



# GRADWEEK

## 2020 TRAVEL TIPS & IMPORTANT TRAVEL INFORMATION

Please, **Read the Following & View Your Enclosed Itinerary for Flight Times & Roommates Names**

- ✓ You must check-in a **minimum** of 3-hours before your designated departure time on your itinerary. **For boarding procedures and travel process, please refer to the COVID-19 insert.**
- ✓ You must have a **valid Passport**, in order to check-in at the airport.
- ✓ **Make sure that you have emailed in your signed copy of the MANDATORY GradWeek Release Waiver**, to [info@istours.com](mailto:info@istours.com) before your departure date or you will be denied check-in (form included in this packet).
- ✓ Guests who are staying at the Breezes Hotel - Make sure that you have your signed **Breezes Code of Conduct & Related Guidelines Agreement/Acknowledgment Form** that all guests are **required** to fill out and **turn it in to the hotel at check-in**. *\*If under 18 years of age, a parent/guardian signature is also required.* The hotel will not allow traveler check-in without that signed form.

**Getting Ready!** - Your passport cannot expire within 6 months of your trips return date. If you are **not a U.S. Citizen** but you are a permanent legal resident, you need to contact the Bahamas Consulate for the most up-to-date requirements. Please call their office at (800) 224-2627 or visit [www.bahamas.com/entry-requirements](http://www.bahamas.com/entry-requirements). You will be denied boarding at the airport if you do not have the correct required travel documents and all charges to change your flight will be at your expense. **For additional boarding and travel procedures, please refer to the COVID-19 insert.**

**Packing Your Bags!** - Be aware that most airlines charge to check luggage and the costs do vary so try to pack light and **visit your airline's website to see baggage fees and weight restrictions**. The enclosed flight itinerary indicates the airline you will be traveling on, flight check-in info and roommates for the trip. **Be aware of the NEW restrictions for items in your carry-on bag (i.e. – liquids, medications, etc.) by going to the TSA website at [www.tsa.gov](http://www.tsa.gov)**. It is highly recommended that you make a photocopy of your passport, put your name and phone number on it and put a copy inside your checked luggage, but make sure your actual passport is securely in your carry on. To help you know what essentials you need to pack, check the weather in [Nassau, Bahamas](http://Nassau, Bahamas) online a few days prior to your trip.

**Spending Money** - We recommend using debit cards and to also take a small amount of cash. US dollars are accepted and there's no need to exchange money. It's always advisable to let your bank know when you will be using your debit card outside of the US. If using credit/debit cards, please be aware that most banks charge a service fee, plus a currency conversion fee when traveling outside of the US; so, check with your bank or credit card company prior to travel. Getting around is typically done by Taxi (Uber and Lyft do not operate in the Bahamas) so plan to have cash on hand for this. Traveling in groups is the safest and most economical way to go. How much money you take is up to you, but \$350 to \$500 is recommended for souvenirs, Action Pac, transportation, and meals.

**Day of Departure!** - **Do not be late! You are responsible for your own transportation to the airport and must arrive at least three hours prior to your scheduled flight time.** We recommend checking the airport's website in advance for directions to the correct terminal to ensure you arrive with plenty of time. **You are required to go to the check-in counter of your listed airline to obtain your boarding pass (online check-in is not available for group flights) and check-in any luggage you are not carrying on.** You can be denied boarding if you are late and/or do not have the required documents and you will be responsible for any charges due to changes in flights. If your flight itinerary requires that you change planes in the US, you will not be required to retrieve your bags until after you arrive at your final destination (Nassau, Bahamas). When you arrive at your destination, make sure to retrieve your luggage from baggage claim and follow signs to exit the building. Look for a GradWeek Staff member wearing GradWeek shirts & ID Badges. They will direct you to the buses that will take you to your hotel. **Do Not** talk to local vendors trying to sell you a transfer. **Hotel Only Packages** – DO NOT include the airport transfers, so if you are signed up for a HOTEL ONLY package you will be responsible for arranging your own transfers/ride.

