

Alfresco **Adventures**

Trip Leaders Guidebook

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Preface

Alfresco Adventures provides this guidebook to its customers to help in the trip leadership portion of their adventure trip. This guidebook will cover many aspects of trip leading and provide a new or seasoned trip leader with as much information as possible to lead a successful trip for their club, organization, family, or friends utilizing Alfresco Adventures trip leader services and assistance from our experienced and knowledgeable leadership staff.

Purpose of this Guidebook

The purpose of this Guidebook is to assist Alfresco Adventures customers who are planning to lead a trip to a chosen local or remote destination. This guidebook will provide the trip leader with a resource of necessary information that will guide them through the process from the planning phase through the completion of their trip.

Trip Definitions

A trip is a single day or number of days where people are lead by a Trip Leader(s) to a destination and back. For purposes of differentiation this guidebook will use the names **Extended-Trip** for trips of 4 days or more, **Weekend-Trip** for trips, which usually take place spanning a weekend and are less than 4 days in duration.

Guidebook Layout

This Guidebook is separated into multiple sections starting with **Managing & Leading an Extended-Trip**. There is chapter for leading a Weekend Trip. A chapter on **Transportation**, which contains information on leading a trip involving transportation by Airplane, Motorcoach, Boat, Ferry, and Carpool. There is a chapter on **Accommodations**, which contains information on managing your group at Condominiums, Hotels, Inns and Campgrounds. You should start at the beginning of this guidebook and choose the appropriate section for the trip you are leading. Then read the transportation and accommodations chapters and end with the chapter on completing the trip. At this point you should have all the information you'll need for leading and completing a trip.

1 Extended-Trip

1.1 Managing & Leading an Extended-Trip

Managing and Leading an Extended-Trip is not difficult although there is planning involved in order to maintain the trips finances properly prior to and during the trip. Once you've created all the promotional and sales materials as described in the **Trip Planning Guidebook** and you are ready to sell your trip you'll need to have a trip financial management process in place. Alfresco Adventures provides you with many resources and tools for managing your trips finances and payments as listed below. Contact Alfresco Adventures for a more information on utilizing these services.

1. Trip Registration Form

The Alfresco Adventures on-line Trip Registration Form includes Name, Address, Home & Work Phone Number, Email Address & Roommate(s) preference for every trip participant.

2. Deposit/Payments Register

Alfresco Adventures provides a complete deposit and payment register for each person who joins a trip. This register is viewable to the trip leader on-line via the Trip Leader Services page.

3. Trip Participants List.

This list is available on-line from your trip specific web portal can be downloaded as a Microsoft Excel Spreadsheet, which you can tailor to your trips individual needs. This list contains the persons Name, Address, Home & Work Phone Number and E-mail Address. This list can be utilized to create a mailing list for labels or luggage tags.

• Payment Plan

Extended-Trips are a significant expenditure and most people who sign up for your trip will want to make multiple payments. It is wise to devise a payment plan that insures everyone will be paid in full at least 90 days prior to your trip departure date. Be aware of what your trip contract states and try to obtain the trip participants final payments one-month prior to that date. If your trip is 9 months away making the monthly payments 1/6 of the total is a good rule of thumb to follow. If the cost doesn't divide evenly make the last payment the lesser payment. Alfresco Adventures will provide your trip participants with the option of making repetitive payments based on schedule decided upon by you.

• Keeping the Ball Rolling

You have completed your trip design and plan and have booked your trip and are now managing your trip using Alfresco Adventures Trip Leader Services. All of your sales materials have been printed and distributed and your trip is taking in money and people are joining your trip. Things are going smoothly and you still have months to go before your trip date. As people sign up, welcome them and keep in touch with them occasionally using group or individual email from your trip's web portal. Remind your trip participants

about Passports, Visas, or Birth Certificates, if needed, and insure that your trip list has the correct name, as it appears on these forms of identification.

- **Order your Trip Souvenirs**

Everyone loves a souvenir from his or her trip and having a great trip souvenir is a big plus for any trip. You'll need to decide months in advance in some cases what this trip souvenir should be and budget the cost into the original price of the trip. If you are thinking of some sort of embroidered apparel with your club or organizations' logo you should plan for this months in advance. *Alfresco Adventures can assist you in locating a local companies who will do quality work for you or we can offer the trip favor as part of your trip package price.*

Pre-Trip Party

Within a month of your Extended-Trip you should plan a Pre-Trip party to get all the people participating in the trip together for a get acquainted social. You'll need to brief everyone on the logistics of the trip and any other details as well as answer any questions. This party is also a great opportunity to distribute airline tickets and luggage tags. If you have trip favors, this is a good time to give them out so that you don't have to carry them all in your luggage. You should also compile a booklet with lots of helpful information about the trip. This booklet should include a trip itinerary, flight arrival and departure information, resort information, and any helpful tips such as a packing list. It's always a nice touch to obtain trail maps of ski areas you'll be skiing at and include them in the booklet. *Ask Alfresco Adventures trip planning staff for ideas and information on putting together a booklet for your trip.*

Pre Trip Checklist (2 weeks prior to departure)

The following list is will help you in making sure you have everything you need prior to your departure date.

