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GLOBAL IMAGE SPORTS

## Global Image Sports Frequently Asked Questions for International Travel

GIS will help make this exciting, unique event an experience everyone will remember for a long, long time. This FAQ document is simply a guide to help you prepare for your international trip. It is a good 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.

### 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.

### 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 paid to date to the customer (Minus the \$250.00 admin fee)*
- 90 - 120 days from departure date of event: *75% refund of participant fees paid to date to the customer (Minus the \$250.00 admin fee)*
- 45 - 89 days from departure date of event: *50% refund of participant fees paid to date (Minus the \$250.00 admin fee)*
- 15 - 44 days from departure date of event: *25% refund of participant fees paid to date (Minus the \$250.00 admin fee)*
- Date of Departure - 14 days from departure date of event: *No Refund*

### 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 general questions at the conclusion of the call. A trip itinerary will also be circulated around the time of your conference call for your review.



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### **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.

### **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 available at all times, 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).

### **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. This prevents any difficulties with soccer activities in the unlikely event that your checked luggage is lost or delayed.

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

- **Passport**  
A passport is a travel document, usually issued by a country's government that certifies the identity and nationality of its holder for the purpose of international travel. It would typically take approximately 6 weeks to obtain from the time of application. You can opt for expedited service for a higher fee. **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 good source of up-to-date information about passport validity, go to the U.S. Department of State's travel website [www.travel.state.gov](http://www.travel.state.gov) which lists entry requirements by country.
- Airline Tickets
- 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 special requirements.
- Group Itinerary, hotel and chaperone numbers (*provided in emails prior to your departure*)
- Money conversion chart and 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 under garments- 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*)



- 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). If you are bringing personal electrical items such as a laptop or digital camera you will be able to charge the battery in the*)

### **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.

### **Flights**

Flights are not included in trip costs and are the responsibility of the traveler(s). If you choose to arrive or depart aside from the designated trip dates and times per your itinerary, each traveler then becomes responsible for making their own arrangements to meet the main group upon arrival, or travel back to the airport for departure.

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 (ie: 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.

In order 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 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.



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### **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. In order 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 respect the driver by remaining quietly in your seat at all times 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 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



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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 on a daily basis.

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

Being able to use a cell phone while traveling abroad is a great 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 of 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 wifi).
- Your hotel will offer free wireless internet access.

### **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.



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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 good 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 small 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 good 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. 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.



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### **Sightseeing**

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.

### **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 particular 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!

### **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 a number of different factors. Players will be evaluated based upon their age and ability in comparison to current Academy players.

### **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. 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 stadium to view practice sessions.