

# Group Organizer Manual

## Dear Group Leader:

Thank you for booking your “**Weekend Getaway.**” This is your **Group Organizer Manual.** It is a step-by-step instructional manual that will assist you in organizing a successful trip.

Along with this Group Organizer Manual, this package includes the following:

- 1) Your Group Tour Agreement (**GTA**)
- 2) Your Full Color Advertising **Flyers**
- 3) Group **Payment Forms**
- 4) **MoneyGram Express Payment** Instructions
- 5) **Credit Card** Contract
- 6) **Bus Map** Form
- 7) **Rooming/Bus List** Form
- 8) Organizer’s Group **Accounting Record**
- 9) **Preliminary Group Accounting** Form
- 10) Tripcode **Envelopes** (for mailing in paperwork/payments)
- 11) **Chaperone Applications** (if applicable)
- 12) **Youth Participation** Forms (if applicable)

Along with your Marketing Representative, you will be working with a Tour Coordinator (TC). The TC is your contact person for any assistance you may need or any questions you may have pertaining to your trip. If the TC does not have immediately have the answer, rest assured that the TC will return your call with the answer ASAP. Their primary responsibility is to assure a quality vacation experience for you and your group. To that end, your TC will require periodic updates from you regarding the number of passengers and rooms you are expecting, as well as the total number of deposits that you have received to date. This information is essential for the TC to be most helpful to you and the success of your trip. In addition, there is nothing more important than sending in deposits and balances in a timely manner, as per the dates on your GTA.

Our entire company is focused on “**Customer Service and Satisfaction.**” Along with continually trying to give our clients the best possible product at a fair price, we have taken great pains to revise this Organization Kit to assist you in having an easy and enjoyable time organizing your trip. We want your group to have it’s best vacation ever and it all starts with you -- our **Valued Group Leader!**

Please do not hesitate to call on us at anytime. Remember, we are here to serve your needs. Wishing you a very successful “Weekend Getaway!”

## The Staff of Adventure Unlimited



NJ (856) 354-9300 • PA (215) 564-1000

NATIONWIDE (800) 523-4135

FAX (856) 354-9508

**Division Of Getaway Weekend Vacations, Inc.  
300 Marlton Pike West, Cherry Hill, NJ 08002-3053**

# THE KEYS TO A SUCCESSFUL “WEEKEND GETAWAY”

## FIRST STEP - BOOKING

You have already completed the first step by booking your “Weekend Getaway” with the **#1 Getaway Weekend Group Tour Operator in the Country!** Since 1976 we have been working with many of the most successful group leaders in the Northeast and we want to share their secrets with you, so follow along through the rest of the steps...

## SECOND STEP - FAMILIARIZATION

- **Proofread your Advertising Flyer** to ensure that all of the necessary information, which was included to customize your flyer, is correct.
- **Check the Group Tour Agreement (GTA).** The GTA is our acknowledgement of your group’s request for space. Please read over the GTA carefully, and if indicated, sign the bottom and return it in one of the enclosed Tripcode Envelopes. If you have not received a copy of the GTA, please contact your Tour Coordinator (TC).
- Contact your Marketing Representative immediately, **if corrections need to be made on your flyer or GTA.**
- **Read the “Payments & Paperwork” and “Questions & Answers”** sections of this pamphlet. These sections should answer 90% of your questions. Your TC is available if you have any additional questions.

## THIRD STEP - PROMOTION

**Multi-color Advertising Flyers are provided to you FREE to advertise your trip.** We have created one of the most attractive flyers in the market. You are now ready to roll!!! If you are a new Group Leader, the following ideas, relayed from our experienced Group Leaders, have been used to promote extremely successful trips. If you are an experienced Group Leader, you already know many of our promotional tips; however, there may be a few new ideas, so please take a moment to read on....

### KEEP IN MIND... PEOPLE LOVE TO HAVE FUN AND GET AWAY!

- **Distribute flyers** to friends, family, co-workers, club members, church members, etc.
- **Post flyers on bulletin boards** at work, school, church, supermarkets, social organizations, etc. One of our Group Leaders found that because their bulletin board at work was so packed, their flyer got lost in the crowd. Instead, they posted their flyer on the inside of the bathroom stalls and on the mirrors. They picked the one spot that would capture people’s undivided attention.
- **Enlist your company or organization to help promote** your trip. Flyers can be enclosed in payroll envelopes or sent out in company or group mailings.
- **Advertise in the newsletter** of your group or organization.
- Many companies are offered **complimentary Happy Hours at local night spots.** Utilize the evening to distribute flyers and advertise your trip.

