**Important Program Reminders**

**For Your Safety**
Adhere to the daily departure and return times indicated on your itinerary. These times are set to meet the legal driving limits enforced by the Department of Transportation. Additionally, adhering to your planned schedule of activities allows your Motorcoach Driver and/or Course Leader to get plenty of rest.

**Flexibility Is Key**
Your itinerary has been carefully written to maximize your time during your educational travel program. Due to weather, unexpected closings, and overcrowded sites, your Motorcoach Driver and/or Course Leader may make suggestions for rearranging your itinerary. Please accept the advice of these trained professionals; their goal is to provide you and your students with the best possible experience.

**Be On Time For Meals**
To ensure prompt service and adequate seating, many of our meal locations require advance reservations. If you are eating at one of these locations, the words “Must Be on Time” will appear by that location on your itinerary. You must be on time for these meals, and if you are late, you risk losing your reservation. Please call the restaurant as soon as possible if you know you will be late for a reserved meal.

**Additional Sites**
Your itinerary is unique and has been written to accommodate as many of your site requests as possible. While we would like for you and your students to visit every attraction available, this is not possible. Therefore, our goal is to include as many sites as possible while being realistic about the time required to visit each site. Time permitting, you may wish to visit some additional sites. Please consult with your Motorcoach Driver and/or Course Leader during your program to determine which sites may be added to your itinerary.
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EARN PROFESSIONAL DEVELOPMENT WITH WORLDSTRIDES

WorldStrides continuously strives to aid in the professional development of educators. As a chaperone, you play a vital role in the implementation of student travel programs. We are pleased to offer educators professional development points/hours and the opportunity to earn graduate credit!

PROFESSIONAL DEVELOPMENT POINTS

Through this program, you can earn up to 35 professional development points/hours or up to 3.5 CEUs on your East Coast History program. WorldStrides has already issued over 20,000 transcripts to educators nationwide!

To claim your professional development points/hours, simply accompany students on one of our educational travel programs. Your Program Leader can request a transcript on your behalf through MyTrip after you travel.

Your transcript will be mailed within 7-10 days upon receipt of request. Each transcript is tailored to your state’s requirements for recertification and includes State Board of Education approval codes, if applicable.

GRADUATE CREDIT

Supporting teachers’ professional goals is important to us. We are proud to offer the opportunity to earn low-cost graduate credit through WorldStrides. To enroll in graduate credit coursework, visit your MyTrip account and click the tab for Professional Development. Choose Instruction and Management for Increased Learning to develop strategies that build on experiential learning. WorldStrides makes this graduate work available through our partnership institution. The course is online and self-paced. It has been carefully designed to provide you with flexibility and is aligned with the InTASC Model Core Teaching Standards (2011).

For more information, contact your Account Manager or email WorldStrides' Director of Education, Wendy Amato at professionaldevelopment@worldstrides.org.
As your departure date approaches, we understand that there are many final touches to be reviewed. The enclosed information addresses these topics in an organized and concise fashion. Please take a few minutes to review sections one through seven and the appendices before departing on your WorldStrides DiscoverNow! program. We look forward to assisting you with a rewarding program for your students.

**THE FINISHING TOUCHES:**

1. **BEFORE YOUR DEPARTURE:** Don't let last-minute details escape you. Use this checklist to prepare for your program.

2. **YOUR TRAVEL ARRANGEMENTS:** This section explains how to get your group safely to your destination and back, including student behavior guidelines and tips for travel.

3. **YOUR HOTEL ACCOMMODATIONS:** This section reviews your stay at the hotel and covers the roles the On-site Coordinator and Night Chaperones play in ensuring a safe and enjoyable program experience.

4. **YOUR ON-SITE EXPERIENCE:** This section covers your travel experience, from the responsibilities of your Course Leader and Motorcoach Driver, to tips on student behavior and riding the Metro/Subway.

5. **YOUR MEAL PLAN:** This section outlines the various meal options available to you during your program.

6. **IN CASE OF AN EMERGENCY:** A WorldStrides employee is just a phone call away, 24 hours a day, seven days a week. This section lists all important phone numbers, as well as information on how to handle a medical emergency.

7. **AFTER YOUR RETURN:** Once your program is completed, refer to this section for information about documents your Account Manager will need from you.
1 BEFORE YOUR DEPARTURE

1.1 PRE-PROGRAM REVIEW WITH ACCOUNT MANAGER (FOR PROGRAM LEADERS ONLY)

♦ Program Leaders should call their WorldStrides Account Manager upon receipt of this handbook and set up a time to go over the details of their program.

♦ Remember to give your Account Manager your cell phone number or the best way to reach you during your program.

1.2 CONDUCT A FINAL PRE-PROGRAM MEETING

We recommend that the Program Leader hold one last student/parent meeting to review the program. Below are several suggestions of things to go over at this meeting:

♦ Review assembly, transportation, and hotel information.

♦ Review student behavior expectations with students and parents, and hand out the Behavior Guidelines Handout found in Appendix B of this handbook and on MyTrip.

♦ Review and distribute copies of your itinerary. Remind parents and students that while the group will make every effort to follow this itinerary, some items may change during the program due to weather, closings, or other unexpected events.

♦ Give parents the Tour Central office phone number in case of an emergency only.

   Washington, D.C.    703-933-6143
   New York City, NY  212-302-8940
   Williamsburg, VA    757-253-0110

(The toll-free numbers listed on the first page of this book are only for the use and convenience of Program Leaders, chaperones, and students while traveling.)

♦ Distribute a Discovery Journal to each participant.

♦ Distribute WorldStrides Name Tags, lanyards, and luggage tags for the students to fill out.

♦ Remind parents and students that WorldStrides, the Program Leader, and chaperones are not responsible for lost, damaged, or stolen items. Students should leave expensive items such as jewelry, high-priced cameras, and electronics at home.

♦ Review packing checklist with students and remind them that all packing lists are available online at www.worldstrides.org. Choose your destination on the "Browse by Destination" menu on the right side of the page and the packing list will be found in the Travel Essentials section.

♦ Remember that any airline-imposed baggage fees are not included in your program price and need to be paid upon check-in. Please check your carrier’s website for the most up-to-date information about baggage fees.

♦ Remind parents and students about the opportunity to earn credit through the Discovery for Credit program. Visit mytrip.worldstrides.org for more information.

♦ Remind all adults traveling with your group to bring a government-issued photo ID.
Suggest that students bring an empty water bottle to fill up after going through airport security.

Remind parents and students to keep medications in their original containers and to turn in student medications to the Program Leader before departure.

Remind all chaperones and students that WorldStrides DiscoverNow! programs generally involve a heavy amount of walking, and to be prepared with appropriate clothing and comfortable shoes.

