

TOUR-RIFIC® OF TEXAS

HOTEL INFORMATION AND GUIDELINES FOR DIRECTORS / CHAPERONES

The information and guidelines set out below will help to make your stay in the hotel more enjoyable.

Prior to Trip

1. **CALLS TO HOTEL: PLEASE DO NOT CALL THE HOTEL** prior to check-in. Instead, please refer all questions or concerns to your director or his / her designated contact person, who will contact our office for hotel information. This will avoid misinformation, confusion or duplication of phone calls. Hotel personnel may not have complete information prior to the group's arrival. Parents will receive the address and phone number for your hotel prior to travel and can contact students after check-in.
2. **BUS ASSIGNMENTS:** Please have the students that are rooming together also ride the same bus. This will expedite check-in.

Luggage

3. **LUGGAGE:** Please encourage your students to limit their luggage to one suitcase and one carry-on. This will expedite check-in and check-out, as well as allowing for more space in luggage storage areas on charter buses. Each individual shall handle his / her own luggage and instrument (per instructions of director) when loading and unloading charter buses and checking in and out of the hotel. ***Please label all bags and instruments with name, school and phone number.***

Check-in

4. **ROOM ASSIGNMENTS:** Unless otherwise requested, hotel personnel will do their best to separate boys from girls. Chaperones will be interspersed for optimum supervision. Rooms will be blocked as close together as possible. Location of rooms cannot be guaranteed. Rollaways may be available on a **limited** basis and availability at check-in cannot be guaranteed. Adjoining rooms, if available, will not be guaranteed.
5. **KEYS:** Your director will have the key packets, and will distribute to each student, or to chaperones for distribution. Some chaperones prefer to keep one key to each room, in the likely event that students may become locked out.
6. Rooms should be inspected for damage at check-in. Any damage should be brought to the attention of the director / hotel staff immediately.

Hotel Rules and Behavior Guidelines

- DISTURBANCE OR NOISE IN HOTEL:** Students should be advised ahead of time that there are other guests in the hotel and noise should be kept to a minimum.

It is your responsibility to see that students abide by hotel rules, and those you set to assure proper behavior.

Students should understand that if a hotel employee, hotel security or director asks them to quiet down or go back to their room they are expected to comply with this request.

No smoking, drinking alcoholic beverages or use of drugs will be tolerated.

Phone Calls and Pay TV

- CALLS HOME:** Do encourage your students to call home, utilizing their cell phone or a chaperone's cell phone, especially on the evening of arrival. If check-in is after 9:00 PM please suggest to your students to call home during that 1st day. They should give family members their room number. After the first evening, suggest that students call from a park / attraction or other location, since they will generally be away from the hotel after parents return from work.
- PHONES / PAY TV:** Our office instructs hotels to turn off all phones and pay per view television in all rooms. Students may receive calls in their rooms from outside, but cannot call out. This eliminates large, unexpected phone bills for parents or incidental charges to students at check-out. Most hotels place extremely high surcharges on calls made from rooms, even toll free calls. Students will usually be able to call from room to room.

Adults who wish these services to be provided may present a credit card at the front desk.

Tour-Rific® of Texas will not be responsible for incidental charges.

Emergencies

- EMERGENCY PROCEDURES:** Locate emergency exit stairways. Point these out to students. Advise them not to take the elevator on the event of a fire or other emergency. Determine, with the help of your director, where students are to report after leaving the building. If you have a handicapped student in the group, designate two mature students to assist this person in an emergency. If the school hires private security, security can assist in getting students to exits and in getting handicapped student(s) out quickly. Make sure security knows the room number(s) of handicapped student(s).