- ◆ Contact Alfresco Adventures and insure all arrangements have been made
- ◆ Insure everyone has received their airline tickets if applicable
- ◆ Insure everyone has received their luggage tags if applicable
- ◆ Send out a reminder on Passports, Visas or Birth Certificates, if required

Day of Departure – beginning of trip

The big day has arrived and you're now on you're way to enjoying the benefits of all the hard work you've put in leading up to this point. However the job of Trip Leader is far from over as you still have plenty of work to do during the trip. If you'll be departing for your destination by air you should be at the Airport Check-in area before the first person in your group arrives. The rule of thumb is to be at the Airline check-in 2 hours prior to your flight for a non-US destination. Therefore you should be there 2 1/2 hours earlier to insure there is no person in your group waiting for you to arrive. You, as the Trip Leader, should be there to greet the members of the group as they arrive and guide them to the correct location if necessary.

Once everyone has checked in and is onboard the aircraft, you can relax for a while anyway. It's always good to walk about the cabin, when allowed, and talk to your group members and answer any questions. If you'll be going through Customs and Immigration upon arrival, let people know where to regroup after passing through.

If you'll be taking ground transportation to the Resort, check in with the transportation provider upon arrival and let everyone know the procedure and where to meet. If you'll be taking a bus to the resort, brief everyone on the accommodations and procedure upon arrival. In some cases you'll have an escort who will handle the most of the check-in and hand out the room keys. If this is not the case it's all up to you.

During the Trip

You've arrived at your destination checked into your accommodations and everyone is excited and anxious. If you've planned a welcoming party this will give everyone a chance to get together again after settling in. You'll probably hear if there are any problems with the accommodations and you should rectify them as soon as possible. If you haven't planned a welcoming party suggest a meeting place for dinner or cocktails 2 hours after arrival. If you have the phone numbers of each room, call and let people know the location.

Throughout the course of the trip be available to your group and take lots of pictures! If you plan on getting away for some peace and quiet and a break from the group then put someone else or your co-leader in charge. Share the responsibility and the work. Have a plan beforehand and decide who will do what on any given day. Keep track of any funny things that occurred over the course of the trip and use them in your trip report or to tell everyone on the trip home.

Remind people of the departure schedule at least a day prior to departure and it may be a good idea to have a night before gathering to brief everyone on the schedules and remind them of any departure specific information. If you'll be taking a motorcoach to the airport call the transportation company or trip escort and verify the motorcoach arrival time then let everyone know the night before what time to arrive at the bus. If a trip participant needs to transport their own luggage ask them to arrive at least 1/2-hour before the bus departure.

Day of Departure – end of trip

The day of departure is always a bit melancholy as your group is probably wishing the trips was not over and are a bit sad to leave. Nevertheless the trip is winding down and you're headed for home. If you'll be on a motorcoach to the airport, tell a few funny stories about the trip and ask people to talk about their adventures. Most people love to tell about their good time over the week. You may even want to pick out a few little awards or token gifts to give to the very helpful people on the trip. Hand out paper and pencils and ask people to write something about the trip. This could also be done on the airplane but the motorcoach is a more captive audience. Upon arrival at the airport the routine is similar to the day of departure especially if you need to go through Customs and Immigration. The key is to try and keep people together and have a meeting spot preferably near the Airline Terminal Gate.

Once you arrive at your home airport gather at the luggage pickup area and stay there until the last person in your group has obtained their luggage and is headed for home. Now you can take a big sigh of relief and reminisce about the great time you had.

Post Trip Wrap-Up & Party

Soon after the trip is over start thinking of when a good date would be for a post trip party. You should wait a few weeks so that everyone can have time to develop their film and will have pictures to show and share at the party. You could ask everyone for a convenient date on the trip or just schedule it for a date that is convenient for most. Weeknights are good choice if everyone lives in the local area; a weekend day is a better choice, if people do not. Remember to tell people to bring pictures to share, as this can be a lot of fun. Keep the party simple and have snacks or pizza so people will have a chance to enjoy talking and not be too busy eating. A pub or someplace where you can gather in a group at a central location is also a good idea.

2 Weekend-Trip

2.1 Managing & Leading a Weekend-Trip

Managing an Leading a Weekend-Trip is not difficult although there is planning involved in order to maintain trip finances properly prior to and during the trip. Once you've created all the promotional materials and are ready to sell your trip you'll also need to have a trip financial management process in place. *Alfresco Adventures provides you with many resources and tools for managing your trips finances and payments as listed below. Contact Alfresco Adventures for a more information on utilizing these services.*

1. Trip Registration Form

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Alfresco Adventures provides a complete deposit and payment register for each person who joins a trip. This register is viewable to the trip leader on-line via the Trip Leader Services page.