1.3 Program Leader Pre-Program Checklist

Listed below are several tips to keep in mind as you prepare for your program:

- If an outbound and return airport transfer is included with your trip pricing, confirm with the coach company a few days before departure. Be sure to ask for detailed instructions regarding your return transfer.

- Carefully review your room list and address minor changes (i.e., students switching from one room to another) with your On-site Coordinator during your pre-program call. Address major changes (i.e., adding or dropping rooms, special instructions, etc.) with your Account Support Representative immediately. Please note: all changes are pending hotel availability.

- Set up a phone tree so parents can be contacted in case of an emergency. For example, the Program Leader will call three parents at the top of the phone tree, those parents will each call the next parents on the list, those parents in turn will call the next set of parents, with the process repeating until all parents have been called.

- Ensure students’ home phone numbers and parents’ cell phone and work numbers are on each of their Medical Release Forms and that all Forms have been returned to you.

- Bring Behavior Contracts and Medical Release Forms and keep them with you at all times.

- Take an emergency kit (i.e., bandages, tissues, change, etc.) for students’ needs.

- Make a list of student food allergies and dietary restrictions. Despite our best efforts, several factors make it impossible for WorldStrides to make a reliable commitment ahead of your program that a specific meal will be arranged according to the dietary requirements of a participant. Please communicate all kosher, vegetarian, and allergy requirements to your Account Manager well before the program. When possible, we will relay this information to vendors in advance, however, we cannot guarantee that food preferences and requirements will be accommodated. We suggest that you be prepared to explain any food allergies or dietary restrictions of participants to the establishment manager upon arrival at your meal location.

- Be sure all students wear their WorldStrides Name Tags at all times so that they always have the Tour Central emergency number in their possession.

- Upon registering, parents and students must provide their full names as listed on official identification that will be presented at airports or other travel checkpoints. Remind travelers that under TSA requirements, a parent must submit each traveler’s full name (including middle name), date of birth, and gender, matching information on a government-issued ID.

- Remind students to bring their Discovery Journals on the program with them. They contain interactive activities, maps, games, scavenger hunts, and a journal for them to document their program.

1.4 Rules of Behavior

Establish rules of behavior for the duration of the program. The rules set forth in the Chaperone
Handbook, the Behavior Guidelines Handout found in Appendix B of this handbook, and the Behavior Contract represent general expectations for student behavior and should be supplemented by the Program Leader and chaperones, as appropriate.

♦ A copy of the Behavior Guidelines Handout should be given to each student before departure. Program Leaders can print these handouts from the "Planning your Program" section of PL Resources on MyTrip. The Program Leader should review this information with the students and encourage them to go over the guidelines with their parents.

♦ All students and parents should sign and return the Behavior Contract to the Program Leader prior to departure.

♦ All students, Program Leaders, and chaperones should sign and return a Medical Release Form prior to departure.

♦ Students are expected to follow the directions and rules established by the Program Leader, chaperones, and WorldStrides prior to departure. In addition, students should always follow any rules set forth by WorldStrides representatives (i.e., Motorcoach Drivers or Course Leaders) or its vendors during the program.

♦ The violation of any of these rules is considered a breach of the Behavior Contract. If a student should violate any of the rules outlined in the Behavior Contract, he or she may be sent home at the sole discretion of the Program Leader, chaperones, or WorldStrides representatives. In such cases, the parent/guardian will be contacted and the student sent home at the parent’s expense.

Many factors contribute to making your program meaningful and enjoyable. Responsible chaperones and appropriate student behavior are certainly major contributions to a successful program. We want students and adults to enjoy themselves while experiencing our rich historical heritage. Inappropriate behavior begins when a student's actions infringe upon the rights of others. It is the responsibility of the Program Leaders and chaperones to supervise student behavior throughout the program.
2.1 Travel to Your Destination

♦ Label all luggage with WorldStrides luggage tags before you depart for the airport.

Packing Tip

Pack personal items that are difficult to replace (i.e., airline tickets, meal allotments, contacts, glasses, labeled medications, cash, etc.) on your person or in your carry-on bag, not in your checked baggage. Only one carry-on bag is allowed per passenger. Please observe TSA’s regulations for items allowed to be packed in carry-on bags, including liquids. Due to security procedures, do not lock your luggage.

♦ Arrive at the airport at least two hours prior to your departure time.

Do you have a Transfer Motorcoach?

If you are using a transfer motorcoach, please keep all students on the motorcoach when you arrive at the airport. We recommend two or three students per motorcoach assist the driver with unloading the luggage. Students can then get off the motorcoach and carry their own luggage to the check-in area.

♦ Know the exact number of students and adults in your group.

♦ At the ticket counter, present only those airline tickets of the traveling participants (if you are using e-tickets, present the updated manifests). If your group is on separate flights, exact breakdowns are needed for each flight.

♦ Enjoy your flight.

♦ Lead your group to the baggage claim area once you have landed at your destination. A WorldStrides representative will meet you at the baggage claim area and assist with claiming your luggage and boarding your motorcoach.

♦ For arrivals in the Washington, D.C. area only, give your return and unused airline flight manifests (airline tickets, if applicable) to the WorldStrides representative at the airport.

2.2 Return Flight Home

♦ Report to the ticket counter area at least two hours prior to your flight home and have your group remain in one spot until departure. A WorldStrides representative will meet you at the ticket counter area and give you your return tickets and boarding passes and any necessary instructions (in New York City, a WorldStrides representative will meet you when you step off the motorcoach at the airport and give you further instructions).

Remember that any airline-imposed baggage fees are not included in your program price and need to be paid upon check-in. Please check your carrier’s website for the most up-to-date information about baggage fees.
Please call the motorcoach company the day prior to your return flight to obtain specific instructions for your return transfer from the airport.

### 2.3 Tips for Travel

For the most up-to-date travel information, Program Leaders and chaperones are encouraged to visit the Transportation Security Administration’s website at [www.tsa.gov](http://www.tsa.gov). The website provides a great deal of useful information on security procedures, permitted items, and travel preparation. Be sure to visit the “Traveler Information” section, specifically the “Traveler’s Guide.”

#### Security

Before arriving at the airport, let students know that it’s against the law to make threats about bombs or explosives at the airport or on the airplane. Threats made jokingly (even by a young person) can result in delays, denied boarding, and fines.

Speak to the students about the screening process so that they will not be frightened or surprised. Advise them that the bags they take with them on the plane will be put in an x-ray machine and will come out at the other end and be returned to them.