## FOURTH STEP - ORGANIZATION

### THE KEY TO SUCCESS IS ORGANIZATION

If you have followed our simple steps, you are now receiving phone calls and inquiries from people interested in attending your trip. **SUCCESS!!**

- Soon you will **receive deposits.** Keep an accurate accounting of all monies received and paid out. Be sure to complete a **“Group Payment Form”** and send it in with the money and the **“Organizer’s Group Accounting Record”** to ensure accurate records. Contact your Tour Coordinator (TC) if you have any questions.
- Your TC will call you to get a current update on the number of passengers and rooms you are expecting, along with the number of deposits you have received to date. This information is extremely important.
- It is critical that you meet all the payment deadlines, so we can successfully plan your trip! Furthermore, as of this writing, we are the only tour company which will give a 100% refund if someone can not go on the trip due to illness, lay-off from their job or a death in their family. All you have to do in order to qualify is to follow the guidelines for **“Adventureguard™ Trip Protection”** listed in our current brochure. Certain restrictions and stipulations apply, so be sure to check the information in the brochure.
- Before sending in your balance, complete your **“Preliminary Group Accounting”** form and call your TC to confirm your balance prior to mailing in payment.
- If there are any discrepancies in the balance due us and the monies you have received, you should first double-check your **“Organizer’s Group Accounting Record.”** If this is accurate, then call your TC to review their records. We reserve the right to re-invoice you in the event of an error.
- With your trip **“Paid In Full,”** all you need to do is take that first step onto the bus and you are our Very Important Person (VIP)! Enjoy your trip, you deserve the best!

### YOUTH TOUR REQUIREMENTS

- Each chaperone must complete a **“Chaperone Information Form”** (two chaperones per bus minimum).
- Participants under age 18 must have a **“Youth Participation Application”** completed by a parent/guardian.
- All **“Chaperone Information”** and **“Youth Participation”** forms must be in our office prior to departure.


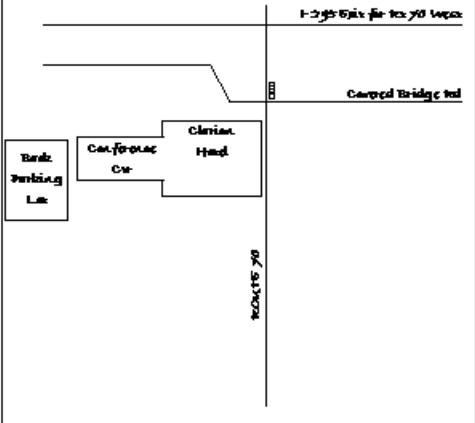
# PROCEDURES

## PAYMENTS

- A) **Payments from group members** must be made payable to the **Group Leader or Organization/Club**.
- B) The **Group Leader should issue one check payable to Getaway Weekend Vacations, Inc.** for the deposit, interim and final payments.
- C) Group Leaders can pay us with cash, personal check, money order, or via MoneyGram Express Payment Services **up to 21 days prior to departure**. **After this time**, payment must be made in the form of cash, certified or cashier's check, wire transfer, or via MoneyGram Express Payment Services.
- D) All **correspondence/checks must have your tripcode written on it** for identification purposes.
- E) Your initial deposit and final balance, along with the appropriate paperwork must be received in our office **by the due date listed on your Group Tour Agreement (GTA)**.
- F) Please use the paperwork provided to **keep accurate track and control** of all payments made to you and payments you made to our office.
- G) **Upon receipt of your initial deposit**, your group's requested **space is blocked with the hotel**.
- H) **Upon receipt of your final balance**, your group's **space will be confirmed with the hotel**. If your balance is late, your space will be released until full payment is received. At this time, we will do our best to retrieve your requested space, but there is no guarantee. In order to ensure your space, send in your payments in a timely manner, as per the dates on your GTA.

