

Coordinating Teacher:

Emeline Dhommée

Hanover High School

February 25, 2015

***Proposal for the
French Exchange Program between
Hanover High School and Le Lycée Saint-
François d'Assise in La Roche-sur-Yon,
France***

Destinations: Paris and La Roche-sur-Yon, France

Dates: April, 11th-April 24th 2016 (Host French students in HHS from October 18th to October 31st 2015)

Anticipated number of students (should be an equal/required exchange number- match for match/school to school - **host families must make decision at least one year** in advance, so that NO child, American or French is left HOMELESS two weeks before arrival in the country of their destination): 23 American/23 French

Anticipated number of chaperones (school staff): 3

Cost to the student: \$2,800-\$3,000 (to include both sides of the Exchange (full 4 weeks) as well as chaperones expenses)

Agenda

I- Benefits of an exchange program

***II- Who is Le Lycée Saint-François d'Assise in
La Roche-sur-Yon, France?***

III- Organization of the exchange

IV- Academic Requirements for the students

V- Cost breakdown of the exchange

VI- Documents to review

I- Benefits of an exchange program

[NATIONAL ASSOCIATION OF SECONDARY SCHOOL PRINCIPALS. NASSP BULLETIN](#), by [Terehoff, Irina](#)

“At their heart, foreign exchange programs are about opening minds, seeing things in a new way, and looking at old problems in a fresh light. They are about realizing that our way is neither necessarily the best nor the only way to handle a certain situation. They allow students to learn from their peers, not just from across town, but from across the planet, across cultures, and across history.”

There are many benefits participating in an exchange program. These benefits are:

a. Educational

- After traveling in another country, students have a **better understanding of different cultural and community perspectives**, and they develop more interest in global issues.
- Language acquisition happens through **practical immersion**.

b. Personal

- **Self-confidence and self-esteem** are enhanced by the necessity to confront challenges outside a familiar support network and comfort zone.
- Students develop **life-long friendships**.
- Students become **more independent** because they need to face several challenges, they need to adapt to a new environment.

c. Historical and political traditions

- Our two countries are united by a friendship that goes back more than 200 years, which makes France the oldest ally of the United States.

Participating in this exchange program is a way of renewing/continuing **the French American Alliance**! Not just for the participants though, but also for their families and our two communities. This type of experience brings people, families and community closer together!

d. Practical

Not only students make new friends, improve their French, have fun, but they will also **enhance their college application**!

So, here are the educational objectives of this program for our students:

Students will...

1. Investigate similarities and differences between French and American Culture.
2. Bridge the gap between American and French cultures by recognizing that our way is not the only way of thinking and by developing an appreciation for new perspectives.
3. Deepen the friendship that exists between France and America since the 18th Century.
4. Develop critical, creative thinking, and problem solving skills which will help students prepare for college entry in fields such as American Foreign Service, International Relations, the Travel Industry, the Arts, Humanities, Business Administration, Interpretation, Translation, Transportation Technologies, Law, Medicine, Sports, Aviation, and International Diplomacy.
5. Enhance their French skills through interpersonal/intrapersonal interactions in an authentic setting.
6. Identify Parisian monuments, navigate the Paris metro system, and appreciate different time periods in France by tracing French History from prehistoric times to the present.
7. Develop lifelong Friendships.
8. Connect this learning experience with many facets of life.

II- Le Lycée Saint-François d'Assise (LSFA)

The Saint-François d'Assise High school in France is a private catholic high school located in the downtown of La Roche-sur-Yon, in the west part of France, close to the Atlantic Ocean. (<http://www.stfrancoislaroche.fr/accueil/saint-francois-d-assise/presentation/>)

LSFA has been organizing a successful exchange program with Triton Regional High School every other year since 2008. The number of their students interested in that exchange pushed LSFA to look for another American High School interested in a similar exchange. Mr. Matthew Paquette who participated in an exchange with them in 2009 put me in contact with the coordinator of the program: Ghislain Fauchard. Under his guidance and experience, I decided to launch this adventure for our students.

III- Organization of the exchange

How does an exchange program work?

