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Global Image Sports: International Travel FAQs

Top Tip: Print these FAQs off and review at home to make a checklist ahead of the tour!

This FAQ document is simply a guide to help you prepare for your international trip. It is a clever idea to create a long-range calendar. Include when payments are debited, when to apply for passports and permission to travel forms, when the group conference call is conducted, etc. Doing this at the start of your planning can prevent many last-minute glitches.

What if I want to speak to someone and not totally rely on the FAQs?

No problem!

Call our Head Office on 770-545-8146 in Georgia or email tours@globalimagesports.com

The Tours team are based in both the UK and the USA so don't be surprised if your email isn't answered immediately as the UK are between 5-10 hours in front of where you might be in North America. Our goal is always to respond to your enquiry within 24 hours of you sending it.

Our passion is delivering tours and providing amazing experiences for our young players so we will do absolutely everything we can to help you at all stages of the journey.

The UK Office can be contacted via +44 7790 583 437.

How will I receive confirmation that I have successfully registered for the event?

You will receive an automatic confirmation via email once you have registered through the Configio database and have paid the initial deposit (or paid in full at time of registration). After your successful registration, that will initiate a string of informative emails and communications leading up to the departure of your trip. Please note: all family members are welcome to register to join the player on the trip. In addition to the soccer aspect of your trip, we offer wonderful sightseeing and cultural experiences that can be enjoyed by all.

If I want to travel with my child, why should I go with GIS?

We get this question a lot! GIS not only has formal relationships with the professional clubs you are visiting (giving you access as a partner) but we take care of absolutely everything for you from start to finish so you can enjoy the trip and fully immerse yourself in the experience. Of course you're more than welcome to arrange your own travel and plans but if you are wondering what the cost provides for you – here are some top tips:

- **Pro Clubs** - GIS has established relationships with our professional partners so we ensure access to the training grounds and the chance to meet the coaches and attend parent seminars or Q&A sessions during the week. Some training grounds are security controlled so being part of the group ensures you are on the list of people pre-cleared.
- **Accommodation** – GIS has several hotels we work with that are used to catering for large groups and providing food for touring groups and ensuring hospitality and comfort, as well as safety. Booking with us gets you the group rate we have access to. In Europe, hotels

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charge per person outside of group bookings whereas we have access to room rates to keep fixed costs down and ensure value is competitive.

- **Transport** – Booking with us means you have access to transport from start to finish and never have to worry about a thing. If you make your own arrangements you will be at the mercy of the local traffic and having to ensure you can make your own way to the places the group are visiting. You aren't able to travel with us if you choose to make your own plans as this invalidates our insurance coverage.
- **Group Tickets** – Booking with GIS means you can watch the live games with your family as we book via the group system that our pro clubs use. Going separately means having to find tickets online and sitting elsewhere inside the stadium. Our group bookings also have access to preferential rates for sightseeing and can guarantee being able to take part in that with your son or daughter so that you aren't separated for all those cool cultural experiences!

So what does the parent cost include?

- Your accommodation.
- 3 Meals a day fully catered.
- Group tickets and group sightseeing guaranteed so you aren't separated from your family.
- All transportation from start to finish. (Airport transport based on sticking to our guidelines)
- Access to Pro Club behind the scenes
- Access to stadium behind the scenes tour.
- Match tickets sat with the GIS group.

Parent Seminars/Q & A (respective Pro Clubs only)

When is the money due?

Please refer to the payment schedule provided during the registration process. Your payments will be automatically debited from the account you provide during the registration process. Accounts **must be paid in full prior to departure.**

What is the refund policy?

Unless otherwise specified on the event agreement;

- 120+ days from departure date of event: *Full refund of participant fees per person paid to date to the customer (Minus the \$250.00 admin fee per family)*
- 90 - 119 days from departure date of event: *75% refund of participant fees per person paid to date to the customer (Minus the \$250.00 admin fee per family)*
- 61 - 89 days from departure date of event: *50% refund of participant fees per person paid to date (Minus the \$250.00 admin fee per family)*
- 41 - 60 days from departure date of event: *25% refund of participant fees per person paid to date (Minus the \$250.00 admin fee per family)*
- From Date of Departure to 40 days from departure date of event: *No Refund*

Fees paid to date assumes that all participants are up to date on payments per payment schedule. Any default payments will be reduced from the refund total when the refund is processed.

