



2019 Travel Tips & Important Travel Information

Please, **Read the Following & See Your Enclosed Bus Itinerary for Times, Check-In Location & Roommates Names**

- ✓ You must check-in a **minimum** of 30-minutes before your designated departure time on your itinerary.
- ✓ You must have a valid Photo ID in order to check-in with GradWeek Staff and board the bus (**If you still have a balance due on your account, you will be denied boarding*).
- ✓ You must board the bus number listed on your itinerary. NO exceptions.
- ✓ **Baggage Allowance:** 1 suitcase to check-in and 1 very small carry-on, per traveler.

Bus Companies – Salter Bus Lines & Lewis Coaches Restrictions & Expectations - Everyone is on the GradWeek trip to have a great time, but please be respectful of those around you. Especially the people of the city that you are visiting and the resort condos that you are staying at. Every year several travelers never make it to their destination due to their behavior prior to or during their trip. Misbehaving at the bus pick-up location could lead to being denied boarding. Poor behavior during the bus trip may necessitate removal from the program. Your parents will be notified and will be responsible for your return home. **Bus companies will NOT tolerate bad behavior. NO eating of sunflower seeds, gummy snacks or gum chewing on the bus. NO smoking of any kind including vapes, e-cigarettes or any other product. In addition, NO coolers/ice chests are permitted on the bus. ONLY resealable twist top drinks are allowed.** Travelers must stay seated unless moving to/from the bathroom. **Violating any of the bus rules will result in termination of the bus portion of your trip and it will be the travelers' responsibility to find their own transportation.**

If you need assistance while on the bus or the resort property, please be patient with both GradWeek and Hotel Staff. Rude behavior will not be tolerated. Travelers who lose all or a portion of their vacation due to their poor behavior or damaging hotel property will not be entitled to a refund.

Spending Money - We recommend using debit cards and to also take a small amount of cash. It's always advisable to let your bank know in advance prior to travel that you will be traveling, when and where. You can walk to many locations but if you want to take Uber, Lyft or a Taxi you'll need to have cash on hand for that. Traveling in groups is the safest and most economical way to go. How much money you take is up to you but, typically travelers take \$350 to \$500 for souvenirs, Action Pac, transportation, tours, and meals.

Day of Departure! - **Don't be late!** You are responsible for your own transportation to your bus pick-up location and must arrive at the location a **minimum of 30-minutes prior to your scheduled departure time to check-in with GradWeek Staff.** We recommend checking the directions to your pick-up location online in advance, to ensure you arrive with plenty of time. When you arrive at your destination, make sure to retrieve your luggage from the bus and look for GradWeek Staff members wearing GradWeek shirts & ID Badges that will direct you to the hotel.

GradWeek Staff - While our Staff is available at your destination 24/7, the **Hotel Staff** can help you with daily requests, like more towels, more pillows and any questions about the hotel and nearby shopping, etc. The GradWeek Staff is there to ensure the program is running smoothly, coordinate transfers for all the arrivals and departures, present the Welcome Orientation, provide a Destination Guide with area map & Action Pac event schedule, and coordinate the activities listed in the "Action Pac" as well as assist with any serious emergencies or roommate situations.

At Your Hotel - Once you arrive at your hotel, you will be given a full Welcome Orientation by a GradWeek Staff member. They will explain the events that will be held during your stay, go over some basic guidelines and rules to make your trip awesome and worry free. There is an "Action Pac" flyer enclosed in your Departure Packet that lists the various events and price options as well as the registration form (required to be filled out to purchase). You will be able to purchase your "Action Pac" **on-site only** at the orientation by CASH ONLY.

In-room Security - Once you check in to your room, we strongly recommend you **use your in-room safety deposit box** to store your documents, cash and valuables including cell phones, cameras, etc., when not being used, ensuring that it is securely locked at all times. Take a few minutes to check that everything in your room is in good shape and in good working order. Please contact the GradWeek Staff or the Hotel's Front Desk personnel immediately if you see anything broken, damaged or not working properly, to ensure you will not be

held responsible for preexisting damaged items. If the hotel reports any room or property damage from your room, all travelers in the room will be responsible for paying for those damages regardless of who in the room was at fault. **Room doors should NOT be left open and unsecured.** Please be aware that travel insurance **DOES NOT** cover you for loss of personal items such as Cell Phones. If **ANY** incidences of theft occur on-site, it MUST be reported to the hotel first! While GradWeek will assist you with any local authorities if theft or loss occurs, we are not responsible for the cost of any cell phone replacements or other personal items.