WorldStrides recommends that travelers avoid wearing metal items or placing such items in carry-on baggage before getting in line. Any metal detected at the security checkpoint must be identified. If the alarm is set off, the traveler will be required to undergo additional screening, which may include a hand-wand and a pat-down inspection that includes the torso.

Access beyond security is restricted to ticketed passengers only. A WorldStrides representative will not be able to meet your group at the arrival gate or escort you to the departure gate.

#### Identification

In accordance with the latest Transportation Security Administration (TSA) security procedures, **passengers who are 18 and over must present one form of photo identification** issued by a state or federal government agency (i.e., passport, driver’s license, military ID), or **two forms of non-photo identification**, one of which must have been issued by a state or federal agency (i.e., U.S. Social Security card). Without proper identification, these individuals will not be allowed to travel.

Passengers under the age of 18 are typically not required to show any sort of identification, **but under TSA requirements, parents must submit each traveler’s full name (including middle initial), date of birth, and gender, matching information on a government-issued ID**.

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**FYI**

When departing for home, you will load your bags on the motorcoach at the hotel and unload them at the airport. In Washington, D.C., if you are not on a luggage-bearing motorcoach, arrangements will be made to deliver your luggage to the airport. Your WorldStrides On-site Coordinator will give specific instructions to your group.

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**Baggage Restrictions and Fees**

All baggage will be screened and possibly hand-searched as part of security measures. Visit [www.tsa.gov](http://www.tsa.gov) for the latest baggage restrictions. Please keep in mind that, although certain items may be permitted by the TSA, stricter security restrictions, as mandated by each individual airport, may prevent these items from being allowed in carry-on baggage. WorldStrides recommends stowing any questionable items (including souvenirs such as snow globes) in checked luggage to avoid possible confiscation. WorldStrides cannot assume responsibility for confiscated items.
Additional regulations place a limit on the amount and size of bottles containing liquid that are kept in a passenger’s carry-on baggage. The 3-1-1 rule states that all liquids must be placed in a 3-ounce bottle or less (by volume) and kept in a 1-quart, clear, plastic, zip-top bag. Only one bag of this size is allowed per passenger. All bottles should be consolidated into one bag and put through the x-ray separately from other carry-on items. The security screening will be much smoother and quicker if all travelers are prepared for this rule and have their 1-quart bag of liquids separated and ready to scan. Another way to avoid complications is to pack all liquid items in checked baggage. For more information on the 3-1-1 rule, visit www.tsa.gov/311.

Regulations require name identification to be securely affixed to the outside of all pieces of baggage. Additionally, we recommend placing identification on the inside of baggage. Luggage tags must match the name of the passenger.

It has become more common for airlines to charge travelers an extra fee for checking their luggage. Please make sure that your students and other travelers in your group are aware of these fees. The cost for checking baggage is not included in WorldStrides’ program costs. Before you depart, be sure to remind your travelers that they will need to be prepared to pay these fees upon check-in for both your departing and returning flights.

The price for checking a bag varies from airline to airline, and the baggage policy for each airline can change at any time, so please visit your airline’s website to check their current rates and carry-on size limits before your program departs.

Where possible, it is advisable to prohibit co-ed seating arrangements, especially on long flights. Additionally, please encourage chaperones to sit among students to ensure appropriate student behavior for the duration of the flight.

2.4 STUDENT BEHAVIOR

Listed below are several safety guidelines to keep in mind as you prepare for your program. These guidelines can also be found on the Behavior Guidelines Handout in Appendix B of this handbook. Please read this aloud to your students.

♦ NEVER make flippant remarks or joke about threats in the airport. You may be denied boarding if overheard by an airport security officer.

♦ Remain in your assigned seat on the airplane. Groups may not have a say in their seating assignments. Although airlines do try to keep groups seated together, this is not guaranteed.

♦ Always follow the instructions of airline employees and airplane instruction lights.

♦ Stay seated with your seat belt fastened on the plane unless you are going to the restroom.

♦ Refrain from using the flight attendant call button unless assistance is required.

♦ When your flight arrives at the gate, remain seated until all other passengers deplane. This is important for both courtesy reasons and to keep your group together.

Please note: On flights into and out of Ronald Reagan National Airport (DCA), expect to remain seated during the last 30 minutes of the flight into the airport and the first 30 minutes when taking off from the airport.
2.5 **If Traveling by Motorcoach**

- Confirm with the bus company about its food and drink policy.
- Place all litter in trash receptacles.
- Use restroom located in the rear of the coach for emergencies only.
- Call the bus company ahead of time to confirm pick-up address and time, as well as bus capabilities such as DVD or VHS.
- Do not stand when the motorcoach is in motion.
- Charge electronics prior to boarding the motorcoach. The motorcoach may or may not have outlets on board for charging during the trip.
3 YOUR HOTEL ACCOMMODATIONS

3.1 CHECK-IN MADE EASY

WorldStrides strives to make your hotel stay as easy and enjoyable as possible. Your WorldStrides On-site Coordinator is with you at the hotel at all times, making sure your rooms are properly set up, your room keys work, and all the details of your stay are coordinated with the hotel staff.

♦ Upon arrival at the hotel, the Program Leader should enter the main lobby and locate the WorldStrides On-site Coordinator while your students remain on the motorcoach. The WorldStrides On-site Coordinator will hand you the room keys, brief you on hotel policies, inform you of the locations of the Hospitality/Briefing Room (Washington, D.C., and Williamsburg only), pool (if applicable), and pay phones, and answer any of your questions.

♦ Inform the WorldStrides On-site Coordinator of any changes to your room list in your pre-tour communication (by phone or email).

♦ Dismiss the students from the motorcoach by room after you have handed them their room keys.

JUST A SUGGESTION

It is a good idea to have one person from each room responsible for the room key. In most cases, a second set of keys will be given to the Program Leader in case a student should lose one or lock it in the room.

♦ Check all of the rooms for minor problems (damaged items, missing towels, etc.). Have a chaperone compile a list to present to the WorldStrides On-site Coordinator. Please do not approach the front desk with each individual problem.

♦ Familiarize yourself and your students with the hotel’s layout (exits, location of the vending and ice machines, where breakfast is served, etc.).

♦ Supervise your group as students participate in various hotel activities (pool, game room, etc.). A chaperone must be present with the students at all times.

♦ Review the next day’s itinerary with the WorldStrides On-site Coordinator (meal procedures, appointments, schedule changes, etc.). If you are traveling with other groups, please make arrangements with the other Program Leaders to review your itinerary together. The WorldStrides Hospitality/Briefing Room (if applicable to your hotel) is open from 10:30 p.m. to 12:30 a.m. to relax and unwind.

Please note: The Hospitality/Briefing Room is to be used by Program Leaders and chaperones only. Parents are welcome to visit the hotel lounge, if available.