1. From March through April/May 2015: Students will fill a **student interest exchange application form** (see Document D) out. After being selected and after sending their first payment to Prometour, they will fill a **host application form** (see Document E) so that we can match them with a participant from France. They will then start communicating.

2. October 18-31, 2015: French students will be visiting us!

About 23 French exchange students will visit us during the last two weeks of October in 2015. Students will welcome their French exchange students who will stay with them at home. During their stay, they will join them at school in their different classes. On some afternoons, activities will be organized at school or around Hanover. On specific days, field trips will be organized just for the French exchange students, some others for both the American and the French students (Freedom trail in Boston, JFK Museum, Plimoth Plantation as examples). During the weekend, host families will organize activities. (See Document C "Schedule of activities in US".)

3. April 11-28, 2016: American students will travel to France!

It will be our turn to visit our French exchange students. 23 American students and their chaperones will leave on Monday night four days before April vacation. They will go directly to La Roche-sur-Yon. The first three days, students will follow their exchange students in their classes. Great activities will be organized by LSFA (biking on the Yeu island, visiting Nantes, going to the Puy du Fou interactive museum, etc.). During the weekend, they will stay with their student host family. (See Document B for Schedule of activities in La Roche-sur-Yon). Three or four days before the end of our trip, they will say goodbye to their French exchange student to go to Paris where they will stay two or three nights. (See the Prometour itinerary, Document A). Then, on Sunday, they will return to Boston.

IV- Costs of the exchange program

It will cost **between \$2,500 and \$2,600** for the trip to France, depending upon the number of participants, nights in Paris and travel airfares.

I will have to ask for **\$300 to \$400** for all the field trips and activities we will organize around Boston while the French students stay with us.

Note: Some of these costs should be reduced through different **fundraising events** we will organize with the participating American students.

See Documents F and G regarding the insurance policy of Prometour and their liability information.

V- Academic requirements

American students will be studying French Language and Culture, International Relations, Monuments of Paris and the Vendée of today and yesterday with a special focus on the American and French Revolutions and their respective influences on one and another.

Students will be given study units and pedagogical folder on these different subjects. They will also be asked to write in their journal about their observations of France. A vocabulary notebook should serve to enter any new vocabulary they learned there.

In addition, students will meet every other month in preparation and orientation for this exchange prior to departure.

VI- Documents to review

See the attached documents

- a. The itinerary of the trip in Paris from Prometour with cost (Document A)
- b. The schedule of activities in France (Programme des visites) (Document B)
- c. The schedule of activities in US (Fields trips and activities in US) (Document C)
- d. The student interest application form (Document D)
- e. The host application form (Document E)
- f. The permit, insurance and liability information from Prometour (Document F)
- g. The travel insurance quick chart for the trip from Prometour (Document G)

Let's embark on this adventure! Let's make it happen!

Heureux qui, comme Ulysse, a fait un beau voyage,
Ou comme cestuy-là qui conquiert la toison,
Et puis est retourné, plein d'usage et raison,
Vivre entre ses parents le reste de son âge ! [...]

*Happy, the man who finds sweet journey's end,
Like Ulysses, or he of the Golden Fleece,
Returning home, well-travelled, wise, to Greece:
To live life out, among his own again! [...]*

Rien ne développe l'intelligence comme les voyages. (Emile Zola)
Nothing develops intelligence such as travel.

YOUR ITINERARY

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CAN: 1-800-657-7754

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FRANCE

ÉCHANGE EN FRANCE

14 DAYS / 12 NIGHTS

April 10 – April 23, 2016

(Dates of travel to be confirmed upon flight booking)

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ÉCHANGE EN FRANCE

DAY 1: USA / PARIS (Monday)

- Fly through the night to Paris.



DAY 2: PARIS / LA ROCHE-SUR-YON (Tuesday)

- Bienvenue en France! A **Prometour Representative** will welcome you at the airport and help you board your train to **La Roche-sur-Yon**.
- Upon arrival at school, your pen pals and their families will welcome you.

DAY 3-10: EXCHANGE PROGRAM IN LA ROCHE-SUR-YON (Wednesday-Wednesday)

- While living with your host family, you will find that French is more than a textbook language. You will eat French food, meet French people and have an excellent opportunity to practice your French in real-life situations.
- From Wednesday to Friday, you will attend school with your pen-pals.
- From Saturday to Tuesday, your pen pals will be in holidays. They will make you discover their city! Some group activities may be organised by teachers.
Specific details of exchange to be confirmed.