Calling Home - Parents want to know you've arrived ok. So, a quick call, text or e-mail home to say you've arrived and to provide them with your room number is highly recommended. It is very expensive to make calls from your hotel room. If you do not want to take your cell phone, the next best thing is to buy a long-distance calling card that can be accessed by any public phone.

Ahhh...Paradise! This is your time to relax and have a good time. **This does not mean you can do anything you want.** All local laws are strictly enforced in and outside of the hotel. They will not tolerate disorderly conduct, or any property damage and you will be required to pay for any damages (i.e. - loss of hotel security deposit and paying for any overages) and risk being evicted from your hotel at your own expense; no exceptions! GradWeek is not responsible for travelers that lose all or a portion of their vacation due to their behavior issues or damages and will not be entitled to a refund. Be smart, behave appropriately and stay safe by traveling in a group whenever leaving your hotel. We highly recommend using the buddy system! Please go out in groups, especially when going back to your hotel at night. Always remember that there is safety in numbers, and it doesn't hurt to always tell a friend if you are leaving the hotel or event before everyone else.

Returning Home – GradWeek staff will post the time you need to be ready to board the bus for your return home in the lobby of the hotel. Prior to checking out of your room take a quick look around to make sure you have all of your belongings. Before leaving the hotel make sure you have checked out of your room and have paid for any incidental charges not included in your package price. Have your Photo ID in hand for bus check-in. Make sure your luggage always gets loaded on your bus and always keep your valuables with you. GradWeek is not responsible for any items left behind. Double check that you have all of your belongings before debarking.

How to use the Emergency Medical Coverage - Even though over 95% of our travelers never encounter any sickness or injury, it still may occur. If sickness or injury occurs that requires medical attention, GradWeek or hotel staff can direct you to the medical facility at your destination. The travel insurance plan **through Travel Insured International** helps provide coverage for medical emergencies and emergency medical evacuation. **To receive assistance, you must call (toll-free from the U.S.) (800) 494-9907.** The agent will guide you through the process of how to get reimbursed for your approved medical costs up to the limits of the plan.

Policy on Alcohol - **The legal drinking age in Florida is 21!** GradWeek does not promote or condone the use of alcohol to its tour participants! All local and federal laws are strictly enforced, and you will be held responsible if caught violating those laws. Students caught drinking on the hotel premises will be evicted by the hotel immediately with **no** refund and your parents will be notified!

Money Wire Transfers - Should you run out of money at your destination, GradWeek provides a money wire transfer service for those students who may need additional funds on-site. This service is **only available Monday through Friday from 8:30 am-3:00 pm PST.** If you need this service, have someone back home go to our website at www.gradweek.com and print out the Wire Transfer Authorization form located under ABOUT US, then click on RESOURCES (Brochures & Forms) on our website. Please print and fill out the form completely and **EMAIL** it to info@istours.com **BEFORE 3:00 PM** Pacific Standard Time, **Monday through Friday.**

The traveler receiving the money can pick up the cash with a photo ID from our 24-hour GradWeek staff at their hotel after 7:00 pm (Florida local time). The limit is \$300 and there is a \$25 service charge per wire transfer.

Parents wishing to Contact their Son/Daughter - PLEASE READ HIGH IMPORTANCE INSERT!

Informational Documents - Please visit our website at www.gradweek.com under ABOUT US, then click on Resources (Brochures & Forms) to view all the valuable travel information and forms we provide including "Preparing for Travel" letter, Travel Tips, Destination Guides, Action Pac and Travel Protection Insurance.

Hotel:

Shores of Panama
9900 S Thomas Dr.
Panama City Beach, FL 32408

Phone Number and Web Site

(888) 402-5155, press 3
www.shoresofpanama.com