notes and coins of the country you are in, so you don't get ripped off. Please note that bank notes can be exchanged into another currency but coins cannot. Therefore, you should try to get rid of your coins on the last day in a country, keep them as a souvenir, or use them to tip our bus driver and tour guide on the last day.

SHOPPING IN EUROPE

The best advice for souvenir shopping in Europe is to buy where your money goes the farthest. The Czech Republic, for example, is a great place to buy your souvenirs at much lower prices than Germany or Austria. In addition, the best places for souvenirs are flea markets or department stores that are away from the tourist areas. Be sure to shop around as most souvenir shops in an area have the same items at varying prices. You may want to consider buying your souvenirs near the end of your tour so you don't have to carry them for the duration of the trip. It is also a good idea to avoid buying glass items at the beginning of your trip as they may not last until the end. It may also be helpful to ask if the vendor will ship the goods to Canada or the United States.

Bargaining or haggling is accepted in parts of Europe especially in the Mediterranean region and the Czech Republic. Street vendors, flea markets and some small shops expect it and pad their price a little so that they can move closer to "your price".

Sales taxes often run near twenty percent or more in Europe. On an expensive purchase (over \$ 100) you may want to get a VAT refund. The vendor will give you a tax free shopping voucher that you can validate at customs in the airport to receive a refund. Keep in mind that you will have to show your goods to customs officials at the airport. Also, note that some local merchants may be persuaded to deduct the tax-free amount from your purchase and apply for the refund themselves.

YOUR SAFETY

As a tourist, you are a target for pickpockets. Be aware of what is happening around you at all times. Distracting the unsuspecting tourist is the most common play adopted by pickpockets. Someone distracts the tourist while a partner robs him/her. Examples of such distractions include loud arguments, people bumping in to you, people coming up to you to ask questions or for help, a child sent to bug you, or someone spilling something on you and profusely apologizing. Also, be skeptical of fake police asking to see your wallet to check for counterfeit bills. Don't give it to them; be polite and ask to go to the nearest police station.

Your most important possessions are your passport, your airline tickets, and your cash or traveler's cheques. Do not carry your valuables on you all the time. If you must, then use a document travel pouch (money belt) that goes around your neck and under your shirt or around your waist and under your pants. A fanny pack is more visible so it's not the best option. This is your vault far away from the hands of thieves. Wrapping your tickets, passport, and cash in plastic is a good idea in case it rains, someone dumps a drink on you, or you fall in water. Carry only the cash you need for that day in your front pocket. A wallet in your back pocket is the easiest

target for a pickpocket. **Leave you wallet and all the cards you don't need at home.** Your passport is your identification. If you must bring your drivers license as extra ID. In general, a good rule is to travel in a group of three or more as it makes you a harder target. Walking in a big European city can be intimidating, so walking in a group also reduces your chances of getting lost. Do not bring expensive jewelry or items of personal value on the tour. Do not advertise your wealth, so keep your expensive camera in your knapsack until you need it. Keep your knapsack on as much as possible; keep it in your hands or wear it on your chest, as opposed to your back, in crowded areas. Do not put any valuables in the outer pocket of your knapsack. Also, when in a restaurant, do not put the knapsack on the back of your chair. Using a twist tie to close the zippers on your day bag is a good deterrent for thieves and only a small inconvenience for you. Be careful on public transit, major tourist trams (# 22 in Prague), crowded markets, busy squares and busy streets (Charles Bridge in Prague). Please beware of cashiers and vendors who count your money back very slowly, knowing that the tourist will grab his change in a hurry and say thanks. Lastly, make copies of your passport, airline and rail tickets in case they get lost. These copies will help you replace them.

Safety In Your Hotel Room

Do not leave your suitcases open in your hotel room. It is preferred if they were locked with all your valuables that you will not take with you during the day safely inside. Do not leave cell phones, jewelry, money or electronics laying around in your room. Room doors in Europe must sometimes be locked from the outside when you leave your room. Be sure to check to see if it is locked before you walk away. Some hotels have a deadbolt in addition to the door handle that locks. Be sure that you always lock the dead bolt as the lower lock can be opened easily with a credit card.