DAY 11: LA ROCHE-SUR-YON / PARIS (Thursday)

- Today, after breakfast, say a fond 'À bientôt' to your host families and board your train to Paris.
- Upon arrival at your centrally-located hotel, drop your bags, freshen up and meet your Prometour Tour Director who will remain with you during your whole stay in Paris.
- Later, have a stroll down the most famous avenue of the capital with its spectacular view, the **Champs-Élysées**. Stop at the **Arc de Triomphe**.
- Next, let's go admire the view from the third floor of the **Tour Eiffel**.
- Take a refreshing **cruise on the Seine** and admire most amazing monuments of Paris under the sunset.
- Enjoy dinner with your group in a local restaurant.



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DAY 12: PARIS (Friday)

- This morning, discover Philippe Auguste's **Louvre** and the Richelieu Wing entirely furnished in the utmost Second Empire style. See the Galleries' masterpieces, such as the breathtaking Mona Lisa.
- After some free time for lunch, visit the gothic **Cathédrale Notre-Dame**, a magnificent religious edifice and one of the supreme masterpieces of French art.
- At a short distance away, enter the **Sainte Chapelle**, a masterpiece of the High Gothic.
- Later, explore the **Marais Quarter** with your Prométour Director and test your knowledge during a **Treasure Hunt**.
- Have some free time for shopping around.
- Enjoy dinner in the always-lively **Quartier Latin**!



DAY 13: PARIS (Saturday)

- Today, take the RER train to **Versailles**, the palace of the "Sun King".
- Visit the extravagant **Château de Versailles**; walk in the footsteps of Louis XVI and Marie-Antoinette and of President Jefferson and Wilson.
- Later, explore the elegantly landscaped **palace gardens**.
- This afternoon, head up to the highest point in Paris, **Montmartre** (known locally as La Butte).
- Climb the steps to reach the **Sacré-Cœur**, Montmartre's hilltop church and most famous landmark.
- Enjoy a **delicious fondue** in a local restaurant.



DAY 14: RETURN (Sunday)

- After breakfast, say au revoir to your Prométour tour Director and transfer to the airport to take your flight back home.



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PRICE PER PERSON SHEET

This is a privately operated tour - you will not be combined with another group!

PRICE PER PERSON

20 + participants	\$ 2,480
15 to 19 participants	\$ 2,520
12 to 14 participants	\$ 2,560

PAYMENT SCHEDULE

March 20, 2015	\$500
October 1, 2015	\$900
February 1, 2016	Balance

PRICE INCLUDES:

- **BASIC Group Insurance Program**
Coverage for student travel: Trip Cancellation, Interruption and Delay; Missed Connection; Baggage and Baggage Delay; Medical Expense; 24-hour Assistance Services, 24-hour Customer Care
- Return airfare* between Boston and Paris
- Departure taxes and Airline fuel surcharges at \$670 per person
- Associated transportation costs while in Europe as per itinerary
- All cultural and aforementioned visits, activities, tours and admissions as per itinerary
- 3 nights multiple occupancy in quality tourist-class hotel
- 3 Hotel Breakfasts / 0 Lunches / 3 Dinners in local restaurant (includes beverage and a vegetarian option)
- Service of a dynamic professional bilingual Prométour Tour Director on tour as per itinerary
- **One free trip for every 8 full-paying participant**

PRICE DOES NOT INCLUDE:

- **DELUXE Individual Insurance Upgrade**
Includes Basic program and additional medical coverage of \$50,000
- **ULTIMATE Individual Insurance Upgrade**
Includes BASIC and DELUXE Programs and also includes: Cancel for any reason up to 75% of any prepaid, forfeited, non-refundable payments or deposits
Note: The Ultimate program is not available to residents of Washington.
- Applicable airline baggage charges according to their policies
- Recommended tips: Prométour Tour Director 3 Euro per day, per person & Bus Driver (s) 1 Euro per day, per person
- Airline fuel surcharge increases: Departure taxes and Airline fuel surcharges in excess of \$670 per person. Prométour may be required to revise the final price of your tour 60 days prior to your departure
- Exchange rate: Prométour has quoted this package at an exchange of **1 € = 1.20 - 1.25 USD**. In the event of a significant change, Prométour may be required to revise the final price of your tour 60 days prior to your departure.