**GradWeek Staff** - While our Staff is available only 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, 24-hour Staff contact information, rules, as well as information that will assist you with any serious emergencies or roommate situations. If you need assistance while at 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.

**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 any events or activities that may be held during your stay and go over some basic guidelines/rules to make your trip awesome and worry free. There is an "Action Pac" flyer enclosed in your Departure Packet that lists the various activities and price options as well as the application 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 (U.S. dollars). During check-in at the Breezes hotel you will be issued with a wristband for the property. If you lose your wristband or if it is goes missing for any reason, you will be subject to a replacement fee of \$100 for the first replacement and \$200 for any additional replacements, per the hotel's policy.

**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 (passport), cash and valuables including cell phones, cameras, etc. This will ensure that the items are always securely locked when not being used. 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 (including any cleaning fees) 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, Tablets, etc. 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 have 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.** Not all phone companies charge the same fees when traveling outside of the U.S. So, you will need to contact your service provider prior to travel to find out what the additional charges will be if calling to/from the Bahamas, and/or if they have international texting plans available. 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. **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 does not hurt to always tell a friend if you are leaving the hotel or an event/activity before everyone else.

**Returning Home** - GradWeek staff will post the time you need to be ready to board the bus for your flight home in the lobby of the student hotel (Breezes) the night prior to departure. Before you leave for the airport make sure you have checked out of your room and have paid for any incidental charges not included in your package price. Prior to checking out of your room take a quick look around to make sure you have all your belongings. Check with the front desk to make sure you have paid for any incidental charges not included in your package price. Before leaving the hotel, your room must be picked up and cleared of all trash. All registered guests in that room must wait until GradWeek Staff or Breezes Staff have inspected the room for any damage. Should there be any hotel/room damage, you and your roommates will need to proceed to the hotel front desk to take care of the damage costs. Once this is done you will be given the ok to board the bus for the airport. **IMPORTANT - Have your mask and gloves in hand** for the bus check-in to the airport (as well as for the airport/flight) or you may be denied boarding. If instructed, you must wear them while traveling on the bus to the airport and for the flight. 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 your belongings before deboarding. **Do not bring back any alcohol if you are under 21,** it is against the law in the U.S.! Once you have cleared Immigration and Customs in the Bahamas, your checked luggage will be automatically transfer at your connecting city and will be available for pick-up at your final destination.

**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 will immediately assist you in receiving medical attention at your destination. The travel insurance plan through **Travel Insured International** helps provide coverage for medical emergencies, sickness and emergency medical evacuation. **To receive assistance, you must call (toll-free from the U.S.) (800) 494-9907 or (603) 328-1707 if calling from outside of the US/Canada.** 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. **For COVID-19 related information, please refer to the COVID-19 insert.**

**Policy on Alcohol Consumption** - The legal drinking age in the Bahamas is 18 and **many clubs require a Photo ID upon entry.** GradWeek does not promote or condone the use of alcohol to its tour participants! GradWeek is aware that many events and activities in the Bahamas have alcohol and non-alcoholic beverages available. Each participant chooses for themselves whether to consume alcohol or not. All local and federal laws are strictly enforced, and you will be held responsible if caught violating those laws.

**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 in the U.S. go to our website** at [www.gradweek.com](http://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](mailto: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 room at their hotel **after 7:00 pm** (Nassau 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](http://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.

**Hotels:**

Breezes Resort & Spa

Atlantis Casino Resort

Melia Resort Hotel

**Phone Numbers and Web Sites**

1 (242) 327-5356 [www.breezes.com](http://www.breezes.com)

1 (242) 363-3000 or 1 (888) 877-7525 [www.atlantisbahamas.com](http://www.atlantisbahamas.com)

1 (242) 327-6000 [www.melia.com](http://www.melia.com)

## PARENTS & TRAVELERS – PLEASE READ – HIGH IMPORTANCE!

**If your son or daughter are having an issue while at the destination, please do not call the corporate office – there are GradWeek Staff Members and a GradWeek Manager at the hotel to handle any on-site problems/issues that may arise.**

### **Parents wishing to Contact their Son/Daughter –**

If a parent needs to contact their son/daughter, the hotel phone numbers are listed on your Travel Tips. The hotels do not always list everyone in the room, so please make sure you know your student's roommate first & last names (listed on your trip itinerary and traveler's online account) before you call so you can be connected to the correct room.