3. Trip Participants List.

This list is available on-line from your trip specific web portal can be downloaded as a Microsoft Excel Spreadsheet, which you can tailor to your trips individual needs. This list contains the persons Name, Address, Home & Work Phone Number and E-mail Address. This list can be utilized to create a mailing list for labels or luggage tags.

- **Devise a Payment Plan**

Weekend-Trips are not as significant an expenditure as an Extended-Trip and in most cases there will only be one or two trip payments other than the initial deposit. If there will be multiple payments it is wise to devise a payment plan that will insure everyone will be paid in full 60 days prior to your trip departure date. Be aware of what your Travel Agency or Resort contract states and base the final payments income prior to that date.

- **Keeping the Ball Rolling**

You have booked your trip and have all your promotional and sales materials printed and distributed. Money is coming in and people are being joining your trip. Things are going smoothly and you still have months to go before your trip date. As people sign up remind them about Passports, Visas or Birth Certificates, if needed, and insure that your trip list has the correct name, as it appears on these forms of identification. Keep track of payment schedules to your Travel Agency or Resort and insure that you meet all the payment dates stated in the contract. *If you booked your trip exclusively through Alfresco Adventures we will handle these payments for you.*

- **Order your Trip Souvenirs**

Everyone loves a souvenir from his or her trip and having a great trip souvenir is a big plus for any trip. You'll need to decide months in advance in some cases what this trip souvenir should be and budget the cost into the original price of the trip. If you are thinking of some sort of embroidered apparel with your club or organizations' logo you should plan for this months in advance. *Alfresco Adventures can assist you in locating a local companies who will do quality work for you or we can offer the trip favor as part of your trip package price.*

Pre-Trip Information Packet

Within 2 weeks of your trip you should send out a pre-trip information packet. Tell everyone you'll have the information packets available at your club/organizations monthly meeting just prior to your trip. You can certainly use email to distribute the information as well as US mail for the trip participants without email addresses. The packet should include the itinerary of the trip and a rooming list. You should also provide directions to the destination if carpooling or directions to a departure location if using group transportation. If you are using group transportation such as a motorcoach you should also provide luggage tags. It's very easy to create printed labels for luggage tags from your Trip Participants List. *Ask your Alfresco Adventures trip planner for information on creating mailing labels form your trip participants' list as well as ideas on putting together your trip information packet.*

Pre Trip Checklist (2 weeks prior to departure)

The following list is will help you in making sure you have everything you need prior to your departure date.

- ◆ Contact Travel Agent or Resort and insure all arrangements have been made
- ◆ Insure everyone has received their information packet
- ◆ Insure everyone has received their luggage tags if applicable
- ◆ Send out a reminder on Passports, Visas or Birth Certificates if required

Day of Arrival

The day of arrival to your destination has arrived and everyone is excited about his or her mini vacation. All the work up to this point seems to be worthwhile and you're happy to see that everything has finally come together. However you still have work to do! Over the next couple of days you'll need to be available at times to keep track of everything. If there are lift tickets to be obtained and distributed you'll need to do that. If there is a group dinner or welcoming party you'll need to insure that everyone knows where it will be. Take some time to talk to everyone over the course of the trip and get to know a little about him or her. If you want to insure people will come on other trips you lead you need to make them feel welcome and comfortable. Introduce people to each other, especially the new members. If you're using group transportation use the time on the motorcoach, boat or train to walk about and introduce yourself and answer any questions. It's always good to know a little about the route you're traveling and let people know about interesting sights along the way. If your group is carpooling take the time to greet people upon their arrival and try to be the first person to

arrive. If your accommodations are at a Hotel or Inn you will need to obtain a rooming list from the front desk. If you're arriving via motorcoach you may need to assist with luggage unloading.

During the Trip

Be available and insure people know your room number. Try to anticipate any problems in advance. If skiing or other activities are planned be there to coordinate everything.

Day of Departure

It's always a good idea to remind people of the checkout time and remind them to pay for any additional costs that incurred to their room if staying at a Hotel or Inn. You certainly don't want to get stuck with a bill to pay for someone's room service, service bar or phone call. If you arrived by motorcoach you'll need to remind everyone of the departure time and in room luggage pickup if applicable. Take the time to say good-bye to everyone and be the last person to leave if you can.

Post Trip Wrap-Up

After the trip completes its time to finalize any outstanding finances such as receipts for expenses during the trip, postage, photos etc. Soon after the trip is over start thinking of when a good date would be for a post trip party if you decide to have one. You should wait a few weeks so that everyone can have time to develop their film and will have pictures to show and share at the party. You could ask everyone for a convenient date on the trip or just schedule it for a date that is convenient for most. Weeknights are good choice if everyone lives in the local area; a weekend day is a better choice, if people do not. Remember to tell people to bring pictures to share, as this can be a lot of fun. Keep the party simple and have snacks or pizza so people will have a chance to enjoy talking and not be too busy eating. A pub or someplace where you can gather in a group at a central location is also a good idea.