## PAPERWORK


- A) First, **if applicable, sign the Group Tour Agreement (GTA) and return it to our office** in one of the Tripcode Envelopes. Please make sure all information is correct. If there are any errors, call your Marketing Representative immediately, so a revised GTA can be sent.
- B) Then, **complete your "Bus Map" and return it immediately**, if you know your departure location. A copy of your completed "Bus Map" will be given to your Bus Driver and Tour Escort in order to reduce the chance of either becoming lost. When you choose your departure location, be sure it has:
  - 1) Permission to park vehicles for the duration of the trip
  - 2) Pay phone in case of emergency
  - 3) Streets permitting buses (no low overpasses, weight restricted bridges, etc.)
  - 4) Sufficient parking and lighting
  - 5) Shelter in the event of inclement weather

 <p style="text-align: center;"><b>Specialty/Customized Group Locations</b></p> <p style="text-align: center;">300 Hudson Falls Blvd, Myers Hill, NJ 08052 NJ 07946 201-480-1100 • PO 2407046-1000 MOUNTAIN VACATIONS (201)424-1100 • FAX (201)264-0400</p> <p>Group Leader: <u>Monday, 5/26/07</u></p> <p>Departure Time: <u>8:00 PM</u></p> <p>Departure Location: <u>Clinton Hotel</u></p> <p>Hotel: <u>parking lot</u></p> <p><u>1-2 St Francis St</u></p> <p><u>Clinton Hill, NJ</u></p>	<p style="text-align: center;"><b>FOR OFFICE USE ONLY</b> <small>(Please do not write in this space)</small></p> <p>P.O. # _____</p> <p>Bus # _____</p> <p>Pick-Up # _____</p> <p>Destination _____</p> <p>Trip Date _____</p> <p>Tripcode _____</p>
<p style="text-align: center;"><b>EMERGENCY INFORMATION</b></p> <p style="text-align: center;"><small>Please provide address, phone number, and other details for the trip leader in case of an emergency. This information is for the use of the trip leader and is not to be used for any other purpose.</small></p> <p>Emergency Name: <u>John Kingstone</u></p> <p>Emergency Phone: <u>201-480-1100</u></p> <p style="text-align: center;"><small>GROUP REPRESENTATIVE</small></p>	
<p style="text-align: center;"><small>Please indicate whether you are a local or out-of-state driver. If you are a local driver, please indicate the location of the vehicle. If you are an out-of-state driver, please indicate the location of the vehicle. If you are a local driver, please indicate the location of the vehicle. If you are an out-of-state driver, please indicate the location of the vehicle.</small></p>	
<p><b>1-2 St Francis St</b></p> 	



- F) The "Preliminary Group Accounting" form is to help you calculate your balance due to our office. Prior to mailing in your balance, it is extremely important that you call your Tour Coordinator to double-check your figures.

## PRELIMINARY GROUP ACCOUNTING



TOTAL ROOMS	CONF. FACTOR	TOTAL FAX	PRICE PER FAX	TOTALS
Single	x 1	=	x \$	= \$
Double	x 2	=	x \$ 229	= \$ 458
Trip:	x 3	=	x \$ 219	= \$ 657
Quad	x 4	=	x \$ 199	= \$ 796
Other:	x 5	=	x \$	= \$
Other:	x	=	x \$	= \$
<b>TOTAL:</b>	<b>9</b>	<b>SUB-TOTAL:</b>	<b>\$ 247</b>	<b>\$ 247</b>
LESS: 1	COMPO	\$ 229	EACH	( \$ 229 )
LESS:	COMPO		EACH	( )
			<b>SUB-TOTAL:</b>	<b>\$ 18</b>
MISCELLANEOUS ITEMS:	Towel and equipment \$ 2.00 per person			\$ 18.00
MISCELLANEOUS ITEMS:				\$
COMBINATION CHARGES:				\$
	<b>TOTAL GROUP BILLING:</b>			<b>\$ 18.00</b>
	<b>LESS TOTAL MONEY SENT TO SU OFFICE</b>			<b>( \$ 1.00 )</b>
	<b>BALANCE DUE (PERIOD):</b>			<b>\$ 17.00</b>

DISBURSEMENTS TO ADVENTURE UNLIMITED				
DATE PAID	CHECK #	AMOUNT SENT	BALANCE DUE	# OF PEOPLE
10/20/02	1002	\$ 18.00	\$ 17.00	24

PLEASE MAKE ALL CHECKS PAYABLE TO: GETAWAY WEEKEND VACATIONS, INC.