**The corporate office cannot call the hotel on yours or anyone's behalf.** However, the Customer Service agents are available to answer general questions Monday through Friday from 8:30AM to 5:00 PM PST at (800) 448-4444. During our GradWeek program, there is an after-hours EMERGENCY line **ONLY in case of a medical or family emergency!** Calls NOT deemed an emergency will be returned during normal business hours.



THIS FORM IS  
MANDATORY

## COVID-19 WAIVER AND RELEASE

International Student Tours, Inc. (“IST”) dba GradWeek understands that the COVID-19 outbreak has created widespread uncertainty and anxiety. The disruption that the COVID-19 outbreak has caused throughout the United States and globally includes significant impact to travel plans.

As destinations begin to re-open and accept visitors, the COVID-19 outbreak remains a fluid situation. It is important that you understand both the health and financial risks inherent in traveling at this time and we encourage everyone to stay informed. The following are online resources GradWeek recommends you continue to monitor as you plan your travel:

- The U.S. Department of State: <https://travel.state.gov>
- The Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> and travel notices: <https://wwwnc.cdc.gov/travel/notices>
- U.S. Customs and Border Protection - <https://www.cbp.gov/border-security/ports-entry> for travel restrictions and health notices, as well as specific port-of-entry screening processes.
- The World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

By signing and submitting this Waiver and Release to GradWeek, you have chosen to continue to participate in the (“Program”) and you understand, agree and accept the following:

- Participating in the Program involves the risk of contracting the COVID-19 virus.
- Should you contract the COVID-19 virus or exhibit COVID-19 symptoms while participating in the Program you need to contact a staff member immediately. Medical Insurance has been purchased on your behalf and will help with any medical costs. However, you will be responsible for any and all cost above the policy limits.
- Hospital facilities, qualified medical care, and emergency medical evacuation may be limited or unavailable during the Program, may not be able to effectively provide for treatment of the COVID-19 virus and, where available, may be expensive.
- Should you contract the COVID-19 virus or exhibit COVID-19 symptoms while participating in the Program you may be required by the law to take measures to prevent the spread of the COVID-19 virus to others which may include, but are not limited to, the following: quarantining in place, quarantining at a location different than the Program accommodations, and/or prohibited from traveling in order to return home when scheduled (collectively, “Quarantine Measures”).
- IST assumes no responsibility for providing or arranging for medical care, alternative travel arrangements or any Quarantine Measures resulting from or related directly or indirectly to you contracting the COVID-19 virus or exhibiting COVID-19 symptoms. However, our staff is available and will assist in such arrangements.
- Should you cancel your participation in the Program prior to your departure date for any reason including, without limitation, illness from COVID-19 virus, exhibiting COVID-19 symptoms, or changing conditions in the location of the Program, you shall be solely responsible for all costs and cancellation fees and the GradWeek cancellation policy set forth in Section 7 (CANCELLATION AND REFUND) of the IST Standard Terms and Conditions shall apply. In some cases, your Medical Insurance Policy may cover your cancellation fees.
- Should the Program be cancelled or postponed, travel to and from the Program location be restricted or Program lodgings are cancelled due to the effects of the COVID-19 virus IST will take a commercially reasonable effort to obtain refunds for any pre-paid travel expenses (“Travel Expenses”). IST will return to you the participant’s portion of the Travel Expenses. However, any Travel Expenses not refunded to IST will not be

repaid to you and IST shall have no obligation or responsibility to return any Travel Expenses to you except as specifically set forth above.