3 *Transportation*



Planes, Trains and Automobiles along with Motorcoaches, Boats, and Ferries are all options when planning your transportation needs of a trip. On an Extended-Trip you'll probably use airline transportation along with a motorcoach and, in some cases, carpooling. This section will cover air and ground transportation and touch briefly on water transportation via Ferries.

3.1 *Air Transportation*



Air transportation is the most difficult of travel options for a trip leader. However you can insure the airport and flight process goes smoothly by doing a little advanced research from the airport as well as the airline's web site as described in the following section.

At the Airport

Spend time researching the airport from your departure location and destination and any stops in between. Spend a little time at the airports web page and gather information about the layout and location of the airline that you'll be using. The main things to consider are the check-in area and baggage claim areas. These locations can be horrendous when trying to herd a group through. Include airport maps or information brochures from the airlines on the terminal and gate locations in your trip packet. Go over the check-in procedure with your group and let them know where you plan to meet upon arrival.

Customs and Immigration

These are two big delay areas on international flights. If you have people on your trip that will be bringing souvenirs back from a foreign country and need to declare them you must make sure they do it ASAP to insure the whole group isn't delayed because of them. Let them know in advance where these locations are and, if necessary, lead them to it. The immigration line can't be avoided and it's a wise idea to remind your group that they will need their passports, visa's or birth certificates as well as some other form of identification readily available.

Baggage Claim

Every airport and airline does baggage claims a little differently. Know in advance where the baggage claim area and guide your group to it, or at the very least, insure they know how to get to it. Most airlines have an airport layout booklet in the magazine pouch at each seat; take a look at it before landing. Returning home isn't usually as big a deal as most people know their local airport pretty well. Ski trips are more of problem at the baggage claim area, as skis are not usually loaded onto the luggage carousel. Ask the airline attendants how they deal with skis and if they are brought out separately from the other luggage as well as where and when they will be brought out. Boston's Logan Airport is notorious for bringing out the skis last and all the skiers are still waiting after everyone else has gone home. Recruit a couple of people to help with getting your groups skis together so that your group can pick them up after obtaining their luggage. Teamwork within your group is key at the baggage claim. If you have luggage tags it makes things go much smoother as well.

Airport Checklist

Before your group arrives at the Airport have you:

- Checked with the airlines about any group check-in procedures?
- Checked with the airlines about seating your group together?
- Told the airlines about any special seating or meal requests?
- Determined from which gate your flight will depart?
- Determined if the flight is on schedule?
- Decided on a meeting location after check-in?
- Located the bathrooms as well as restaurants, snack bars and shops?

As people from your group arrive, have you:

- Asked people if they have their Passport, Visa or Birth Certificate?
- Ask people if they have their Airline Ticket?
- Briefed them on any last minute instructions or changes?
- Inform them of the departure gate and give directions?
- Warn them to protect their baggage and don't leave it?
- Inform them of location of meeting location after check-in?
- Inform them of location of bathrooms, restaurants, snack bars and shops?
- Insure everyone has arrived by checking off your group list?

Aboard the airplane, have you:

- Introduced yourself to the flight attendants and told them about your group?
- Walked about the cabin to find where everyone is located?
- Remind people of anything they'll need to know prior to arrival?

Upon arrival at your destination, have you:

- Determined where the baggage claim area is located?
- Found a porter if necessary to help with baggage?
- Insured everyone has claimed his or her luggage?
- If using ground transportation, insured all luggage has been loaded on motorcoach?
- If using ground transportation, taken a headcount of all passengers on motorcoach?
- If using ground transportation, briefed everyone on any procedures upon arrival?

3.2 *Ground Transportation*



Ground transportation involves the use of motorcoaches, vans and carpools. The next few sections will give information on these transportation options and help you to decide which option would be best for your trip.

Motorcoaches

This section will focus on the trips where you will be using a motorcoach company for your trip, along with some particulars on motorcoach transportation.

Multi-Day trips

With motorcoach transportation on a multiple day trip there are some important things you need to keep track of. Since you'll be loading and unloading luggage on a multi-day trip you'll need to have luggage tags for everyone in your group. If you've booked your trip through a travel agent they should provide them. However you should take the time to print out name and address labels from your trip participant's list and label the tags before distributing them to everyone. A good idea is to distribute the luggage tags with the trip packet you distribute a week or two prior to the trip. Creating labels is a relatively simple process since you should've already created a mailing list anyway. Ask your Alfresco Adventures trip consultant if you need help in creating a mailing list or labels from your trip participants' list. You should also have an alphabetized list of passenger names, which you'll check, off when a person's luggage is loaded onto the motorcoach before departure. Remind people to always have passports, visas or birth certificates in their possession and readily available if traveling to Canada or anywhere outside the US.

