

Lakeland Women's Basketball
Ashley Lona

October 4, 2024

We are pleased to confirm all your team's arrangements for your tour to Argentina. Please discuss and/or share the contents of this with all your participants. This is very important, and all your participants should understand its contents.

Accommodation, meals, and sport:

May 13-19, 2025 Argentina – Buenos Aires

Teams: One college womens team.

Sport program: We will arrange 3 games versus local competition.

Accommodation: Near the Lavalle metro station, this modern 4-star downtown hotel with trendy interiors is a short walk from the iconic Avenida 9 de Julio thoroughfare and the Teatro Colón opera house. Rooms with soundproof windows and wood floors feature flat-screen TVs, minifridges and free Wi-Fi. Along with breakfast, Argentine and European cuisine is served in the hotel restaurant. There's also a lounge and a bar, plus a fitness center and a business center.

**Please be aware that rooms/beds in Argentina are smaller than we are used to in the USA.
Double beds are approx. 62x78 inches, single beds are approx. 36x78 inches.**

Meals: Daily breakfast and dinner are included.

First meal: Dinner – May 13, 2025

Last meal: Breakfast – May 19, 2025

All meals will be served in the hotel.

Wi-Fi costs: Free of charge

The above-mentioned accommodation may require a cash/credit card damage/security deposit in local currency (approx. \$ 100.00-\$400.00) from the group upon arrival and check in, so please be prepared for this. This deposit is refundable upon check out provided there is no damage to the accommodation/rooms.

Please note that drinks (such as bottled water, sodas) during the meals are not included. We have requested that our groups be served tap water on the table, however, in some countries this might not be offered. For breakfast tea and coffee are included and in most cases milk & juice.

Participant prices as of October 4, 2024:

Participant price travelers staying at the hotel – sharing a triple = \$ 3,106.00.

Participant price travelers staying at the hotel – sharing a double = \$ 3,106.00 + \$ 30.00 = \$ 3,136.00.

Participant price travelers staying at the hotel – single room = \$ 3,106.00 + \$ 270.00 = \$ 3,376.00.

Guide services:

A representative (tour manager) will be with your group throughout your stay. This person is the main contact between your group and Premier International Tours. If problems arise, please discuss these with the tour manager first before you call our offices since they are on the ground and more able to resolve issues at the destinations. Your representative will help plan your daily schedule and help in the event of any unforeseen problems or changes. This representative is not a professional city tour guide(s), although he/she will have general knowledge of the cities you are staying in and the surrounding areas. Please find below a job description of our representatives.

- Be with the group from arrival till the last evening. Join them during transfers to the accommodation, location where meals are served, fields, game events and excursions.
- Discuss the program in advance with club contact. Create a good relationship with the club contact and driver (if the group has a private bus available).
- Translate where necessary.
- Make sure the group behaves correctly; attend opening, finals, award ceremonies, and other organized activities.
- Mediate in case of damage or conflicts with/to accommodation, buses, etc. Make sure to make a report on this.
- Support the group in case of visit police station (theft) and/or hospital.

It is very important that the group leader sits down with the guide upon arrival and discusses the daily program and sightseeing activities planned. Then, during the trip the group leader should also discuss each day with the guide the program for the next day in case of any last-minute changes so the guide can communicate any changes to other parties (hotel staff for meals, bus driver, etc.)

Please note that it is customary to tip the guide at the end of the trip if the guide has done a good job. We highly recommend collecting approx. \$3.00-\$5.00 per person per day (local currency) for each guide for the trip.

Ground transportation:

During your stay we have included all transportation needed for the program as discussed; airport transfers, game transfers, other sport program transfers, transfers for some of the excursions and community service activities.

It is also customary to tip the bus driver if you have a private bus throughout the trip and the same bus driver throughout the trip. We recommend approx. \$2.00 - \$3.00 per person per day (local currency) for this, see below for when you have different bus drivers:

- If you only have the driver for one day and no special services – tipping isn't necessary.
- If you have a driver for 2 or more days – highly recommend tipping.
- You can ask the tour manager to check with the driver on day one if they will be with you the whole trip and if not, they can confirm when the change will be made. Based on this you can tip accordingly.