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What if I have purchased the Tour Protection Policy?

If you have purchased the protection policy as part of your registration, then you are eligible for a full refund of the cost of the tour at any time **up to 21 days prior to departure date** (GIS recommends purchasing the protection policy to mitigate against unforeseen emergencies or changes in circumstance). If you have not purchased this then you are subject to the standard terms of refund as per the above policy.

Please note that the protection policy is PER PERSON. If you have purchased the policy for you (as a parent) but not for your child; and the child needs the refund, GIS are unable to provide the refund as the policies are linked to the accounts for which they are purchased against.

If the protection policy is used within 20 days of the tour start date then GIS will provide a 50% refund and a 50% credit against a future event.

There are no administrative fees applied if you have purchased the Protection Policy.

Kit

IMPORTANT: Please be aware that GIS orders the kit for the tour based on the information you provide at registration. **If you make a mistake or enter the wrong sizing, we do not guarantee being able to swap or exchange kit during the tour.** Also please be aware that Youth Medium is often the smallest size in the UK or Europe and Youth Small kit doesn't exist in most training kit at the professional clubs. It is the responsibility of the parent/guardian to ensure that the information they enter regarding the kit is correct. Often, the player will grow between registration and the tour and the incorrect kit sizing was entered 6 months prior at registration. We cannot be responsible for that.

Communications prior to your departure

After completion of your initial registration, you will begin to receive a series of emails from the GIS staff. Each correspondence will be important, so please take the time to read through everything. You will be notified of a "pre-trip conference call" which will be held for all attendees approximately two weeks prior to your departure. You will be sent call details (date/time/dial-in instructions, etc.) via email. We strongly recommend at least one person per family dial in for the call. Your conference call host will review important trip details and parents/guardians will have the opportunity to ask broad questions at the end of the call. A trip itinerary will also be circulated around the time of your conference call for your review.

When will all arrangements be confirmed?

This will generally be 4 – 6 weeks prior to departure. Please be aware that some minor details can change up until a few days before departure. Most professional soccer clubs in Europe work in blocks of 2 weeks at a time to stick to their planning and training schedules so it is quite normal for detailed, final itineraries to be issued about a month before the trip starts. **Itineraries are subject to change close to the time of departure as often, the First Team will dictate changes elsewhere inside the Club.** The chaperones who look after you are very experienced with these kinds of changes and are used to revising schedules to ensure everything on your trip is provided. Please

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remember everything in your itinerary will be provided, it may just be a case of certain things moving around to suit the needs of the professional club.

Will my child be well supervised on the trip?

Along with any family members that come on the trip, there will always be a chaperone with your group. This person is always available and will be with your group at soccer events and any outings. Chaperones assist the group and individuals around the clock for the duration of the stay. Please note: We do not provide chaperones to accompany unaccompanied players on flights. All participants will be met upon arrival at the designated airport (per your itinerary) and can be dropped off at the airport on the way home.

What to Bring?

Treat the trip as a regular vacation where the weather could change. Please try to limit your main luggage to one bag. A training kit (*tracksuit, two shirts, two pair shorts, two pair socks*) will be provided to players upon arrival at your destination. The hotel room will provide bedding and towels, though we do suggest players pack washcloths in their hand luggage (*some overseas hotels do not provide washcloths*). We advise that you pack your training gear in your hand luggage and bring a set of plain generic soccer kit as an emergency backup plan just in case you need it on the first day. This prevents any difficulties with soccer activities in the unlikely event that your checked luggage is lost or delayed. **Please note that if you are travelling as part of a team tour, kit is NOT provided by GIS.**

Below are a few suggested items you may need in addition to regular packing:

- Passport
VERY IMPORTANT: *Most countries now require travelers to have a passport that is valid more than a few months after your trip return date. If your passport expires within that time, you should apply for a new one ASAP.* It is never a bad idea to make a copy of your passport and pack that with your belongings. For more information on this and to see a reliable source of up-to-date information about passport validity, go to the U.S. Department of State's travel website www.travel.state.gov which lists entry requirements by country.
- Airline Tickets
- Medical Insurance Documentation
- Marked luggage (name/phone number, distinguishing mark so you will be able to easily recognize your own bags right away). Make sure bags and TSA's 3-1-1 carry-ons meet all unique requirements.
- Group Itinerary, hotel and chaperone numbers (*provided in emails prior to your departure*)
- Local currency (*small amount for gifts/souvenirs; all meals, excursions and match tickets have been paid for*)
- Soccer cleats and shin guards; include soccer footwear suitable for synthetic fields and turf
- Sneakers and other shoes (*comfortable shoes to walk in*)
- Additional practice wear (*extra socks, additional t-shirts, shorts and warm undergarments-such as Under Armor*)
- Deodorant, shampoo, soap, toothpaste, toothbrush and other personal hygiene items
- Prescriptions and medications, including glasses/contact lens
- Camera (*in hand luggage*)