On the Road

Let people know in advance the departure location and provide directions. Set a time and ask people to be there at least 1/2 hour early if there is baggage to be loaded onto the motorcoach. You now have a captive audience so it's time to try out some of those jokes you've been waiting to tell. Take some time to brief everyone on the schedule and any logistics after arrival as well as time of departure. Choose some videos to watch on the motorcoach, as people will probably get tired of your jokes really fast. If the trip is more than 4 hours to the destination you may have time to show 2 videos. You may want to double the amount of videos you'll need and give people a few choices. Be sure to consider children onboard or conservative adults when selecting videos. Also if the trip is more than 4 hours you may want to schedule in a break stop for lunch during the day or for dinner if you are arriving in the evening. You could also include snacks and beverages into the cost of the trip and thus limit the stops. Even so a break is often welcome, as the restroom on the motorcoach is usually a last resort for most people. If you do stop for a break give people a deadline to be back on the bus. 45 minutes is usually more than adequate time if you stop at a fast food restaurant.



3.3 *Trains*

Trains are like motorcoaches on rails and most of the above section on motorcoach travel applies here. You surely don't have much of a choice with selecting a train or departure time. However train travel can be a great option for your trip. If you are using a train on an Extended-Trip your travel agent will most likely take care of the arrangements. As far as Weekend-Trips the same applies for luggage as mentioned in the Motorcoach, Multi-Day Trips, section.



3.4 *Boats & Ferries*

Boats and Ferries are like Trains on the water and most of the above section on motorcoach travel still applies. If you are using a boat or Ferry for a Extended-Trip your Travel Agent will most likely take care of the arrangements. As far as Weekend-Trips the same applies for luggage as mentioned in the Multi-Day Motorcoach section.



3.5 *Automobile (carpooling)*

There isn't too much to say about taking one's own transportation to the trip destination other than it is nice to give people the option of carpooling.

Some things to consider when participants travel in their own vehicles are.

When will everyone be arriving

You should know when people would be arriving at the destination especially if you are planning some sort of welcoming party. Ask people in advance to let you know when they may be arriving or at least let everyone know when the gathering will be and have them tell you if they will be there. It's not a good idea to plan a 6PM Wine and Cheese social and have most people arrive after 9PM. Also if your trip is a day trip you don't want to be waiting around to hand out lift tickets. Set a reasonable time and stick to it. Let people know if they arrive late where they need to go to check-in.

Who's traveling together

When people do decide to carpool or caravan together ask them to let you know and make a list. It's good to encourage carpooling and to suggest a meeting location such as a Park & Ride or someone's home with ample parking for everyone. If it is a winter trip, this choice could depend on whether you can park on the streets at a residence.

4 Accommodations

Managing and leading a group at your trip accommodations can be challenging. Depending on your accommodation during an Extended-Trip you should take into consideration the time you'll be on the property and be aware of all amenities and let your group know about them in advance. During a Weekend-Trip managing and leading your group at their accommodations is usually not as big a challenge as during an Extended-Trip. However you should plan wisely for these trips as well and know the layout of the complex or resort. The next few sections will cover the different accommodations and provide suggestions on managing and leading your group at these accommodations as they relate to Extended-Trips and Weekend-Trips.

4.1 Condominiums

Condominiums can be a challenge when trying to set the rooming arrangements for your group. You should ask the property Management Company for a floor plan or at least the layout of the bedrooms. Most condos have a master bedroom with a king or queen sized bed and full bath. Depending on whether you have a 2 bedroom or 3-bedroom unit there will probably be twin beds or bunk beds in one of the other bedrooms. Unlike a hotel room the bedrooms are usually small with the exception of the master bedroom. You'll need to keep the sleeping arrangements in mind when creating your trip rooming list. Ask the property management company or your travel agent about the flexibility of changing condos to accommodate your group's bedroom needs and if they charge by the person or by the unit. The following sections touch base on choosing a condo for an Extended-Trip as well as a Weekend-Trip.

Extended-Trip Condos

Residing in a condo for week or more with people who may or may not know each other prior can cause some problems if there is not adequate space for some privacy as well as ample bathroom, kitchen and sleeping areas. You'll need laundry facilities in house as well as a dishwasher, coffee maker, toaster, microwave, sufficient cooking supplies, and tableware. Amenities such as fireplaces and in-house Jacuzzis are nice but not always worth the extra cost. Determine if there is daily cleaning service or alternate day. You certainly want to insure someone comes in at least once or twice to clean the place during your stay. Location of the condo units is also crucial. Since people will want to head out occasionally and walk about the area, choose condos within a short walk to a village or town. A grocery store located nearby is also a big plus. On ski trips, slope side ski-in/ski-out condos are usually thought to be a great choice but consider all of the logistics when you select slope side condo accommodations. Slope side accommodations may leave the group stranded in the evenings or with a long walk to town, unless shuttle service is available. Another concern is adjacency of the condos. You don't want to have your group spread all over the campus. Condos should be as adjacent as possible and a very short walk if not. Following is a lists of questions you should ask the Travel Agent or Property Management Company at the Resort to determine which condos on the property are right for your group. Ask if there is a Web Site for the property and if so look for condo layouts, floor plans, features and amenities as well as proximity to the Village or Town. A little research on your part using the Internet may save you some correspondence time and long distance phone calls.