CAMERAS, CAMCORDERS, FILM

If you use a film camera, ensure that you bring enough film (400 speed in 36 exposure rolls) as film in Europe can be expensive in tourist areas. If you use a digital camera, make sure you have extra batteries on hand. If you must, buy film and batteries in a department store away from the tourist crowds and prices. Try to include yourself in as many pictures as possible. It's a good idea to number your film in the order in which it was taken, so you may want to have a note pad to write where and when you took photos. There is nothing worse than getting home, going through your photos and forgetting where you took the picture. If you don't have a camera, a disposable camera is a good alternative. If you're not very good with your camera, experiment with it at home first. There are photography tips at the following website, www.photosecrets.com. Camcorders are good but remember that you must carry them around even if they break.

ALL ABOUT NUMBERS

Europeans use the metric system (except for Britain), so it is easy for Canadians to understand weights, measurements, and temperatures. Americans should be aware of the proper conversions to metric. When counting with your hand, the thumb always counts as one in Europe. Therefore, if you hold up two fingers at the beer hall, expect to get three beer as your thumb will be counted as one. Also, please note that the 24-hour clock is used far greater than in North America.

WC- THE WASHROOM

Finding a washroom in an emergency in Europe can be challenging, so make use of the facilities whenever you can – at hotels, restaurants, train stations etc. You can ask for the washroom by simply saying "Toilet?" and it will usually get you some relief. When searching for a washroom, a nearby restaurant is always a good bet, but they usually reserve it for customers' use only. You can try asking for permission by saying the magical "toilet?" and doing so with a look of distress. The fast food joints such as McDonald's (yes, they have them) are a good bet. However, don't feel obligated to buy something. Bathroom facilities in Europe often have a few forms that we are not used to in North America. For example, in many public restrooms, a tip or fee must be paid in order to use the facilities. Some places also have coin operated WC's on street corners while others have a woman sitting in the corner of the WC with a tip tray and sheets of toilet paper for sale. A tip is usually equal to 25 cents CDN/US, but toilet paper has a totally different market price. Therefore, it may be good to put a few sheets of your hotel's good paper in your day bag for emergencies.

CULTURAL EXPERIENCE

As a tourist in a foreign country please respect the customs and culture of that country and remember that we are the ones that look out of place. We are going to Europe to see different places, experience different cultures, eat different foods, expand our horizons, and meet new friends. As with all new experiences, there will be some that we enjoy greatly and some that we won't enjoy as much. Every person on the tour is a representative of the team and our nation. It only takes the words or actions of one person to tarnish the image of the entire group. It is also important to realize that we must live together on the tour for two weeks and that each person on the tour is there on vacation. There is nothing worse than having your trip ruined by a fellow passenger who is constantly bickering or acting inappropriately. The tour, although planned well in advance, may change or have something occur beyond the control of the guide or driver. We must be flexible to react to these situations so that we can have the best tour possible. Uncompleted portions of the itinerary are not cause for a refund in these circumstances. An open mind and a positive attitude will ensure a trip of a lifetime for all. Our tours are for people who want to experience Europe. Most of our travelers are fun flexible people looking to experience real Europe.

During your free time, try to be a little adventurous by going away from the busy tourist sections. A walk into the side streets has many advantages including meeting locals, lower prices and fewer crowds. A restaurant a few blocks from the tourist area can offer a better bigger meal for less than what you would have gotten at a tourist restaurant. A rule of thumb is to eat, drink, and shop where the locals are.