Security

11. **ROOM SECURITY:** If your hotel has balconies, make it clear to students that balconies are off limits at all times and / or are permanently locked. Make it clear that it is against the rules to open any windows in the room. Advise students that room doors must be kept locked at all times, and that they must never open a door unless they can identify that person. Also, remind them to not yell room numbers in the hall or common areas.
12. **HOTEL SECURITY:** Insist that students go nowhere alone, even in the hotel. Instruct students not to use the stairs except for an emergency, unless specifically told to use the stairs by a chaperone or director. Students must never leave the hotel without the group or a director / chaperone.
13. **NO STUDENT WILL BE ALLOWED TO STAY IN THE HOTEL ALONE:** If a student becomes ill and must stay in the hotel while the group is out for the day, a chaperone MUST stay with the student at all times.

Curfew

14. **CURFEW:** Set curfew times. Have an "In the Room" time and a "lights Out" time. Stick to these times! Most hotels have a policy that students must be in their rooms by 11:00 PM.
15. **BED CHECK:** Have a final bed check. Make sure that the chaperones SEE each student to ensure that all are accounted for. Once the bed check is finished, place a piece of **PAINTERS TAPE ONLY** (*if permitted by hotel*) over the crack of each door and the door jamb near the doorknob. Explain that if the tape is broken you will assume someone has left the room without permission after curfew. This must be viewed as a serious violation of the rules.

Security Officer / Director Policies

16. **SECURITY OFFICER:** If you use a security officer, wait up to meet her / him each night. Provide him / her with any special instructions you might have and a rooming list. Advise him / her who is in charge each night, and the room(s) where they can be found.

If it becomes necessary for the HOTEL to hire a security officer for supervision due to complaints from other hotel guests, all charges incurred will be billed to the school. These charges will be due prior to checking out.

17. **ADULTS IN STUDENT ROOMS:** The security officer should not enter any room, especially with students of the opposite sex, or alone with any student. He / she should be accompanied by an adult witness if there is occasion to go into a room. This is protection against any accusations which could lead to civil liability (this also pertains to the hotel regarding any type of maintenance that needs to be done). The exception would be the immediate need of first aid, a fight, or an emergency such as a fire. If this is necessary, a detailed report should go to the security company (if applicable), the hotel and our office.

18. **HANDS OFF POLICY:** No security officer or hotel employee should put his / her hands on a youth unless it is in defense of themselves, the defense of others, for first aid or fire.

POOL TIME

19. **POOL RULES:** Many hotels have a 10:00 PM pool closing time. Please observe the hotel policies in this respect. No student will be allowed in the pool without a chaperone present. It will be up to the chaperones and director to determine who will remain at the pool. If all students are not swimming, the chaperones should be divided between the lobby, the floors and poolside. **It is imperative that you obtain a swimming permission release signed by a parent or guardian before ANY student is allowed in the pool.**
20. **TOWELS:** It is recommended that each student and adult bring a beach towel for use at the pool. Large groups of students in a hotel make it difficult to maintain a towel supply at the pool. Room towels are inventoried daily. Towels missing from rooms will be charged to the school at the hotel's prevailing rate, which must be paid prior to check-out.

Housekeeping

21. **HOUSEKEEPING:** Hotel housekeeping policies state that housekeepers are not allowed to move or touch a guest's personal items left on the floor, bed or other areas to be cleaned,. This includes food and drink containers. Anything that is not put in the trash will not be removed from the room. This results in the room not being cleaned properly, i.e., personal items left on the floor will result in the room not being vacuumed, personal items left on the bed will result in the beds not being made. **PLEASE INSTRUCT STUDENTS NOT TO LEAVE VALUABLE ITEMS IN ROOM.**

Check-out

22. **CHECK-OUT:** Rooms should be inspected for damage at check-in and again at check-out. Any damage should be brought to the attention of the director or head chaperone immediately. Keys should be collected and turned over to the director or head chaperone. At check-out, rooms should also be checked by chaperones for excessive disarray or uncleanliness. Students are expected to leave rooms in a reasonably neat condition.

Citizenship

23. **CITIZENSHIP:** Talk to the students about being outstanding citizens. Remind them that future trips depend on their performance on this trip. Advise them to cooperate fully with all adults and to get along with their fellow students. The good of the group comes first. Exhibiting superior performance in all phases of the trip reflects not only on the students but on the reputation of the school as well!