Questions to ask when selecting a condominium

- **Inside the Condo:**

- ◆ What are the room arrangements? (Bed size, closet space, bureaus, attached bath etc.)
- ◆ What is the floor plan? (Number of levels, rooms on each level)
- ◆ What are the bathroom arrangements? (# Full baths, #1/2 baths)
- ◆ Is there a washer and dryer and can they be used?
- ◆ What is the kitchen arrangement and amenities? (Full or efficiency)
Ask about coffee maker, toaster, microwave, table settings etc.
- ◆ Will there be daily cleaning service? (if not at least 1 mid-week cleaning)
- ◆ Is there a loft or semi-private area? (Good for some time away to relax)
- ◆ Is there a large storage area for luggage, skis etc.?
- ◆ What are the other amenities? (Fireplace, Jacuzzi, Deck etc.)

- **Outside the Condo:**

- ◆ Is the condo located close to the Village or Town?
If not, is there shuttle service to and from the Village on a regular basis?
- ◆ If arriving by Motorcoach, is there an adequate loading and unloading area?
- ◆ Is a shopping center for groceries and supplies nearby?
If not, is there shuttle service to and from the stores on a regular basis?
- ◆ Are the units adjacent to each other? (if not are they should be a short walk)
- ◆ Is there a Pool, Hot Tub, Fitness Area etc. located on premise?
Ask if these are open in the winter if it's a ski trip
- ◆ Are there restaurants nearby as well as evening entertainment?
- ◆ Is there a free shuttle to the Resort or Ski Area?

Weekend-Trip Condos

Condo accommodations for a Weekend-Trip pose fewer logistic issues than for a Extended-Trip. Sharing a condo for a weekend is not as big a deal as sharing a condo space for a week. You'll still require ample bathroom, kitchen and sleeping areas although the need for laundry facilities is not much of a concern. If you will not be planning group in-condo meals your kitchen needs will be less although most condos have a dishwasher, coffee maker, toaster, stove and microwave. Amenities such as fireplaces and in-house Jacuzzis are nice but seldom worth the extra cost for a Weekend-Trip. Daily cleaning service is usually not an issue. Location of the condo and its proximity to a village or town is not as much of a concern. For a weekend ski trip slope-side ski-in/ski-out condos are a great choice. Adjacency of the condos is still preferable, as you certainly don't want to have your group spread all over the campus. Condos units should be as close as possible and a very short walk if not. Following is a lists of questions you should ask the Travel Agent or Property Management Company at the Resort to determine which condos are right for you. Ask if there is a Web Site for the property and if so look for condo layouts, floor plans, features and amenities as well as proximity to the village or town. A little research on your part using the Internet may save you some correspondence time and long distance phone calls.

Questions to ask about the condominiums

- **Inside the Condo:**

- ◆ What are the room arrangements? (Bed size, closet space, bureaus, attached bath etc.)
- ◆ What is the floor plan? (Number of levels, rooms on each level)
- ◆ What are the bathroom arrangements? (# Full baths, #1/2 baths)
- ◆ What is the kitchen arrangement and amenities? (Full or efficiency)
- ◆ Will there be daily cleaning service? (If not at least 1 mid-week cleaning)
- ◆ Is there a large storage area for luggage, skis etc.?
- ◆ What are the other amenities? (Fireplace, Jacuzzi, Deck etc.)

- **Outside the Condo:**

- ◆ Are the units adjacent to each other? (if not are they should be a short walk)
- ◆ Is there a Pool, Hot Tub, Fitness Area etc. located on premise?
Ask if these are open in the winter if it's a ski trip
- ◆ Are there restaurants nearby or any entertainment?
- ◆ Is there a free shuttle to the Resort or Ski Area if a winter trip?

4.2 *Hotel*

Managing and leading your group at a hotel during an Extended-Trip or Weekend-Trip is a bit less effort than at a condominium complex. Larger hotels, a good choice for group accommodations, usually have elaborate web sites so you can get a very clear picture of what they offer and what the rooms are like prior to your trip. If you can also always call and have their brochure sent to you. A meal plan or a mid-week group dinner is always a great idea for a Extended-Trip. *Talk to your Alfresco Adventures trip planner, ask for recommendations on hotels and let them do some of the research for you.*

Extended-Trip Hotel

For an Extended-Trip you may actually have plans to stay at more than one hotel over the course of your trip. However, the logistics as well as group management & leading efforts are still the same as far as the accommodations are concerned. Determine the hotel's ability to accommodate groups in advance. Function rooms or group dining areas are crucial if you are planning to include a meal plan. Also, determine ability of the bellmen to handle your group if arriving at the same time. If the hotel has an indoor pool, fitness center, hot tubs, sauna etc. this will make for a nice place to escape the confines of a hotel room when the group is back after a day of skiing or touring. Hotels, although not always located in villages and town centers do usually have shuttle transportation so you don't always need to be in the middle of the resort area. It's a good idea to know the free transportation services available prior to arrival. Since you'll either be dining out or dining at the hotel, proximity to a grocery shopping center is not as important as it is for condo accommodations.