EXCHANGE PROGRAM:

- 9 nights full board accommodation with host families in La Roche-sur-Yon (exceptions may apply)
- Classes and activities during the exchange program are confirmed between the partner schools prior to departure

.....
Date of quote: **January 12, 2015**

These prices are valid until: **First payment deadline**

Your Prométour Tour Project Manager: **Anaïs Boschét**

USA: 1-800-304-9446

CAN: 1-800-657-7754

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Mardi 12 Avril 2016 Arrivée en Vendée	Mercredi 13 Avril 2016 Nantes	Jeudi 14 Avril 2016 Demi-journée à ST JO	Vendredi 15 Avril 2016 Sud Vendée
<p>Arrivée à la gare de la Roche sur Yon à 17h20</p>  <p>-Pot d'accueil à Saint Jo A 18h (les valises seront acheminées avec le véhicule du lycée)</p>  <p>Installation dans les familles</p>	<p>-9h : Départ de St Jo pour les américains seulement</p> <p>-Promenade à pied dans le vieux Nantes / Shopping ?</p> <p>-12H : Pique-nique près des machines de l'Ile de Nantes.</p> <p>-13H15 : Les Machines de l'Ile : Voyage Elephant</p> <p>-Mémorial de l'abolition de l'esclavage (45mn)</p> <p>-16H10: Visite du Château des Ducs de Bretagne</p> <p>-19h: Arrivée à St Jo.</p> 	<p>Les américains suivent leur correspondant en cours.</p>   <p>Repas au self du lycée pour tous !</p> <p>14h-16h : Visite de l'Historial aux Lucs sur Boulogne pour les Américains seulement</p>  <p>Retour à St Jo avant 17h</p>	<p>-8H15 Départ du lycée pour les Américains seulement</p> <p>-9H15 : Visite de la Maison de la Meunerie à Nieul sur l'Autize</p> <p>-10h45 : Visite de l'Abbaye</p>  <p>-12H45: pique-nique</p> <p>-14H 30 : Promenade en barque sur la Venise Verte avec un guide</p>  <p>-17H30 : Retour à St Jo</p>

Samedi 16 / Dimanche 17 2016	Lundi 18 Avril 2016	Mardi 19 Avril 2016	Mercredi 20 Avril 2016	Jeudi 21 Avril 2016
En famille	Noirmoutier	Puy du Fou	Journée à l'Île d'Yeu	Retour
<p>Début des vacances scolaires de printemps:</p> <p>Programme du week-end à l'initiative de chaque famille d'accueil.</p>	<p>Départ pour tous de St Jo vers 9h</p> <p>Traversée du Gois à pied si la marée le permet.</p>  <p>-Pique nique près de la plage des Sableaux à Noirmoutier</p> 	<p>8H15 : RDV devant St Jo pour tous (Américains et Français)</p> <p>-8H30 : départ</p> <p>Visite du Parc</p>  <p>Pique nique vers 12h</p>  <p>-20H : retour à St Jo</p>	<p>-7H : Départ pour Fromentine devant le lycée pour tous (Américains et Français)</p> <p>8H30 : départ de Fromentine pour Yeu.</p> <p>-10H00 / 13H : tour de l'Île à vélo en groupes.</p> <p>-13H / 14H : pique nique tous ensemble.</p> <p>-14H / 16H30 : fin du tour de l'Île</p>  <p>-17H30 : Départ pour Fromentines</p> <p>-19H30 : Retour à St Jo</p>	<p>Retour sur Paris</p> <p>Départ de Nantes à 9h56</p>

Schedule of activities in US for the French and American students

Saturday, October 17 /Sunday, October 18– WELCOME TO THE USA!!

Flight from France lands at Boston's Logan Airport. We will greet our correspondents at the airport. They will rest in their host family on Sunday.