♦ Remind students that they should have a buddy with them at all times, even in the hotel.

♦ Please make certain to allow time for a thorough inspection of the rooms the morning you check out of the hotel. Check each room for forgotten cameras, phone chargers, handbags, and suitcases. Please report any damages to the On-site Coordinator prior to your departure.
3.2 Hotel Tips

♦ **Telephones** – Some hotels are able to turn off hotel room phones so they cannot be used by the students; others are not. Upon arrival you will be advised by your WorldStrides On-site Coordinator of the phone situation at your hotel. All calls home should be made from personal cell phones. An accurate record is maintained by the hotel of all phone charges. All adults will be asked to provide the hotel with a credit card at check-in if they desire to have their hotel room phones activated. Chaperones and students are required to pay for their personal calls or any other room charges prior to checking out of the hotel.

♦ **Pay Movies** – Some hotels provide pay-per-view movies. WorldStrides’ policy is to have access to all such movies turned off whenever possible; however, **regular cable movie channels, such as HBO and Showtime, cannot be turned off by the hotel.**

♦ **Wake-Up Calls** – Please do not have the hotel schedule wake-up calls for students. Wake-up calls should be left for the chaperones, who in turn should awaken the students. Generally, students should be awakened about 90 minutes prior to your scheduled departure time. If you would like to arrange a wake-up call, please see your On-site Coordinator.

♦ **Breakfast** – Almost all hotel breakfasts are served buffet-style in a large function room. Your On-site Coordinator will inform you of your breakfast time and location when you check-in.

♦ **Valuables** – Items brought on WorldStrides DiscoverNow! programs are the responsibility of the traveler; neither the hotel nor WorldStrides will assume responsibility for these items. A notice of the hotel policy is posted on the door of each room. Valuables should not be left in a room unattended! WorldStrides is not responsible for items missing from guest rooms.

DID YOU KNOW?

Your WorldStrides On-site Coordinator is at your hotel to ensure that your program runs smoothly and your hotel stay is enjoyable.

**THE ON-SITE COORDINATOR’S RESPONSIBILITIES INCLUDE:**

- Having your room keys ready upon arrival
- Briefing you on hotel policies
- Coordinating your luggage transfer and storage
- Working with hotel personnel
- Assisting with any difficulties that may arise
- Providing a Hospitality/Briefing Room (Washington, D.C., and Williamsburg only) every evening
- Confirming any appointments you may have
- Reviewing your itinerary with you prior to the next day’s travel
- Coordinating the Night Chaperones
- Ensuring that hotel breakfasts run smoothly
- Assisting with your group’s check-out

In addition, your WorldStrides On-site Coordinator is available to help with any minor health or medical emergencies and/or coordinate with the Doctors on Call. However, he or she is **not available to take students to the hospital** or stay at the hotel with an ill student during the day. If a hospital visit is necessary, the On-site Coordinator will remain at the hotel while a chaperone is dispatched to the hospital with the sick or injured student.
Program Leaders or chaperones who want items stored in a safe place (such as meal tickets or allotment money) should check with the On-site Coordinator or the front desk for availability of hotel safety deposit boxes or safes.

3.3 Safety and Night Chaperones

Your Night Chaperones are on duty from 10:00 p.m. – 5:00 a.m. Night Chaperones are hired to provide assistance to your group’s chaperones and are required to involve the group’s chaperones in any situation they feel they cannot handle alone, regardless of the time it occurs.

♦ Program Leaders and chaperones are asked to be in or near their rooms between 10:00 p.m. and 10:30 p.m. Your Night Chaperone will introduce him or herself to you and receive your instructions. Please thoroughly explain to him/her how you would like your group to be supervised.

♦ Introduce the Night Chaperone to your students.

♦ Call your WorldStrides On-site Coordinator or the hotel’s front desk should you have problems with a group not associated with WorldStrides. Night Chaperones are only responsible for WorldStrides groups.

♦ Fill out the Night Chaperone evaluation card and turn it in to the WorldStrides On-site Coordinator at breakfast on the last morning of your stay. The evaluation card will be under your door at the end of your program.

3.4 Student Behavior

Please share these general hotel behavior guidelines with your students:

♦ The use of hotel facilities carries with it the responsibility of leaving them in the same condition in which they were found. No tampering with hotel property is allowed. The student is responsible for any damage.

♦ Students are to use the elevators and lobby area only when necessary.

♦ Students must wear shoes and proper attire outside of their hotel room. This rule applies when traveling to and from the hotel pool (if applicable).

♦ Students may not leave the hotel unless accompanied by a chaperone.

♦ Quiet hours at the hotel will be observed from 10:00 p.m. until 6:00 a.m. (11:00 p.m. for New York City groups attending an evening theatre performance). At 10:30 p.m., students must be in their own rooms. Students must sleep in their assigned hotel rooms each night and must remain in their rooms until awakened by the chaperones.

♦ The noise level in any hotel is the most frequent annoyance to other guests and hotel personnel. Closing doors quietly, talking in a low tone of voice, staying on assigned floors, and walking (rather than running) throughout the hotel are practices that will minimize this problem.

♦ Students must always have a buddy or chaperone while at the hotel.
4 YOUR ON-SITE EXPERIENCE

4.1 WHILE TRAVELING

WorldStrides wants you to have the best possible travel experience. This is why we hire the most knowledgeable and professional Course Leaders and Motorcoach Drivers.

♦ The Course Leader will coordinate the amount of time to be spent at each activity with your Motorcoach Driver. If more than one motorcoach is involved, make sure this is communicated to all Motorcoach Drivers and the lead Course Leader.

♦ Please adhere to the daily departure and return times indicated on your itinerary. These times are set to maintain the legal limits enforced by the Department of Transportation.

♦ Be on time for all appointments. If your group is going to be late, please notify the Tour Central office in your destination.

♦ Be sure to count your group before departing from any stop.

♦ Remember to reserve a seat at the front of the motorcoach for your Course Leader.

♦ It is a good idea for chaperones to be seated throughout the motorcoach, rather than just at the front, to ensure that all students are behaving appropriately. Motorcoach Drivers will often require that a chaperone board before any students are allowed on. Please check with your Motorcoach Driver about this policy.

FYI

At selected sites, students may be allowed the freedom to explore on their own. To make the program enjoyable and safe for everyone, it is important that each student exhibits responsible behavior at all times. Rules for behavior will be established by the Program Leader and chaperones and passed on to the students. Any violation of these rules may result in the student being sent home at the parents' expense.