Questions to ask the hotel

- **Inside the Hotel**
 - ◆ Does the hotel cater to large groups?
 - ◆ Is there a group price rate?
 - ◆ What is their refund and cancellation policy?
 - ◆ Is there a complimentary free room based on number of people?
 - ◆ What are the room arrangement choices? (King, Queen, Full, Single "1 or 2 beds")
 - ◆ What are the amenities on premise? (pool, hot tub, fitness center etc.)
 - ◆ Is there a meal plan offering and can they accommodate your group dining together?
If not is there a restaurant or restaurants very nearby that can?
 - ◆ Do they have ability to handle a large group arriving at once?
If so ask if there is a loading/unloading area for a motorcoach if needed
 - ◆ Do they offer shuttle of the group to and from the airport?

- **Outside the Hotel**
 - ◆ Is the hotel located within walking distance to town or village?
 - ◆ Is the hotel located in a safe area for walking around outside?
 - ◆ Is there free shuttle service to the resort, town or village?

Weekend-Trip Hotel (Includes Motel and Inns)

For a Weekend-Trip your group management & leadership work is less extensive than for an Extended-Trip. Your group will not require as many on premise amenities when the trip is only a few days in length. However the hotel, motel or inn for should primarily have the ability to accommodate groups. On premise restaurants or group dining areas are only crucial if you are planning to include a meal plan. Most weekend trips do not need to include a meal plan. However you could include or provide for an optional group dinner at a local restaurant. When arriving by motorcoach the ability of the hotel's bellmen to handle a large group arriving at the same time is very important. Determine in advance what their capabilities are and be prepared to pitch in and give them a hand if their bellmen services are limited. In the case of a motel or inn the group members will more than likely handle their own luggage. If the property has an indoor pool, fitness center, hot tubs, sauna etc. this will make for a nice place to escape the confines of a room when the group is back after a day of skiing or touring. Hotels and some motels and inns, not located in villages and town centers, usually have some sort of shuttle transportation options so you don't need to limit your selection to accommodations within the central resort area. Since you'll either be dining out or dining at the hotel or inn proximity to a shopping center is not as crucial as it is for condo accommodations on a Weekend-Trip. The following is a list of questions to ask the hotel, motel or inn before arrival for your Weekend-Trip.

Questions to ask a hotel, motel or inn management prior to your trip

- **Inside the Hotel, Motel or Inn**
 - ◆ Do they cater to large groups?
 - ◆ What is their refund and cancellation policy?
 - ◆ Is there a complimentary free room based on number of people?
 - ◆ What are the room arrangement choices? (King, Queen, Full, Single "1 or 2 beds")
 - ◆ What are the amenities on premise? (Pool, Hot Tub, Fitness Center etc.)
 - ◆ Is there a meal plan offering and can they accommodate your group dining together?
If not is there a restaurant or restaurants very nearby that can?
 - ◆ Do they have ability to handle a large group arriving at once?
If so ask if there is a loading/unloading area for a motorcoach if needed

- **Outside the Hotel, Motel or Inn**
 - ◆ Is the property located within walking distance to town or village?
 - ◆ Is the property located in a safe area for walking around outside?
 - ◆ Is there free shuttle service to the resort, town or village?

The next page contains is a checklist for you to use when staying at a hotel

Hotel Reminder List

Before arrival, have you:

- Called the hotel to let them know of your planned arrival time? *This is important if arriving by motorcoach*
- Briefed the group on any arrival procedures?
- Explained about any luggage handling and groups responsibilities?
- Discussed the tipping arrangement at the hotel?
- Discussed any meal plan particulars or group dining times and location?
- Explained about use of phone, mini-bar and pay per view TV costs on room bill?
- Warn people to have valuables put in hotel safe? (some hotels have in-room safes)
- Briefed people on any evening group plans or morning departure plans?
- Remind people about setting up a wake up call or tell them you'll be doing it?

Upon arrival, have you:

- Informed Front Desk of your group's arrival and check in with bell captain?
- Obtained the rooming list from the front desk?
- Checked the rooming list for accuracy against your master list?
- Arranged luggage pick-up and departure times with bell captain?
- Pointed out the hotel bulletin board to group if you plan to post any trip information there?
- Told everyone your room number if they have any problems?
- Set up a wake up call for your group if necessary?
- Confirmed reservations at restaurant if applicable?
- Made transportation arrangement for the next days activities if applicable?
- Confirmed welcoming reception if applicable?

Each Day of trip, have you:

- Reminded group to set up next morning's wake-up call?
- Confirmed reservations at restaurants if applicable?
- Made transportation arrangement for the next days activities if applicable?