**RELEASE OF LIABILITY.** By signing and submitting this Waiver and Release to GradWeek and International Student Tours, Inc, I hereby agree to release, waive, and hold harmless International Student Tours, Inc. and its shareholders, directors, officers, agents, and employees, for any and all liabilities, claims, damages or causes of action (collectively, “**Claims**”) arising out of or related to my participation in the Program including, without limitation, any effects from the COVID-19 virus. This release does not extend to Claims resulting directly and solely from International Student Tour, Inc.’s gross negligence, intentional misconduct or any other Claims that California law does not permit to be released by agreement. I further agree that this Release of Liability shall extend to all Claims that may exist, whether or not I know or suspect the existence of those Claims, and I expressly waive my rights under California Civil Code Section 1542, which provides as follows:

**A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT [1] THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, [2] IF KNOWN BY HIM OR HER, [3] WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY.**

This Release of Liability shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws rules, and is intended to be broad and inclusive as is permitted by the laws of the State of California. If any portion of this Release of Liability is held invalid, it is further expressly agreed that the remaining provisions shall, notwithstanding, continue in full legal force and effect. This Release of Liability shall be binding on, and shall inure to the benefit of, any assigns and/or successors-in-interest to me International Student Tours, Inc., and its shareholders, members, officers, agents and employees.

I HAVE READ THIS WAIVER AND RELEASE, FULLY UNDERSTAND IT, AND UNDERSTAND I AM GIVING UP SUBSTANTIAL LEGAL RIGHTS. BY SIGNING THIS WAIVER AND RELEASE, I ACKNOWLEDGE AND AGREE THAT I AM FULLY AWARE OF AND ASSUME THE RISKS (INCLUDING, BUT NOT LIMITED TO, THE RISKS SET FORTH ABOVE RELATED TO THE COVID-19 VIRUS) RELATED TO MY PARTICIPATION IN THE PROGRAM AND AGREE TO ALL THE TERMS AND CONDITIONS SET FORTH IN THIS WAIVER AND RELEASE. I AM AT LEAST 18 YEARS OLD. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND SIGN IT OF MY OWN FREE WILL.

Printed Name of Participant: \_\_\_\_\_



Signature of Client: \_\_\_\_\_



Date: \_\_\_\_\_



## 2020 Coronavirus (COVID-19) Travel Information

### PLEASE READ THE FOLLOWING INFORMATION

We are excited that you are traveling with us! Our goal during this time is that you not only have a great travel experience, but you do it safely and responsibly in the fight against spreading COVID-19. Following the guidelines and good practices will help reduce your chances of either contracting COVID-19 or spreading COVID-19.

#### Flight Trips:

- The airline company may take each passenger's temperature prior to boarding to and from the destination.
- Passengers are required to wear protective masks for the entire time they are inside the aircraft.
- You also may be required by local law to wear a face covering in the airport where your trip begins, where it ends or where you connect.
- Please bring your own face covering to use while traveling. While limited quantities of face coverings may be available at the some of the gate, they will not be available for every customer on every flight.
- Be sure your face covering is on before you board the plane and wear it during your flight.
- Your face covering may be removed to eat or drink, but please put it back on when you are done. Keep in mind, a face covering can be a mask or any secured cloth like a scarf or bandana that covers your nose and mouth. Visit the Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)) website for more information.
- Airline staff/crew will be wearing protective masks for the entire duration of the flight.
- It is recommended that all passengers wear protective gloves for the entire time they are inside the aircraft.
- Aircrafts will be thoroughly cleaned with disinfectants inside and out between flights, including all touch surfaces and air vents.
- Airline staff/crew will maintain alcohol-based hand sanitizer in aircraft lavatories and passenger compartments.
- Airline staff/crew are trained to screen passengers for symptoms during travel and to follow a strict protocol for isolating and separating any person exhibiting symptoms, from other passengers.
- TSA has reduced lanes or consolidated passenger screening checkpoint operations in numerous airports in response to the reduction in originating passenger volume. TSA may screen or quarantine passengers boarding or exiting planes: State, local, or territorial public health officials may want to screen or quarantine passengers. In most cases, this is likely to be acceptable as long as passengers are not being categorically refused access to air transportation (e.g., through unapproved blanket closures). Airlines may refuse transportation to a passenger because of a communicable disease if the passenger's condition poses a direct threat to the health or safety of others. Care must also be taken in coordinating with airport sponsors, airlines, TSA, airport law enforcement, and other entities on when, where, and how your government conducts this screening and quarantining, with a goal of minimizing burden and maximizing flexibility for operations. Effort also should be made to minimize undesirable queueing or the formation of large groups of passengers. Travelers are reminded to follow the Centers for Disease Control and Prevention (CDC) travel and prevention guidance regarding COVID-19. This includes practicing good hygiene, such as washing your hands regularly. In addition to those CDC recommendations, travelers are encouraged to wash their hands directly before and after completing the security screening process. You may wear a facemask during the screening process, but a TSA officer may ask the traveler to adjust the face covering at any point during the screening process.
  - For the most up-to-date TSA COVID-19 Resources/Information, please visit TSA's website: <https://www.tsa.gov/coronavirus>
  - For the most up-to-date Airline COVID-19 Resources/Information, please visit your airline's website: [American Airlines](#) | [Delta Airlines](#) | [JetBlue Airlines](#) | [Southwest Airlines](#) | [United Airlines](#)