RIDING THE METRORAIL/SUBWAY

Using the Washington, D.C., Metrorail or New York City Subway system is a fun and efficient way to get around town. A few tips:

♦ Your WorldStrides On-site Coordinator or Course Leader will brief you on the procedure for traveling on the Metrorail in Washington, D.C., or the New York City Subway system.

♦ Wait until all students have been counted and are ready to proceed through the terminal before handing out the fare cards. In Washington, D.C., and New York City, the fare cards are used twice, once to enter the system and once again to exit. Students should not lose, fold, or bend their fare cards.

♦ Remind your students about the importance of staying with the group while traveling.
4.2 Course Leader Responsibilities

The Course Leader’s responsibilities are to:

- Educate, inform, explain, and enlighten.
- Work closely with Program Leaders to ensure a smoothly run program.
- Adjust the schedule when necessary to maximize the program.
- Be professional at all times.

Please note: It is not the responsibility of the Course Leader or Motorcoach Driver to discipline or maintain order on the motorcoach or at various sites.

4.3 Program Leader and Chaperone Responsibilities

The Program Leader/chaperone responsibilities are to:

- Inform students of proper behavior when visiting memorials, cemeteries, historic homes, theatre performances, and other sites.
- Work closely with the Course Leader to ensure a smoothly run program.
- Set rules of behavior and ENFORCE THEM STRICTLY.
- Know how many participants are on your motorcoach/in your group and be sure everyone is accounted for at all times.
- Instruct students to call the Tour Central office number listed on the back of their WorldStrides Name Tag should they get separated from the group.
- Discuss with students the importance of being prompt.
- Stress consideration for others in hotels and restaurants.
- HAVE FUN!

4.4 Guidelines for Tipping Course Leaders and Motorcoach Drivers

Your program price is comprehensive and includes all taxes and gratuities. Your Course Leader and Motorcoach Driver are compensated for their services as part of the program price.

The tip money for your Motorcoach Driver(s) is sent to you along with your trip materials. If you are traveling with another group on the motorcoach, the primary or largest group will have the tip money for all of the groups. The tip for your Course Leader is NOT included in your trip materials. However, if your Course Leader does an excellent job and you would like to have students collect additional money, please feel free to do so.

Many Program Leaders use the Course Leader gratuity as an opportunity to teach students about tipping. Although the gratuity is discretionary, it is not uncommon for groups to provide a tip in the range of about $1-$2 a day per student. Should you elect to provide this tip, it is suggested that the tip be collected before the last day, as students may spend all of their funds before that time.

If you have an airport transfer to your departure (hometown) airport and/or return transfer, remember that these tips are not included when WorldStrides sends your final materials by mail. A gratuity may be collected at the time of unloading, if you decide to tip the transfer driver(s).
4.5 **Student Behavior**

Please share the following general sightseeing guidelines with your students (also found on the Behavior Guidelines Handout in Appendix B of this handbook). Students are expected to:

♦ Obey the rules of behavior in the Behavior Contract and Behavior Guidelines Handout and those established by the Program Leader and chaperones.

♦ Be quiet and respectful at our nation’s monuments, memorials, museums, and cemeteries, and show respect to the Course Leader and Motorcoach Driver.

♦ Keep the motorcoach clean. Many safety and insurance policies mandate that the Motorcoach Driver cannot proceed with driving the motorcoach unless it is litter-free. A good rule of thumb is to ensure that all trash is collected at the end of the day, before students are allowed off the motorcoach.

♦ Exit the motorcoach immediately, except when the Program Leader checks the group in at the hotel for the first time and in other very rare circumstances. This applies both to sightseeing destinations on the program and when the motorcoach returns to the hotel in the evening.

♦ Exhibit appropriate behavior at museums, restaurants, and hotels – especially if students are exploring a site on their own in smaller groups.

♦ Have a buddy at all times. NEVER go anywhere alone.

♦ Stay with the group, but know what to do if separated (the Program Leader, chaperones, and Course Leader should establish these guidelines).

♦ Dispose of litter properly in all places.

♦ Be on time and follow directions.

♦ Arrive with a willingness to listen and learn. Students should not use cell phones, listen to music, or play handheld video games while your Course Leader or Motorcoach Driver is speaking.

♦ HAVE FUN!
5 YOUR MEAL PLAN

5.1 PAYING FOR YOUR MEALS

WorldStrides carefully selects meal locations that are able to provide quality meals while also being strategically located to accommodate your schedule. Pre-ordering may be necessary at certain locations. If that is the case, your Account Manager will provide you with a pre-order form.

There are different methods of payment for meals:

♦ **Meal Tickets** – You may be provided with meal tickets for some of your meals. A limit is placed on each ticket, and each student is responsible for any charge over the limit.

♦ **Direct Bill** – Some restaurants require a signature so WorldStrides can be billed directly. Be sure to include the school name and group number under your signature. If you are part of a combination of groups, please list the lead group’s number.

♦ **Allotment** – You may be provided with a meal allotment for some of your meals. Bring cash in the appropriate denominations and dispense it prior to the meal.

5.2 RESERVED MEALS

Most of your meals will be scheduled by appointment. If this is the case, the words “**Must Be on Time**” will appear next to the restaurant name on your itinerary. As meal reservations are made far in advance, **please make every effort to arrive at the restaurant by the assigned time or you may lose your reservation.** As a common courtesy, if you are going to be more than 15 minutes early or late, **please call the restaurant to let them know.** Meal appointment changes cannot be made except in cases of extreme emergency and must be made and confirmed through Tour Central (1-800-999-4542 in Washington, D.C., 1-888-858-5155 in Williamsburg, and 1-800-727-8692 in New York City).

5.3 STUDENT BEHAVIOR

Please share the following general meal guidelines with your students (also found on the Behavior Guidelines Handout in Appendix B of this handbook):

♦ Respect other customers at all meal locations, particularly at sit-down meals requiring a reservation.

♦ The throwing of any object, including food, is a physical threat and will not be tolerated.

♦ Please take only what you can eat from the buffet. You can always go back for more.

**FYI**

In an attempt to protect your group’s security, your meal reservations will be made under the group number and tour number, both of which can be found on your itinerary. Make sure to keep these numbers with you so the restaurant can identify your group when you arrive.
6 CHAPERONE HANDBOOK, The Finishing Touches

IN CASE OF AN EMERGENCY

6.1 EMERGENCY CONTACTS
Should an emergency occur while traveling, contact the following WorldStrides on-site staff members:

At the Airport Contact our Tour Central office:
Washington, D.C.  1-800-999-4542
New York City, NY  1-800-727-8692
Williamsburg, VA  1-888-858-5155

At the Hotel Contact your On-site Coordinator or Night Chaperone.

While on Tour Contact Tour Central (see above).