NOTES:

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## GENERAL CONDITIONS

**Refer to the "General Statement of Responsibility and Tour Conditions" printed on the back of your advertising flyer for all Terms and Conditions.**

### OPTIONAL INSURANCE

Baggage insurance, trip cancellation/interruption insurance, accident insurance, and health insurance are available to protect you and your group members against unforeseen circumstances. Such insurance coverage is available through an independent insurance agent. If you or your group members wish to purchase any type of coverage or require special coverage, please contact your Marketing Representative or your local insurance agent for complete information. Insurance must be purchased prior to trip departure as per the policies of the insurance company providing coverage.

### BAGGAGE

The safekeeping of baggage and personal belongings is solely the responsibility of each individual trip participant.

# QUESTIONS & ANSWERS

The following frequently asked questions may assist you in answering the questions of potential group members.

**Q: *Can we get away if we only have a small group?***

A: Our success rate with even the smallest group is very high. Some adjustment may be made to your pick-up point and departure time if you do not fill a bus and you want us to add passengers.

**Q: *Is there a minimum age to participate?***

A: There is no minimum age to participate in the tour. If the tour has an Open Bar Program, in order to consume alcoholic beverages, guests must be 21 years of age or older and have two forms of proper legal ID, one with a photo.

**Q: *Do Youth Groups need chaperones?***

A: YES. Every Youth Group must have a minimum of two chaperones over the age of 25 per bus.

**Q: *What happens to our group if we fall short of the minimum number of participants?***

A: You, as a group, have the following two options:

- 1) You can elect when you book your trip, or at a later date, to purchase the empty bus seats to ensure you have your own private bus. Many group leaders build in some extra dollars specifically for that purpose. It is nice having a private bus just for your group.
- 2) As directed by you, we will try to find another group(s) to help fill the bus.

**Q: *What if our group exceeds the maximum number of passengers for a bus?***

A: First, you must assign each member of the group to a specific bus, filling Bus #1 first. Keep in mind that all group members rooming together must travel on the same bus. If the additional bus is only partially full, we will try to find another group(s) to hook you up with to reach the minimum number of passengers.

**Q: *What type of "identification" do I need?***

A: All group members must carry the proper identification, such as:

- 1) Proper Identification: For entry into a place where liquor is served, you must have two forms of legal ID, one with a photo. Without legal ID, you will not be permitted to drink alcoholic beverages, even if you have paid for them as a part of your package. You can receive non-alcoholic beverages.
- 2) Medical Insurance Cards: Blue Cross, Blue Shield, Aetna US Healthcare, AmeriHealth, etc.
- 3) Important Telephone Numbers: Emergency phone numbers (family, friends, doctor).
- 4) Important Papers: Copies of prescriptions, medications, special instructions.

**Q: *Can we as a group add special items and customize our tour?***

A: YES. As the Group Leader, when booking the trip you can add a variety of items which will be added into the total package price. Your Marketing Representative can assist you with this. All additions must be confirmed in writing by our Operations Department and specified on your GTA.

**Q: *Does a "Triple" or "Quad" room mean that there are more than two beds in the room?***

A: NO. A hotel room typically has one or two double beds, which sleeps up to four people. Requests for a "Quint" room (5 people per room) will be confirmed only if the hotel has sufficient "rollaway beds" available.

**Q: *How many pieces of luggage am I allowed to take?***

A: Each group member may take one large suitcase, along with one carry-on item. If the tour is a ski trip, group members may also bring their personal ski equipment.

**NOTE:** Each group member is responsible for their own luggage and personal belongings. If any members wish to inquire and/or purchase insurance to cover lost or stolen luggage/personal belongings, please contact your Marketing Representative for details.

**Q: *Can I buy Trip Cancellation Insurance?***

A: YES. If a group member wishes coverage for their trip, they can purchase it from a private company for an additional cost. Contact your Marketing Representative for details.

**Q: *What are some items not included in the package price?***

A: The following items are not included in your package price: baggage handling, additional meals, additional wines, additional liquors, valet/laundry service, telephone calls, optional activities, tipping and taxes for personal services not included in the tour, and other items not specifically mentioned as being included in the program.

**Q: *Can I use a credit card for optional activities, lift tickets or souvenirs that I may purchase from Adventure Unlimited during my tour?***

A: Cash is the only acceptable form of payment for any options or souvenirs purchased from Adventure Unlimited.