



TOP **10** QUESTIONS

PARENTS ASK

BEFORE AN ACIS TRIP



1

Will our kids be safe?

Safety is always priority number one at ACIS. We monitor world situations and travel alerts constantly to ensure we're taking into account any risks and pro-actively optimizing every on-tour experience for safety.

Our network of overseas offices in London, Paris, Madrid and Rome gives us on-the-ground support and quick response capability in the event of an unforeseen event. Our duty-officer system operates 24 hours a day, seven days a week so that there's never a time when an emergency response is out of reach from a trained travel professional. Our Tour Managers are also available day and night to respond to any situation as it arises and coordinate the response with the rest of our overseas team.

While we can't control everything that might happen while your kids are on tour, we can guarantee we'll be prepared to respond to any situation that might transpire and direct the tour away from any predictable danger as it arises. Additionally, all travelers are offered a re-routed itinerary at no charge that takes effect in the event that the US State Department issues an official Travel Warning following a terrorist attack against US interests in a country to be visited on an upcoming trip.

2

How much spending money will they need, and how will they get more when abroad?

The amount of spending money you'll need depends on personal habits, but a good rule of thumb is \$50 USD a day. This allows for lunch, snacks, soft drinks, souvenirs, free-time activities, optional excursions not already included in your itinerary, and local transportation during your free time.

You may obtain cash with your credit card or local bank card at ATM machines. ATMs generally give a wholesale exchange rate, as much as 5 percent better than banks. You may want to check with your bank to review their fees for withdrawals from international ATMs. Prepaid cash cards are another option for equipping your kids with a set amount of spending money in an efficient way.



3

What will students do during the “unscheduled time” and will an adult be with them or will they be on their own?

Depending on where your trip goes and how packed your itinerary is, unscheduled time is mostly in designated areas of large cities like Paris, London, Florence, etc. where Tour Managers and chaperones are accessible and close by. Kids are given the freedom to explore a neighborhood for limited, defined amounts of time to shop, walk around, practice their language skills and discover foreign culture on their own. They're instructed to stay in groups of at least three at all times and given clear direction for how to contact their Tour Manager if necessary at any time.

While giving kids time to independently explore a designated area is an important exercise in personal growth and maturity, it's a minor component of the on-tour experience. The vast majority of ACIS tours are scheduled down to the minute, but we like to include small chunks of free time for kids to explore independently as a confidence-building, personal growth exercise.

4

How much is the extra insurance and which one is best for me?

For your peace of mind ACIS offers two levels of additional protection coverage beyond the Basic Plan which is included for all participants: Comprehensive and Ultimate. We recommend participants purchase the Ultimate Protection Plan designed specifically for their travel needs with an enhanced cancellation refund policy, upgraded health protection, program interruption coverage and more.

Our Ultimate Protection Plan costs \$30/day (\$400 maximum), our Comprehensive costs \$25/day (\$300 maximum). To learn more about our protection plan options, visit: www.acis.com/studentparents/insurance

5

What happens if we have to cancel?

All cancellations must be submitted in writing to ACIS' Boston Headquarters at 343 Congress Street, Suite 3100, Boston, MA 02210, or by email to accounts@acis.com.

In the event you have to cancel, you'll be eligible for a refund according to the amount of time in advance of the trip you submit your cancellation in writing to ACIS and the protection plan you selected.

Exact details can be found here: www.acis.com/studentparents/insurance

6

What if my child gets sick?

If your child becomes sick or injured while on tour, our overseas staff will see to it that they receive the medical care they need. We will also ensure that any family members back home are made aware of the situation every step of the way. An adult chaperone or ACIS staff member will stay with any hospitalized student throughout their stay.

7

What is the rooming situation?

Kids are organized into rooms based off input from the group leader, typically two to three kids to one room. Boys and girls are never put in the same room. If your child's group is sharing a bus with another school group, it is possible that some rooms may be mixed between groups to make rooming numbers work.



8

How well are dietary restrictions dealt with?

Dietary restrictions are taken into account before the trip begins and planned for at every meal. The Tour Manager is made aware of any allergies present in the group and their severity. They, along with our overseas team, ensure that dietary restrictions are taken into account and proper meals are served at every stop along the tour. Be sure to provide ACIS with info on your dietary needs in advance so that we can plan accordingly.

9

How many chaperones will be on the trip? How are they trained?

Typically ACIS tours include one adult chaperone for every six students. All Group Leaders receive extensive coaching from their ACIS Program Consultant as well as an Overseas Manual that covers the finer points of traveling with students. First-time ACIS Group Leaders are invited to an overseas training weekend organized by ACIS the January before their first trip where they're trained on how to deal with situations as they arise while on tour and how to utilize the ACIS overseas infrastructure. Chaperones are most commonly teachers from the Group Leader's school or parents of kids on the trip.

10

Why does ACIS charge more than other companies?

ACIS is not a budget travel company. We offer the best product on the market, so our prices are often more than our competition. Along with that higher price comes an exceptional travel experience. Where specifically does that extra cost go? Nicer, more centrally located hotels, higher-quality meals, more activities included as part of the tour (as opposed to pay-as-you-go), superior tour managers who handle all logistics and educational commentary, and a more customized travel experience for your group.

To learn more about exactly what makes ACIS exceptional, go to: www.acis.com/teachers/why

BONUS: Can parents tag along?

Yes! Parents often join tours either as chaperones or as regular participants. It's ultimately up to the Group Leader as to who does or doesn't come on the trip, but parents join our trips all the time!