After Hours WorldStrides has a staff member on call 24 hours a day.
Contact our Washington, D.C., Tour Central office.

As always, if an emergency occurs requiring police, fire, or ambulance assistance, first dial 911.

6.2 MEDICAL EMERGENCIES
It is our hope your program experience is a healthy and safe one. However, should a medical emergency arise, WorldStrides has you covered.

♦ Carry the students’ Medical Release forms with you throughout the entire program. All ailments or permanent conditions must be brought to the Program Leader’s attention prior to the program. This information should be provided on the Medical Release Forms the students are required to complete prior to the program departure.

♦ Our 24-hour Tour Central offices in Washington, D.C., Williamsburg, VA, and New York City are staffed with WorldStrides employees who are trained to handle emergencies that may arise while you are traveling in the United States. Tour Central staff will talk you through the steps to be taken and, if necessary, initiate contact with medical specialists on behalf of your group through our Doctors on Call program.

♦ In the event that a trip to the hospital or physician becomes necessary, a chaperone, preferably of the same sex, should accompany the student to be treated. The Course Leader must remain with the group.

♦ Doctors On Call Program: WorldStrides has an exclusive partnership with The George Washington University Department of Emergency Medicine. A George Washington University doctor serves on our staff as the WorldStrides Medical Director, overseeing medical response planning for the organization and providing direct case management in the event of a medical response issue anywhere in the world. Our partnership gives us access to doctors who are available 24 hours a day to provide in-hotel emergency care to all our traveling students,
parents, and teachers in the Washington, D.C. area, and phone consultations and treatment recommendations for travelers to other destinations within the United States.

♦ Please handle medical payments in the following order:

**1. Insurance Claim Forms:** Each chaperone is supplied with Insurance Claim Forms prior to departure. These forms are located in the front pocket of the packet. If medical care is rendered at a hospital or in a physician's office, these forms should be presented in lieu of payment. Some medical providers may not accept the Insurance Claim Form up front. In this case, move on to step 2 for instructions on reimbursement. An example of a properly completed form can be found in Appendix C of this handbook. An improperly completed form can result in delays of four or more months in settlement of the claim.

**2. Pay by Cash or Credit Card:** In some cases, a hospital may not accept our claim form as payment. In this instance, use the parent's private insurance card as payment and then submit the claim form and receipts to your Account Manager. WorldStrides will file your claim and reimburse you for out-of-pocket expenses.

**3. Direct Billing:** Some hospitals bill the parents directly. If it is a covered claim, instruct the parents to mail such bills, receipts, etc., to WorldStrides to help expedite the claim. Information included must indicate:
- The name of the student
- The name of the group
- The date of the accident or injury
- In the case of an accident, what happened and how

Please note that illness claims must have a diagnosis. As is stated in the Terms and Conditions, our insurance policy does not cover pre-existing conditions. Any claims for a student with a history of the complaint involved must be paid by the parent.

♦ **Contingency Plan:** WorldStrides has a detailed contingency plan in place for all types of emergency situations, including evacuation of a specific site or city. You can find this information in your final trip materials and in Appendix E of this Chaperone Handbook. Make sure to fill out all of the necessary information before you travel, and keep your contingency plan with you at all times during your travels.
7.1 **Post-program Checklist** *(for Program Leaders only)*

Once you have returned from your program, there are several important details to address:

- **Call your Account Manager** to review your experience and to set up the dates for your next program (if you haven't already done so).
- **Complete your post-trip evaluation survey** online as soon as possible.
- **Mail to your Account Manager:**
  - Receipts for any reimbursable program-related expenses. The tax laws are strict and we cannot reimburse you without receipts.
  - Behavior Contracts and Medical Release Forms.
  - Any unused meal tickets or allotment money.
- **Submit a review** of your program on the WorldStrides review site by logging onto MyTrip after your program. Encourage your students to submit their reviews, trip photos, and videos here, too.

**Encourage your students** to complete a Discovery for Credit course. Visit mytrip.worldstrides.org for more information.
APPENDIX A

YOUR RELATIONSHIP WITH WORLDSTRIDES (FOR PROGRAM LEADERS ONLY)

As a Program Leader for WorldStrides, you are an independent contractor and not an employee. However, you are responsible to operate within WorldStrides’ parameters. These parameters have been designed to promote safety and to maintain the excellent reputation enjoyed by WorldStrides and its Program Leader family. As an independent contractor, you are solely responsible for the payment of all taxes, workers’ compensation, or any similar types of payment. The chaperones you select are also independent contractors. As chaperones, they must also comply with WorldStrides’ parameters and are responsible for payment of all taxes.
Appendix B

Behavior Guidelines for Your WorldStrides DiscoverNow! Program

WorldStrides has established the following guidelines to promote the safety and enjoyment of your program. Please keep in mind that these are our recommended guidelines only; see the Behavior Contract for official rules and regulations. The violation of any rules laid out by your chaperones is considered a violation of your WorldStrides Behavior Contract and may serve as a basis for your dismissal from the group. Remember, the overall goal of your WorldStrides DiscoverNow! program is for you to learn a lot and have fun doing it!

General Guidelines

• Students may not be involved in any way with smoking, alcohol, illegal drugs, vandalism, theft, or any type of behavior judged by the Program Leader, chaperones, or WorldStrides representatives to be detrimental to the health, well-being, safety, or reputation of themselves or anyone else in the group. This includes Program Leaders, chaperones, and WorldStrides representatives.

• Always show respect to your Program Leaders, chaperones, Course Leaders, Motorcoach Drivers, law enforcement, and other authority figures.

• Comply with all rules and regulations of each site visited during the program.

• As always, good common sense, respect, and consideration for others and their property should be practiced daily. Always exhibit appropriate behavior, especially when on your own in small groups.

• Stay with the group, but know what to do if you get separated (your Program Leaders, chaperones, and Course Leader should establish these guidelines). At selected sites, you may be allowed to go off on your own in small groups.

• Have a buddy at all times. NEVER go anywhere alone.

• Respect other customers at all meal locations, particularly at sit-down meals that require a reservation.

• Do not use cell phones, listen to music, or play handheld video games while your Course Leader or Motorcoach Driver is speaking.

• Dispose of litter properly in all places.

• In all locations, the throwing of any object is a physical threat and will not be tolerated.

• Be on time, listen, follow directions, and be willing to learn.

• HAVE FUN!

Sightseeing Guidelines

• Be quiet and respectful at our nation’s monuments, memorials, museums, cemeteries, and other sites.

• Leave all backpacks and large bags on the motorcoach when instructed by Program Leaders, chaperones, or Course Leaders.

• WorldStrides recommends that chaperones stay with their group throughout the entire visit. Students will not be permitted in museum areas or gift shops without a chaperone.