Communicating with locals is fun and rewarding. The simple phrases and words we have compiled for each country give you a basis to communicate. Most people understand some English if it is simplified. If you try to speak your host's language first, it is likely to relax them. Using hand gestures or other forms of body language is likely to aid you in communicating. Be creative and don't worry if you look silly. Some words may look hard when you try to read something, but if you try to break it down or use common sense, you may see that you understand more than you think. A site that can help you to communicate better with our European friends is Gestures around the World at <http://webofculture.com/refs/gestures.html>

A tour itinerary has been given to you and is a guideline of daily activities. The itinerary may change due to unforeseen circumstances or to allow the group an opportunity to see something that was not originally planned. **The tour manager is the only person who may change the tour with the tour guide!** You will be required to walk and carry your bags on this tour so be physically prepared. Walk a bit each day in advance to prepare. Many city tours in Europe involve a great deal of walking. Try carrying your bag up the stairs. If you don't like how it feels, you may need to remove some items. Your tour is a custom tour, thus the bus driver and tour facilitators/guides do not regularly visit the towns, tour destinations and hotels. They have instructions and maps for all our destinations, but it may take a bit longer to find these places due to their unfamiliarity with the area. With this said, please be a patient and flexible traveler.

BE A GOOD SPORT

Winning is every team's ultimate goal but it is not always possible considering the many factors that must be taken into consideration. Items worth considering include a short period of, or a lack of, a pre-departure training program due to the location of players residences or previous commitments, jet lag, fatigue from a busy travel schedule, foreign foods, a different playing style, different playing surfaces, different sizes of playing surfaces, the quality of our opponents, refereeing decisions, different rule interpretations, lack of team chemistry, unfortunate injuries, pressure on athletes (internal and external) to do well and bad luck. These are not excuses but items to consider before becoming overly critical of performances by young athletes who are doing their best and deserve the support of the group. Your coach and management are also doing their best and have worked very hard to ensure that this opportunity was possible for all passengers.

It is important to keep in mind that the objective of a sports tour is to give the players an opportunity of a lifetime to represent their country in international competition, enjoy a unique cultural experience, see different parts of the Europe, meet people from other countries and be able to share their special experience with family and friends.



OUR CODE OF CONDUCT FOR YOUR SPORTS TEAM

Teams may have additions to these basic guidelines for conduct by all passengers on the tour. By partaking in the tour you are agreeing to accept the following code of conduct without exception and the possibility of penalties for violation of the code.

Europe has various countries with different customs, cultures and beliefs. As representatives of Canada or the U.S.A. we must conduct ourselves in an appropriate manner. All passengers on the tour should follow the team rules as outlined below. The following is a short list of team rules that must be followed.

In case of any damage to hotel rooms, the bus, or any other property, the person(s) responsible will be required to make immediate restitution.

If the responsible party does not come forward, each member of the team agrees to be assessed an equal amount to cover the costs. Should the responsible party be revealed they must reimburse all parties.

Curfews will be in effect at times during the tour. Each player is expected to follow curfews and team rules without exception. Parents are expected to reinforce the team curfews and rules.

Passengers are required to be on time for meals, tours, and bus departures. All players must be on time for games.

Illegal drugs of any kind will not be tolerated for the safety of all passengers against prosecution. Any person caught with illegal drugs will be immediately expelled from the team and the tour. You will not be refunded your tour payment and will be on your own until your flight home.

Anyone running into legal problems will be required to pay their own fines and if detained, may be left behind when the tour carries on. You are responsible for your expenses to catch up to the tour or go home. Your tour cost will not be refunded in this case.

No abuse of any kind will be tolerated towards team management or fellow passengers.

Each passenger is reminded to use appropriate language during the tour.

During the tour all property belonging to fellow passengers must be respected. Public or personal property of locals must be respected during tours and events.

Excessive drinking or inappropriate behavior will not be tolerated.

Passengers will be responsible for their own beverages at mealtime or while on the bus. Coaches and managers will not pay for these expenses.

Team management reserves the right to penalize players who violate team rules as they see fit including limiting their playing time or in extreme cases banning a player from the dressing room.

Several tours and activities have been organized, however, there will be some free time. Players are reminded that they travel in groups and to read the **Azorcan Tour Europe Guide** to prepare for their tour. They should place emphasis on the sections about equipment, safety and currency. The coach and manager are on holiday and are there to ensure that the tour goes smoothly and be available for consultation. ***It is not the team management's responsibility to baby-sit, monitor or regulate activities for the players away from the arena.*** Team captains will be selected for their leadership abilities and maturity. They are expected to refer any team related problems or concerns to the manager or coach. In addition to the sport we will be playing in Europe, everyone is reminded that this is a holiday.