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- Chargers for your cell phone, camera, video camera, and laptop (*Electricity voltage in Europe is twice that of the USA (200V as opposed to 110V). You will need a converter for this. The UK converter is different to the European one as well so bear this in mind.*)

What not to bring!

- Excess luggage (*Most airlines allow two check-in pieces and one carry on. However, please keep in mind that your group will be traveling either on a bus or in shuttle vans, depending on the size of the group. Therefore, please try to pack accordingly*)
- Soccer ball
- Valuable jewelry
- Any snacks that contain nuts (*Due to players, siblings, and/or parents having possible peanut allergies, we ask that you please do not buy or keep snacks in your room that contain any type of nuts. We work very hard to monitor these allergies with the meals and other activities. A person allergic could have a very serious reaction, so we ask that these types of products not be brought into the hotel or on any form of group transportation*)

Insurance

Personal medical insurance for the player and all attendees of this trip is mandatory and is the responsibility of the traveler(s). You should ensure the insurance covers you for physical activity overseas. Check with your individual insurance company for any special instructions you may need to follow. Make sure you have appropriate insurance in case of injury during the trip. GIS does not offer any pro-rated refunds under any circumstances once the trip is underway.

Flights

Please follow your airlines' guidelines concerning travel as an unaccompanied minor (traveling without a parent/legal guardian) and any documentation that is required prior to day of departure (i.e.: gate passes, escorts, greeting areas, passport details, emergency contact information, letter of consent requirements, additional fees, etc.). This information can be found on your airlines' website. Please make sure this is researched and communicated with your airline well before the date of travel, so the player can be well prepared for departure.

GIS must be alerted to any unaccompanied minors travelling alone before the tour begins – it is the responsibility of the parent/guardian to advise of this. You should do this ASAP via tours@globalimagesports.com and attach all flight information, ticket and emails from the airline confirming the service and any requirements.

GIS will NOT book the unaccompanied minor service for you nor do we provide one.

To utilize the GIS transportation included in your trip price, please abide by strict arrival and departure dates, times and airports. **All arrival flights must arrive at the stated destination airport between 8:00 am and 12:00 noon (local time) and depart the airport between 8:00 am and 12:00**

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noon (local time). Any deviation from those stated guidelines would result in the passengers being solely responsible for arranging their own transport at the full cost(s) of the passenger(s), to meet/depart from the group according to the trip itinerary. If you have already been given specific flight parameters on your trip in case, you are changing countries or have been advised otherwise, then please follow those parameters, these are our general guidelines.

Please be aware that if you answer the registration form question **“Are you making your own arrangements to travel to the hotel?”** as **“YES”** then GIS will assume you are sorting out your own travel on the first day and will NOT plan to include you in the pickup schedule at the airport. You must answer these questions correctly as once they are submitted, we use this information to prepare for your arrivals.

Arrival at the airport

Upon arrival at the airport, you will be greeted just after customs by your Global Image Sports chaperones. The chaperones will be holding signs, dressed in Global Image Sports attire and will be wearing photo ID badges.

Time difference and fighting jet lag

Traveling through time zones affects individuals both physically and mentally. Adapting well can make the difference between an easy start to a trip and a difficult one. We are very experienced on the effects of jetlag and schedule appropriate activities for your first day. You can help fight jet lag by:

- Setting your watch to your destination's time zone as soon as you board the plane.
- Increasing fluid intake. There is low humidity in jet cabins, so prevent dehydration by drinking lots of fluids. Water and fruit juices are best; avoid alcohol, soda, coffee and tea.
- Exercising on the plane. Mild isometric exercises can relieve stiffness and boredom and alleviate fatigue.
- Adjusting your sleeping patterns. If you will arrive in the morning, sleep as much as possible on the plane. If you are arriving in the evening, avoid napping.