Monday, October 19 – School

7:20am Your correspondent will spend the day accompanying you to your classes. They will shadow you for the remainder of the day.

2:05 pm Return to your host family's home with your correspondent by bus, car or on foot after school.

Tuesday, October 20 – Freedom Trail

Walk the Freedom Trail during the day, winding your way all the way to Charlestown from downtown Boston (including Bunker Hill and the U.S.S. Constitution, Paul Revere's House, the Old North Church, the Boston Commons).

Picnic lunch

1:30pm Tour of the Paul Revere House

5:00pm Return to HHS

Wednesday, October 21 – Plymouth, Mayflower and Plimoth

Plantation:

8:15am Meet at the Front Entrance of HHS to board the bus to Plymouth.

10:00 am Reservation for self-guided tour of Plymouth, Mayflower and Plimoth Plantation, picnic lunch on-site.

4:00 pm Return to Hanover, pick-up at Front Entrance of HHS.

Thursday, October 22 – School

7:20am Your correspondent will spend the day accompanying you to your classes. They will shadow you for the remainder of the day.

2:05pm Return to your host family's home with your correspondent by bus, car or on foot after school.

Friday, October 23 – Concord:

8:45am Meet at the Front Entrance of HHS, buses will transport you to Concord, MA

9:15am Reservation at the Old Manse.

10:30pm Reservation at the Minuteman National Historical Park in Lexington

Picnic lunch

12:30pm Visit the Thoreau's cabin and Walden Pond.

Monday, October 26 – School

7:20am Your correspondent will spend the day accompanying you to your classes. They will shadow you for the remainder of the day.

2:05pm Return to your host family's home with your correspondent by bus, car or on foot after school.

Tuesday, October 27 – JFK Library and Aquarium

9:30am Reservation at the JFK Library.

Picnic lunch

1:00pm Reservation at the New England Aquarium

5:00pm Return to HHS

Wednesday, October 28 – Newport: the Breakers and Marble House

7:15am Meet at the Front Entrance of HHS and board buses for Newport, RI.

9:30am Reservation at the Breakers.

11:00am Reservation at Marble House.

Picnic lunch

2:00pm Cliff Walk along the shore of Newport, RI.

3:30pm Depart Newport for Acton.

6:00pm Arrive in Hanover – meet your correspondent at the front entrance of HHS.

Thursday, October 29 – MFA, Newbury Street, Public Gardens/Skywalk

8:30am Spend the morning shopping on Newbury Street in Boston and touring the Boston Public Gardens

Picnic lunch

TBD View of city of Boston from the Skywalk

1:00pm Reservation at the Museum of Fine Arts, Boston.

5:00pm Return to HHS

Friday, October 30 – Cambridge

10:00am Reservation for a tour of Harvard University.

Picnic lunch

1pm Free time in Harvard Square.

5:00pm Return to HHS.

Saturday, October 31 – BON VOYAGE!

5:30pm Our French correspondents leave for France.

What did you learn about yourself and the foreign person from your experiences?

4. Do you have any ideas for a project of special interest to be pursued while you are in France? (Ex. Daily journal, documentary photography, cassette tape recordings, etc.)

5. Have you ever traveled before? Yes _____
Alone? _____ With family? _____ With other type of group? _____
Where? _____ International: _____
Domestic: _____

6. How do you feel about missing approximately 4 days of school? Explain how you plan to keep up with your classes.

7. Is there any medical problem that would prevent you from participating in activities in France? _ If yes, please elaborate.

8. What would you like the French to learn about you?

Hanover High School
 287 Cedar Street
 Hanover, Massachusetts 02339
 Telephone:

Student Exchange Host Application Form

STUDENT EXCHANGE HOST APPLICATION FORM

Place Photo Here:

Last Name:	First Name:	Sex:
Address:		Height:
(Area Code) Phone Number:	Birth Date- month, day, year:	Zip Code:
Religious Affiliation:	Is it important for you to attend services?:	
Nationality:	Country of Birth:	Passport Number:
School:	Give the grade you will be during the year of the exchange:	
School Address:	Zip Code:	Telephone:
Father's Name:	Occupation:	Business Telephone:
Mother's Name:	Occupation:	Business Telephone:
Do you prefer your partner to be a boy, girl or no preference?:		
Do you live in a house, apartment or other (specify):		
Will partner have his/her own room?:		Will partner have his/her own bed?:
Indicate nature of your area:		