#### On-site Bus Transfers:

- The bus company may take each passenger's temperature prior to boarding to and from the hotel.
- Passengers are required to wear protective masks for the entire time they are inside the bus.
- Bus Operators will be wearing protective masks for the entire duration of the trip.



- It is recommended that all passengers wear protective gloves for the entire time they are inside the bus.
- Buses will be thoroughly cleaned with disinfectants inside and out between charters, including all touch surfaces and air vents and filters.
- Buses will maintain alcohol-based hand sanitizer in the motorcoach for passengers.
- Buses will also maintain sanitizing wipes, disposable tissues, and disinfecting spray in every motorcoach.
- Bus Operators are trained to screen passengers for symptoms during travel and to follow a strict protocol for isolating and separating any person exhibiting symptoms, from other passengers.

#### **General Practices During Your Trip:**

- Wash your hands OFTEN, for at least 20 seconds!
- When soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Stay at least 6 feet away from others when possible! Space out those beach chairs!
- Wear your mask whenever you are in public!
- Cover coughs & sneezes - If you do not have a tissue, cough, or sneeze into your elbow & immediately wash your hands!
- Avoid touching eyes, nose, and mouth!
- If you have a fever, cough or difficulty breathing, seek medical attention, and/or you must inform a GradWeek Staff Member IMMEDIATELY!
- Regularly clean hard surfaces.
- Keep your room clean!
- Drink only from your OWN cup – DO NOT share drinks!
- Relax, be safe, and get ready for the best week of your life!

#### **Hotels:**

- Increasing frequency of cleaning using hospital-grade disinfectants on all high-touch surfaces and areas such as the lobby, guest rooms, common spaces, recreational areas, and public restrooms.
- Hotel staff trained on comprehensive COVID-19 protocols, detailing protection against the transmission of the virus and procedures in the case of a suspected or confirmed case.
- Hotel requires protective masks and other equipment to be worn by all hotel associates and may require all persons within the hotel's public spaces, including guests and associates.
- Placing hand sanitizer stations throughout our guest and employee areas and entrances.
- Implementing social distancing signage, guidance, and spacing of furniture in all their public areas.
- Implementing enhanced food safety and hygiene protocols for restaurant and bars and limiting seating in our gathering spaces.
- Sanitizing all guest room key cards prior to placing them back into circulation.
- Guests are responsible for requesting housing cleaning for their room throughout their stay. No hotel personnel will enter your room during your stay without your permission.
- Your room will be cleaned before your check-in.

#### **Release & Waiver**

- ***Travelers will be required to sign a GradWeek Release Waiver and return it by email to the GradWeek office before their scheduled departure date!*** This is obviously a unique situation in our world's history. However, if we all do our part, act responsibly, and follow the guidelines, we can help reduce the spread of COVID-19 and keep us all healthy and safe!

*GradWeek*

*International Student Tours, Inc.*