Transportation when you arrive at the airport and back to the airport for departure back home

All attendees that are registered with GIS for the trip will be provided transportation to and from the airport on the days of arrival and departure. To utilize the provided transportation, the attendee must arrive and depart within the timeframe and stated airport guidelines set for the trip.

Transportation during your stay

All registered attendees of the trip will be transported to all activities, training and sightseeing via a reserved bus service during the entirety of the stay. It is likely you will have the same bus and driver for the duration of the trip. The bus is locked and secure when not in use. Please always respect the driver by remaining quietly in your seat and disposing of all trash in the appropriate bags provided. All personal belongings should be taken with you to your room at the end of each day. We cannot be responsible for anything left on the bus.

Accommodations

Foreign accommodations may vary slightly from similar accommodations in North America. They are typically not as big as hotels in North America, especially the rooms. They also may lack amenities

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many Americans are used to. The key to enjoyment is flexibility.

Players are never permitted to leave the hotel without GIS staff! Players will room with their parents, family members or guardians. Unaccompanied players (players traveling alone, without family members) will room with other unaccompanied players and will be placed in rooms next to the chaperones. Once inside the hotel (and for the duration of the trip) we ask for impeccable behavior. It is important to act in a professional manner at all times and respect other guests as large groups stand out and behavior is closely scrutinized. A curfew will be set for players daily.

How do I stay in touch with family and friends back home?

Being able to use a cell phone while traveling abroad is a fantastic way to stay in touch with family back home and communicate with group members while abroad. However, this can become very costly if not done properly and without doing some homework first. We recommend the following tips for cell phone use while traveling abroad to help avoid any major calling fees or data usage fees.

- Before you travel abroad, find out if your mobile phone will work abroad. Mobile telephone networks differ from country to country, and your phone may be incompatible with the networks where you are visiting. Also, if your phone works for voice calls, some other functions – such as sending and receiving mobile data or text messaging – might not work. Check with your mobile service provider before you depart.
- Check your roaming rates before traveling. For most U.S. customers, domestic service plans do not cover usage abroad. Rates may be much higher because of additional roaming fees on foreign mobile networks and may vary from country to country or network to network. Higher rates may apply to all your phone's functions, including voice calls, voice mail, text messages, and Internet access. Ask your service provider about available options and international calling and data rate plans.
- If your phone is capable, consider buying a "SIM" card (the removable card used by some mobile handsets containing subscriber data and the phone's number) with a local number in the country you're visiting, effectively turning the handset into a local phone.
- You could also rent an inexpensive handset for the country you'll be visiting. You can rent it before you leave home or when you get to your destination. Consult your cell phone provider for options.
- You may save money by purchasing a calling card overseas.
- If you have a smartphone, uploading/downloading data using a Wi-Fi hotspot rather than a foreign mobile network may avoid data roaming charges. Use free Wi-Fi hotspots whenever possible. Check with your provider about Internet applications using Wi-Fi that may save you money.
- Turn off automatic downloads. Some phones and data services will automatically download data while the phone is on. Check with your provider or your phone's manufacturer to learn how to disable these automatic downloads. This will help you avoid unnecessary high data fees.
- Do not call mobile to mobile within foreign hotels. Use the hotel phones.
- Be aware of the emergency calling number in the country you're visiting.
- We recommend downloading and using WHATSAPP to send International texts and pictures (provided your phone is connected to Wi-Fi).
- Your hotel will offer free wireless internet access.

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Mealtime

Diet plays a huge role in the modern professional game. Remember, your meals and drinks will also be a part of the cultural experience. Portion sizes, cooking traditions, techniques and preparation will be quite different than what you are used to. You will have the opportunity to broaden your culinary horizon! Always keep yourself fully hydrated, taking every opportunity to drink plenty of water.

Specific dietary requirements for medical or religious reasons and any food-related allergies should have been documented when you registered. The information you provided will have been given to the chaperones and the hotel. If you feel you have forgotten anything, please let GIS know.