On the Day before departure, have you:

- Set up next mornings wake-up call for yourself as well as group if necessary?
- Confirmed luggage pick-up and departure times with bell captain?
- Reminded group to pay up any additional charges they applied to their room?
- Reminded everyone not to pack their Passports, Visas or Birth Certificates and keep them on them?
- Reminded everyone of the departure time and in room luggage pick-up time and procedure?

On the Day of departure, have you:

- Set up next mornings wake-up call?
- Check with Front Desk for final bill if applicable?
- Checked off luggage upon loading if using a motorcoach?
- Reminded group about room key return, having their Passports and of valuables left in safes etc.

5 Completing the Trip – It's a wrap

Upon completion of an Extended-Trip you should have already had, or at least scheduled your Post-Trip Party. For all trips you'll need to wrap up a few of the administrative duties. The following lists of things need to be done to finalize the completion of your trip.

1. Reconcile any outstanding trip payments and submit any receipts for any reimbursements due.
2. Provide the Alfresco Adventures with any photos you'd like to have added to your trips online photo album.
3. Provide your trip participants with a summary report of your trip and include any stories about the trip as well as what went well and what did not. People love to have a re-cap of their travel experience. Ask for people to include their own stories.
4. Send out a trip survey asking how people felt about the trip and how it could've been improved. Ask for their likes and dislikes before, during and after the trip. *Alfresco Adventures can provide you with an online survey for your trip and send you the results. Ask your Alfresco Adventures trip consultant for more information.*

Appendix

Airport Checklist

II

Hotel Reminder List

III

Airport Checklist

Before your group arrives at the Airport have you:

- Checked with the airlines about any group check-in procedures?
- Checked with the airlines about seating your group together?
- Told the airlines about any special seating or meal requests?
- Determined from which gate your flight will depart?
- Determined if the flight is on schedule?
- Decided on a meeting location after check-in?
- Located the bathrooms as well as restaurants, snack bars and shops?

As people from your group arrive, have you:

- Asked people if they have their Passport, Visa or Birth Certificate?
- Ask people if they have their Airline Ticket?
- Briefed them on any last minute instructions or changes?
- Inform them of the departure gate and give directions?
- Warn them to protect their baggage and don't leave it?
- Inform them of location of meeting location after check-in?
- Inform them of location of bathrooms, restaurants, snack bars and shops?
- Insure everyone has arrived by checking off your group list?

Aboard the airplane, have you:

- Introduced yourself to the flight attendants and told them about your group?
- Walked about the cabin to find where everyone is located?
- Remind people of anything they'll need to know prior to arrival?

Upon arrival at your destination, have you:

- Determined where the baggage claim area is located?
- Found a porter if necessary to help with baggage?
- Insured everyone has claimed his or her luggage?
- If using ground transportation, insured all luggage has been loaded on motorcoach?
- If using ground transportation, taken a headcount of all passengers on motorcoach?
- If using ground transportation, briefed everyone on any procedures upon arrival?

Hotel Reminder List

Before arrival, have you:

- Called the hotel to let them know of your planned arrival time? *This is important if arriving by motorcoach*
- Briefed the group on any arrival procedures?
- Explained about any luggage handling and groups responsibilities?
- Discussed the tipping arrangement at the hotel?
- Discussed any meal plan particulars or group dining times and location?
- Explained about use of phone, mini-bar and pay per view TV costs on room bill?
- Warn people to have valuables put in hotel safe? (some hotels have in-room safes)
- Briefed people on any evening group plans or morning departure plans?
- Remind people about setting up a wake up call or tell them you'll be doing it?

Upon arrival, have you:

- Informed Front Desk of your group's arrival and check in with bell captain?
- Obtained the rooming list from the front desk?
- Checked the rooming list for accuracy against your master list?
- Arranged luggage pick-up and departure times with bell captain?
- Pointed out the hotel bulletin board to group if you plan to post any trip information there?
- Told everyone your room number if they have any problems?
- Set up a wake up call for your group if necessary?
- Confirmed reservations at restaurant if applicable?
- Made transportation arrangement for the next days activities if applicable?
- Confirmed welcoming reception if applicable?

Each Day of trip, have you:

- Reminded group to set up next morning's wake-up call?
- Confirmed reservations at restaurants if applicable?
- Made transportation arrangement for the next days activities if applicable?

On the Day before departure, have you:

- Set up next mornings wake-up call for yourself as well as group if necessary?
- Confirmed luggage pick-up and departure times with bell captain?
- Reminded group to pay up any additional charges they applied to their room?
- Reminded everyone not to pack their Passports, Visas or Birth Certificates and keep them on them?
- Reminded everyone of the departure time and in room luggage pick-up time and procedure?

On the Day of departure, have you:

- Set up next mornings wake-up call?
- Check with Front Desk for final bill if applicable?
- Checked off luggage upon loading if using a motorcoach?