Air transportation/flights:

We have booked the following flights for your group:

UA 1373	12MAY	ORD-IAH	215P 455P
UA 819	12MAY	IAH-EZE	815P 800A (13MAY)
UA 818	19MAY	EZE-IAH	900P 515A (20MAY)
UA2124	20MAY	IAH-ORD	935A 1216P

Individual deviations/flight changes and upgrades before departure: If any individual traveler needs a deviation (earlier flight departure than the group or later flight return than the group) this needs to be requested as soon as possible. We can't accept any deviations after **February 12, 2025**. Every airline charges a standard deviation (change) fee of **\$150.00** per person plus a possible increase in fare on the requested deviation/changed flight. All deviation requests are subject to availability of flights. Please note that airlines allow only a maximum of 10-20% of the group to deviate (percentage depends on the specific airline) and the deviations must be done with the same airline as the group. Deviations can be made for either the return flight only or outbound flight only (depending on the specific airline) but not both. Only a select few airlines allow routing changes on deviations so routing changes are also subject to the conditions of the specific airline used for the group flights.

Because this is a group booking which has group conditions, individual requests to upgrade to business/first class may not be allowed by the airline and are subject to availability and pricing at the time of the request. We can request this on an individual basis.

Seat assignments:

Around **January 12, 2025**, we will send the team manager or coach a list to check the official names (as per passport) for the airline. Passengers can add seat requests to this spreadsheet such as 'window seat' or 'aisle seat' or who wants to be seated together. These requests **cannot** be guaranteed. The airline will typically assign seats at the time of ticketing, but we will have additional information once the tickets are issued. Passengers may be able to access their reservation using their PNR/Record Locator and last name online at the airline's website ([United Airlines](#)) to change their seating assignments. Some airlines may only allow seat change requests at check in at the airport on the departure day – this will be advised when we send the e-tickets to the group leader.

Check in:

Passengers may be able to check in for their flight online 24 hours prior to their departure. In some cases, the airline may not allow online check-in and require the whole group to check in at the airport on departure day. This will be confirmed when we send e-tickets to the group leader.

Airline Tickets:

Airline (e)tickets will be forwarded to the group leader approx. 2-3 weeks prior to departure and we have received full payment from all travelers. When airline tickets are sent, we will also include instructions on how, when and where the group passengers can check in and how to make flight changes while traveling if necessary. Make sure to check in at the airport, allowing 3 hours prior to departure.

Information for flights in case of flight changes or cancellations:

Please note that your group is booked through the group departments of airlines under group fare guidelines and conditions. Many times, we must go through the group department of the airline to change flights for the group or individual passengers, etc. Therefore, please follow these guidelines regarding any flight cancellations or changes during the trip.

- **Cancellations or Delays:** If your group encounters cancellations or delays, seek help from the gate agents or airline staff immediately! At this time, your tickets are now in airport control and the airline staff at the airport have full authority of the records to provide alternative flight options and accommodations and are responsible for assisting your group! Do not leave the airport until your group has been re-accommodated and all travelers are accounted for.
- **Connections:** If you have tight connections, concerns with making your connections, or missed a connection, seek help from a gate agent immediately. The airline staff will again have control of your tickets and are responsible for assisting you on your day of travel disruptions.

PREMIER INTERNATIONAL TOURS

- If any individual wants to change flights on the day of departure (dates only, routing changes not permitted), then individuals should contact the airline first to see if the change can be made. If the change cannot be made by the airline, contact us and we will contact the airline group department and attempt to make the change. Please note that the group departments of airlines are closed at the weekends, so we have some limitations.
- Missing Baggage: Travelers must file claims with the airline staff at the airport immediately and provide a personal cell phone number for the airline to reach them directly.

Sightseeing activities/excursions:

Included below are the excursion options we offer. We offer the service to pre-book 1 or more of these excursion options but not later than **January 12, 2025**.