• In most museum and tour settings, photos and video recording are welcomed in outdoor areas. Check with your Course Leader to verify whether photography or video recording are allowed inside.

• Food, drink, and gum are permitted in designated areas only. Restrictions on bottled water may also apply. Check with your Course Leader or Motorcoach Driver for clarification.

• Always follow the instructions of the security officers that are located at most sites.

Air Travel Guidelines

• NEVER make flippant remarks or joke about threats in the airport. You may be denied boarding if overheard by an airport security officer.

• Remain in your assigned seat on the airplane.
• Always follow the instructions of airline employees and airplane instruction lights.
• Stay seated with your seat belt fastened on the plane, unless you are going to the restroom.
• Refrain from using the flight attendant call button unless assistance is required.
• When your flight arrives at the gate, remain seated until all other passengers deplane. This is important both for courtesy reasons and to keep your group together.

**Hotel Guidelines**

• The use of hotel facilities carries with it the responsibility of leaving them in the same conditions in which they were found. No tampering with hotel property is allowed. The student is responsible for any damage.
• Use the elevators and lobby area only when necessary.
• Always wear shoes and proper attire outside of your hotel room. This rule applies when traveling to and from the hotel pool (if applicable).
• Do not leave the hotel unless accompanied by a chaperone.
• Quiet hours at the hotel will be observed from 10:00 p.m. until 6:00 a.m. (11:00 p.m. for New York City groups attending an evening theatre performance). At 10:30 p.m., students must be in their own rooms. Students must sleep in their assigned hotel rooms each night and must remain in their rooms until awakened by the chaperones.
• The noise level in any hotel is the most frequent annoyance to other guests and hotel personnel. Closing doors quietly, talking in a low tone of voice, staying on assigned floors, and walking (rather than running) throughout the hotel are practices that will minimize this problem.

**Motorcoach Guidelines**

• Always follow the motorcoach company’s cleaning policy. Littering on the motorcoach is strictly prohibited. Do not throw any trash, paper, food items, cans, etc., on the floor of the coach.
• Trash receptacles are located throughout the motorcoach, including one at the front. Please place all trash items in these receptacles.
• Many insurance and safety policies mandate that Motorcoach Drivers cannot proceed with transportation services in the event that the motorcoaches are littered. If this occurs, it is the group’s responsibility to clean up before the motorcoach can proceed.
• Except when your Program Leader, chaperones, Course Leader, and/or Motorcoach Driver instruct you to stay on the motorcoach, exit the motorcoach quickly when you arrive at your various destinations.
• Avoid using the motorcoach restroom unless it is an emergency.

**Theatre Guidelines** *(if applicable)*

• Please be prompt. Your group will need to arrive at the theatre, pick up tickets, use the restroom, and be seated before the performance begins. Everyone should be in his or her seat before the performance begins.
• Make sure that electronics, such as watch alarms and cell phones, are turned off.
• Laser pointers are strictly prohibited and will be confiscated if used during a performance.
• Cameras, digital audio recorders, and video recorders are not permitted in the theatre. Handheld video games are also not permitted in the theatre.
• Please give the performance your full attention. Wait for intermission or until after the show to talk with friends or chaperones.
• Even if the performance you are attending encourages audience participation, never make rude comments or gestures to the actors. A positive atmosphere will allow the actors to provide the best performance possible.
• Some theatre performances may contain situations that some may consider adult in nature. Contact your Program Leader if you have any concerns or questions.
PART 1

Policy # 2552C – Lakeland Tours (WorldStrides)

Dates Insured __________________________ Name of Group/School __________________________

Dates of Tour ________________ Tour Destination ________________

(For prompt service, please send this form along with itemized medical statements.)

PART 2

Name of Patient JOHN SMITH Age 13 Sex M F

Home Address of Patient 1234 MAIN STREET

City CHICAGO State IL Zip 60670

Patient is:
- Student Traveler
- Program Leader/Chap
- Salaried Staff
- Eligible Work Comp.

PART 3

INJURY REPORT

Date of Injury: __________________________ Time: __________________________

Date Insured First Noticed Symptoms: __________________________

Group Activity: __________________________ Nature of Illness: __________________________

How and Where Injury Occurred (explain fully): __________________________

Was this condition present before this person became insured? □ Yes □ No

Describe injuries: __________________________ If YES, please explain: __________________________

Was injury/illness reported to staff member? □ Yes □ No

PART 4

PROGRAM LEADER OR CHAPERONE MUST COMPLETE AND SIGN THIS SECTION

Verification Signature - UNRELATED to patient

I hereby certify that this was a supervised group activity sponsored by Lakeland Tours (WorldStrides) and covered under this policy.

I was the: □ Program Leader □ Chaperone □ Other (define) __________________________

Signed __________________________ Day Time Phone __________________________

Title __________________________ Name of School __________________________

PART 5

ASSIGNMENT FORM

I hereby authorize American Income Life Insurance Company to pay benefits on the above claim to:

□ Medical Provider(s) [Check is sent directly to the facility providing the medical services.]

□ (Payee Name) __________________________ is to be reimbursed since the bills have been paid.

Address __________________________ City __________________________ State ____ Zip ________

Date ________________ Signed __________________________
APPENDIX D

How to File a Claim

1. Written notice of claim or Claim Report must be given to company within twenty (20) days of commencement of any loss covered by this policy or as soon as is reasonably possible.

2. All Claim Reports must be completed and signed by the Program Leader or Chaperone who is UNRELATED TO THE PATIENT. Report the following:

   A. Name of the disabled person (patient).
   B. Date of the disability (either injury or illness).
   C. How disability was sustained.

3. Please provide the following:

   A. Complete medical diagnosis by the attending physician.
   B. Itemized statements for services rendered by physician or hospital.
   C. Prescription receipts complete with RX number, name of prescription, and cost.
   D. Proof of payment with an itemized bill if payment has been made.

Mail Claim Report to your Account Manager or return to your On-Site Coordinator.
DO NOT RELY ON MEDICAL PROVIDERS TO FILE A CLAIM.

PENNSYLVANIA: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

ALL correspondence will be directed to the policy holder.

American Income Life Insurance Company
Special Risk Division
PO Box 50158
Indianapolis IN 46250
800-849-4820
APPENDIX E

CONTINGENCY PLAN

CONTACT INFORMATION

Please make sure you have the following contact information available when you arrive or gather upon arrival or upon Check-in at the hotel. Note that some of this information already appears on your itinerary. Keep this contingency plan with you at all times during your trip.