How do you travel to/ from school?:	
Names of family members living at the home address:	
Father:	Mother:
Sister(s): Age(s):	Brother(s): Age(s): None
Other(s):	Age(s):
Pet(s):	
List the languages you speak in order of fluency:	
Language spoken at home:	
Do you have a physical handicap?:	If yes, describe:
Do you have any allergies?:	If yes, give medical treatment required:
Do you receive any medical treatment?:	If yes, describe:
Do you have any special eating habits (vegetarian or...)?:	If yes, describe:
Rank your interests and hobbies in order of priority (from 1-8):	
Sports	Music Dancing Movies Television Reading
Hobbies	Others (Specify)
Indicate the number of hours spent on the above activities:	
Write a paragraph about what motivated you to apply for this exchange:	
Describe yourself- personality, tastes, qualities, preferences in how you spend your time (alone, with others) etc.:	

Write a paragraph describing your ideal exchange partner, his/her qualities and interests. Is it important that he/she be like you?:
Write a paragraph describing your school- size, programs offered, extra-curricular activities available:
What areas are available for meeting other young people outside the school?:
Have you ever traveled or lived in another country? If yes, please describe.:
Can you give me any further information that would be helpful in selecting a host family for you?:
<p>We, Mr. and Mrs. _____ agree to send our child, _____ to France in the back-to-back program, reside in a family chosen by the teachers from Danvers and La Roche Sur Yon, or to host ONLY a French child selected by these same organizations. (Cross out what is not applicable)</p> <p>We further agree to receive a French child regardless of race and religion for the duration of the exchange in the United States, to expose him/ her to a typical American lifestyle, to visit the region, and to establish a continuous correspondence with the family.</p> <p>Father's Signature: _____ Date: _____</p> <p>Mother's Signature: _____ Date: _____</p> <p>Host Student's Signature: _____ Date: _____</p>

PERMIT, INSURANCE & LIABILITY INFORMATION



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OUR OPENNESS FOR YOUR PROTECTION

At Prometour we believe in being open and transparent as a matter of business integrity. As a Prometour customer you can count on the protection that our 3 offices (Paris, Malaga and Montreal) are licensed and registered according to local laws in order to offer you the maximum of consumer protection.

Registration of our outbound and receptive operations in the Americas

When you use Prometour to organize a trip from or within North America, your money is protected by the strict regulations of the Quebec travel industry act. The laws governing the Quebec travel industry are the most stringent in North America, including the requirement of strictly scrutinized in-trust accounts and consumer protection surveillance.

- An extract of the regulations can be found in **Appendix 1**. A complete copy of the law and regulations can be found on the following internet website: http://www.opc.gouv.qc.ca/e_publications/new_index.asp
- You will find a copy of our valid Operating Licenses and the details of our In-Trust accounts in **Appendix 2**.

Registration of our outbound and receptive operations in Europe

When you use Prometour to organize a trip from or within North America, your money is protected

- **In France** we are licensed under the following number: LI 075 98 00 68.
We are also a member of the APS (www.tourisme-aps.com).
- **In Spain** we are licensed with the Junta de Andalucía (Spanish Province) under the license number: AN-29647-2.

General & Professional Liability Insurance

The general & professional liability insurance covering our operations and personnel is held by Lombard Canada Ltd (www.lombard.ca). You may find a detailed copy of our insurance certificate in **Appendix 3**.

Please do not hesitate to contact us if you require more specific information. If we are for some reason unable to respond to your questions, our insurance brokers and/or our legal partners would be more than willing to answer.

Best regards and have a wonderful trip.

Sébastien Letailleur

Owner, President

Tel: 1-800-304-9446 (USA) or 1-800-657-7754 (CAN)

Fax: 514-848-0284 or 1-888-304-9446

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CONTENTS



Safety protocol



Child protection policy



Appendix 1

Excerpts of the regulations in the Quebec Travel Industry Act



Appendix 2.A

Certificates of Registration under the Quebec Travel Industry Act



Appendix 2.B

Banking information for our In-Trust account



Appendix 3

Certificate of Insurance



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SAFETY PROTOCOL

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INTRODUCTION

This document has been compiled with the purpose of defining the Safety Protocol which is currently in practice within Prométour Educational Tours.