Day by Day Itinerary

Putting together your day-by-day itinerary is a complicated process since there are various items/tour components to take into consideration which makes it a multi-step process.

1. We have created a provisional itinerary which will be similar to the itinerary included in the proposal you received from us before booking your tour. After that, we would like to know by **January 12, 2025**. We will not be able to book these excursions right away because we need to wait for the game schedule which will be available approx. two weeks before departure. So, they are subject to availability at that time.
2. Then we start working on your team's game schedule.
It is common that we won't know your team's game schedule until approx. 1-3 weeks prior to your departure because:
 - a) Many international teams - local teams at your travel destinations - will only find out 3-4 weeks prior to your tour dates what kind of league games they need to play and when they are available to play against your team.
 - b) Many of the clubs in Argentina use community/municipal fields/courts and these cities won't release these fields/courts until 2-3 weeks prior to the assigned games.
 - c) After your games are assigned, we need some additional days to plan the excursions you would like to have pre-booked.

This is all time consuming since it is a lot like a puzzle which will come together bit by bit/piece by piece. This the reason we are not able to send you the final itinerary as soon as you and your travelers would like. We strive to have a final itinerary available between 1-3 weeks prior to departure.

Referees:

For your games, a referee(s) will be provided.

People not booking arrangements through Premier International Tours:

Please be aware that we cannot provide any transportation from or to the airport or for any pre-arranged group tour activities (sightseeing excursions, etc.) or any transportation arranged for the group for individuals which did not book the tour package with Premier International Tours. Because of liability/legal issues with our suppliers (Bus Company, etc.) people who booked their own flights and accommodation are not allowed to just join the group on bus transfers arranged for the group.

If you have anyone who wants to join the group later in the booking stage, please contact us **no later than February 12, 2025**, and we will try to accommodate the requests.

General Participation Conditions:

We again strongly encourage your participants to review the General (Cancellation) Conditions and General Information document on your group website page to make sure all participants are aware of/understand these conditions to avoid any misunderstandings.

Final payment:

Please note that delayed payments (within 6 weeks prior to departure) must be made by cashier's checks or credit cards. We will release the travel documents and travel information after receipt of full payment of **ALL** travelers.

Group arrangements:

This is a group tour arrangement. The participant prices are based on the number of people traveling. If this number goes up or down the participant prices will be adjusted as per your proposal.

Documents you will receive from us:

- Final itinerary: 1-3 weeks prior to departure.
- Airline tickets: 2-3 weeks prior to departure.

Should you have any questions please do not hesitate to contact me.

Sincerely yours,

Loek van Zijl
President Premier International Tours

Sport program and excursion options available for additional cost:

With the sport program you already have booked, we recommend only selecting 2 of the below options.

1. Community service projects - A basketball clinic with underprivileged children. \$35.00 per person including transportation to and from the project.
2. Tango Show - \$120.00 per person including dinner, wine, tango class and the show. Tango Show with lesson and Fine dinner After the pick-up from your hotel you will arrive at the Tango House, located in the heart of center of Buenos Aires. First you will have an introductory class of Tango. Later, at the main hall for dinner. You will be able to enjoy a three-course menu of great quality and care in preparation. 10:15 pm: The show begins, which proposes a tour in time through the glorious years of Tango in Buenos Aires. The Tango House has an impressive live band. On a large stage, couples of internationally recognized dancers will also show their sensuality and precision. It's a show you won't forget. 11:30 pm: this incredible tango show ends.
3. Gauchos Tour - \$70.00 per person including food and transportation. Travel about an hour to the countryside to the famous Argentine "Pampas" to spend a beautiful day at a "Estancia" Ranch with the Gauchos. Welcome in the morning with "Empanadas" and Juice. Time to see the ranch, the animals, horseback riding, hear the Gauchos history. Later on have a delicious "Parrillada" Argentine BBQ with live folklore music. Later on see the gauchos showing off their skills with the horses. End the special day with a traditional snack.