Tour Central Phone Number: 1-800-999-4542
Parent Information Number: 1-800-468-5899

Group Name / Number: ________________________________ Dates of Travel: _________________________________
Hotel Name: _________________________________________ Phone Number: _________________________________
On-Site Coordinator Name: _____________________________ Cell Phone: ________________________________
Driver Name: _________________________________________ Cell Phone: ________________________________
Course Leader Name: __________________________________ Cell Phone: ________________________________
Program Leader Name: ________________________________ Cell Phone: ________________________________
Chaperone Name: _____________________________________ Cell Phone: ________________________________

RECOMMENDED TOURING GUIDELINES

- Be certain that all students and chaperones have a completed emergency information card with them at all times. In addition to the emergency phone numbers provided, we would encourage you to have your students write down your cell phone number or the cell phone number of a chaperone and the phone number for the Charlottesville WorldStrides office.
- As always, we recommend that an adult be with students at all times. If your group splits into smaller groups at particular sites, arrange frequent meeting locations and set meeting times for all participants.
- For groups touring the Smithsonian Mall in Washington, D.C., or any other location where the group may be split apart into smaller groups, account for your group(s) at the end of each museum or attraction tour before walking to your next site/venue. Do not let students tour on their own without at least one adult chaperone per small student group. Never leave a site without accounting for all students.
- We also recommend that you set up a parent phone tree prior to your departure date. A phone tree will assist in disseminating timely information to parents regarding changes while on tour.
- Parents should be directed to call the parent information number at 1-800-468-5899 for tour information.

OUR OFFICES

Charlottesville WorldStrides Office 1-800-999-7676
Washington, D.C. WorldStrides Tour Central Office 1-800-999-4542
Williamsburg WorldStrides Office 1-888-858-5155
New York WorldStrides Office 1-800-727-8692
CONTINGENCY PROCEDURES WHILE ON TOUR

In the unlikely event that an evacuation from Washington, D.C., or New York City, or from a specific location within one of these cities, is required, please follow these procedures to help ensure the safety of your group.

- If not already on your motorcoach, proceed to your coach with your group as quickly as possible. Plan ahead with your driver so that you know where your coach will be when not with your group. Take roll in order to account for all participants.
- Contact Tour Central for additional information and instructions. If you are unable to contact Tour Central, please contact the Charlottesville WorldStrides office.
- Proceed to your hotel if you deem that to be a safe option. Contact Tour Central upon arrival at your hotel. If you are unable to contact Tour Central, contact the Charlottesville WorldStrides office.
- If you are at your hotel, contact Tour Central for information and instructions. If you are unable to contact Tour Central, contact the Charlottesville WorldStrides office.
- Emphasize to students to use their Emergency Card if needed.
- If you determine that returning to or remaining at your hotel is not safe and you elect to evacuate, or if you are either instructed by local authorities or Tour Central to evacuate, proceed to one of the designated addresses for either the Williamsburg, Virginia, or Charlottesville, Virginia, WorldStrides Offices. Contact Tour Central or the Charlottesville WorldStrides office as soon as practical while en route for further instructions. New York groups will likely be routed to other safe havens before reaching Charlottesville.
- Once in Charlottesville, Williamsburg, or other safe haven, information will be communicated regarding lodging, meals, and additional safety measures. As soon as possible, information will be communicated regarding the most efficient and safest transport home.
- Should any part or the entire city be evacuated, it may be possible that your motorcoach is unable to return in order to pick you up. In that case it may be necessary for you and your group to walk out of the affected area. In Washington, D.C., please proceed to one of the following locations or follow the instructions of local authorities.

### Washington, D.C. Evacuation Routes

<table>
<thead>
<tr>
<th>Walking:</th>
<th>Bus Evacuation Sites:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northwest Sector of D.C.:</td>
<td>Bethesda Marriott 5151 Pooks Hill Road Bethesda, MD 20814 (301) 987-9400</td>
</tr>
<tr>
<td>McDonald’s – Cathedral Area 4130 Wisconsin Ave, NW Washington, D.C. (202) 363-3955</td>
<td>Northeast - NE: Greenbelt Marriott 6400 Ivy Lane Greenbelt, MD 20770 (301) 441-3700</td>
</tr>
<tr>
<td>South of D.C.: Pentagon City Mall 1100 South Hayes Street Arlington, VA (703) 418-4020</td>
<td>West - W: Dulles Airport Marriott 45020 Aviation Drive Dulles, VA 20166 (703) 471-9500</td>
</tr>
<tr>
<td>South of D.C.: McDonald’s – Arlington Area 1823 N. Moore Street Rosslyn, VA (703) 528-1259</td>
<td>South - S: Holiday Inn Eisenhower 2460 Eisenhower Ave Alexandria, VA 22314 (703) 960-3400</td>
</tr>
</tbody>
</table>

In New York, follow the instructions of local authorities on where to proceed. Contact Tour Central as soon as practical for further instructions.
APPENDIX G

CHAPERONE MEETING AGENDA
(two weeks prior to departure)

1. Distribute Chaperone Handbooks.
2. Review chaperone responsibilities.
3. Review roster of students (and include photos, if possible).
4. Review contingency plan and other important forms (Medical Release Forms, Behavior Contracts, etc.).
5. Review evacuation procedures at hotel and bus boarding procedures.
6. Set behavior rules and enforce them (you may use the Behavior Guidelines Handouts on the PL Resources section of MyTrip as a guide).
7. Discuss the importance of punctuality.
8. Review airport maps to ensure that everyone gets to the proper gate and baggage claim.
APPENDIX H

TOP 10 STEPS TO GUARANTEE A SUCCESSFUL TRIP

WorldStrides has established a few steps to make certain that all trip participants understand basic guidelines and enjoy the program. Completing these steps will guide you along the path to a successful WorldStrides DiscoverNow! program.

1. Hand-select chaperones who enjoy working with students and are excited about the experience.
2. Host a chaperone meeting two weeks prior to your departure date to review chaperone roles and responsibilities (an agenda for this meeting appears on the opposite page).
3. Host a student/parent meeting two weeks before your departure date to review the program. Guidelines for this meeting are available on pages 6 and 7 of this handbook.
4. Review your itinerary and rank your “MUSTS.” Communicate these to your Course Leader upon arrival at your destination.
5. Review the Program Leader Pre-program Checklist found on page 7 of this handbook.
6. Review air travel policies posted by your airline(s) and the Transportation Security Administration (TSA).
7. Determine and communicate how you will handle trip participants who are late meeting the group.
8. Establish and communicate the parameters of boy/girl visitation in hotel rooms.
9. At the conclusion of each day, review the itinerary highlights and weather for the following day with all trip participants.
10. Communicate any changes to the itinerary with the On-site Coordinator at the hotel (if applicable).