Money Tips

- Contact your bank to inform them you will be traveling out of the country, so the bank does not freeze your credit or ATM cards. Be sure to get a list of International phone numbers (particular to the destination you are visiting) to call in the event of loss.
- ATM's are readily available in most of our International destinations and are a reliable source to get cash.
- If possible, always carry ATM cards or credit cards, not cash. Cash cannot be replaced if lost or stolen; also, banks and money-changing agencies often pay better exchange rates on credit card purchases or getting cash at an ATM machine. We do recommend you change some money prior to departure so you have some cash of the local currency on hand upon your arrival in your international destination. Of course, you could carry lesser amounts of cash, for small purchases to get you by the first day or two.
- Charge cards, such as Visa, Master Card and American Express, are widely accepted abroad at stores, hotels and restaurants.
- Please be aware that American and Canadian banks pay lower exchange rates (compared with those abroad) and will add additional service charges if you change money in the U.S. and Canada in advance, that is why we recommend you only do this for a small amount to get by the first day. Airport banks in Europe pay excellent rates and will usually be open when your flight lands.
- Since in most countries you are charged a transaction fee each time you exchange money, the best rule of thumb is to limit your number of transactions.
- Protect your valuables! A money belt is a clever idea, but no matter what type of bag you use, it should never be worn out in plain sight.
- The only extra spending money required during the trip is for additional snacks, drinks and any personal expenses such as phone cards or souvenirs.
- For those players staying at the hotel unaccompanied (without a parent/guardian), the chaperones can look after their money, at your request. Please put money in an envelope clearly labeled with the players name and the total amount enclosed. The chaperones can then distribute an agreed upon amount to the player each morning at breakfast.

Laundry

GIS will wash training kits as part of this trip if requested by the coaches. Other personal items of clothing for the player and accompanying attendees will not be laundered. We recommend you bring enough to last the full duration of the trip.

Sightseeing

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In addition to the soccer portion of your trip, you will be enjoying sightseeing and local culture of the destination, which will provide memories of a lifetime. Sightseeing mentioned on your itinerary is included in your trip price. There will be plenty of cultural experiences and opportunities to take fascinating photographs. The sightseeing is limited as you are there to train at the football club! However, as most professional clubs would never have you training more than 3-4 hours a day, the sightseeing provides much needed rest and recovery.

Live Game Experience

Live games are a phenomenal part of the trip experience. The atmosphere is electric, and you will find yourself caught up in the moment. The games are very safe and secure, with a high level of precautionary security throughout the stadiums. During the game, our advice is to remain in your seat and not to wear colors of any team. Sit back and enjoy the game! It may get cold while at the game, particularly if you are at an evening kick-off, so you may wish to bring a warm jacket. Try to watch the players who play in your position and learn from their style of play! Please note that if you are travelling in June or July, this is off-season in Europe and so live games will not be taking place. GIS may arrange to take you to pre-season fixtures, but this is not guaranteed and subject to arrangements made independently of your tour. **Please note that ticket availability is always subject to the Professional Club's allocation and dependent on TV schedules.**

Training

You will be training at the same place where many professional players trained when they were your age. You are guests of the club; this is a once-in-a-lifetime opportunity. Make the most of it! Make sure you rest when the opportunity arises. The training sessions are based on quality, not quantity, and you will want to be feeling great (not tired!) when you train. Kindly respect that this is a place of work for players and coaches of the club, therefore, please do not disturb their privacy, unless first invited to do so.

We do not guarantee that all players be permitted to integrate into the Academy sessions during the trip. All decisions regarding training, playing positions, group assignments, etc. are at the discretion of the Academy and Professional coaches and are based upon several various factors. Players will be evaluated based upon their age and ability in comparison to current Academy players.

Matches and Coaching Groups

GIS work very hard to ensure that the trips are filled with as many spots as possible from the invitees so that an appropriate number of players of similar age are in attendance. If this is not the case, a member of the GIS tour team will contact you to advise of the situation. For competitive matches against the UK academies or partner clubs, there is a minimum requirement number of players and age appropriate groupings needed.

Important: Family members/guardians who have elected to attend the event outside of the GIS package (referred to as "Unregistered Attendees")

- For insurance and liability reasons, unregistered attendees may not use the provided shuttle/bus transportation to/from the airport or for the duration of the trip.
- Unregistered attendees will also need to provide their own meals, hotel accommodations, match tickets (*Please note: GIS cannot provide tickets or a means to obtain match tickets.*)

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The professional club provides GIS match tickets for registered attendees only. Unregistered attendees of the trip may check the Club's website for ticket availability and purchasing).

- Unregistered attendees may enter the premises to view practice sessions.

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