The Safety Protocol is undertaken to pro-actively enable all Prométour personnel involved in the provision of a Prométour tour to act with due care and diligence towards all aspects of safety.

Prométour Educational Tours are fully bonded members of ATOL, ATOL no. 10196 and are subject to the ATOL code of conduct.

- IATA - International Air Transport Association: 69501390
- SYTA - Student and Youth Travel Association
- ATOL – Air Travel Organiser's Licence: 10196
- SNAV - Le Syndicat National des Agences de Voyages
- Cámara de Comercio Málaga



INVOLVEMENT IN THE TOURISM AND TRAVEL INDUSTRY

- Annual participation at French Language conferences, on French & Quebecois culture, held in the UK.
- Annual participation at Spanish Language conferences, on Spanish & Latin culture, held in Spain.
- Annual participation at Teachers Language conferences held in the US.
- Annual participation at Teachers Language conferences held in Canada.

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1. TRANSPORT

1.1 Missed / Cancelled / Delayed Flights or Connections

For the majority of destinations, we use reputable airline companies with multiple daily flights.

Before departure the Group Leader will be informed of the procedure to follow in the event that a flight is missed, cancelled or delayed.

Usually the airline will put the group on to the next available flight, either directly at the desk at the airport or through intervention from our flight department.

The Group Leader will call our 24 hour Emergency Line to inform Prométour of the current situation, revised boarding time or request assistance if revised seats have not been allocated; in this case the flight department will liaise with the airline, arrange new seats and communicate back to the Group Leader.

The group's Tour Project Manager and Prométour Tour Director will be informed of any changes. The Prométour Tour Director will contact suppliers at the destination and attend to any modifications on the itinerary.

In the case that a Prométour Tour Director does not accompany the group for a transfer flight (example a flight from London to Berlin) they will wait with the group until departure to ensure all seat allocation is correct. If there are any delays, in this instance, the originating destination Prométour Tour Director will inform the arrival destination Prométour Tour Director of the changes.

In the exceptional circumstance of a group travelling without any services of a Prométour Tour Director, the responsibility lies with the Group Leader. Prometour will be available to help when possible. If an activity is delayed or missed as a result of the plane issue then the Group Leader will have contact numbers for the appropriate suppliers to inform them. For any changes regarding hotel bookings the Group Leader would call the Emergency Line and the Prométour Operation Department will arrange any amendments. A group would very rarely travel without a Prométour Tour Director; this is at the discretion of the Group Leader and not advised by our Tour Project Managers.

1.2 Missed / Cancelled / Delayed Trains or Connections

Prométour Tour Director would book seats on the next available train directly at the train station and pay for any additional costs before informing the appropriate suppliers of any changes to the schedule.

If there were no seats available and an overnight stay was required at the place of departure, the Prométour Tour Director would contact the appropriate Prométour Operation Department and arrange accommodation.

In the case that a Prométour Tour Director does not accompany the group on a transfer by train (example an overnight train from Madrid to Paris) they will wait with the group until departure to ensure all seat allocation is correct. If there are any delays, in this instance, the originating destination Prométour Tour Director will inform the arrival destination Prométour Tour Director of the changes.

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1.3 Missed / Cancelled / Delayed Coach or Bus

Prométour Tour Director will call to re-confirm the reservation the night before. They will have the driver's name, mobile telephone number and an emergency telephone number for the bus company to communicate any changes or delays

In the unlikely event of a bus not arriving, alternative arrangements will be made, either using another bus company approved by the Prométour Operation Department or taking taxis, depending on the size of group and circumstances.

All changes will be confirmed with the appropriate Prométour Operation Department, which is also on hand for any assistance finding and booking alternative transport arrangements.

1.4 Lost or Late Luggage

An official declaration must be made with the airline that will provide a reference number. Prométour Tour Director communicates with the airport staff to ensure they are aware of the group's schedule. The owner of the luggage must also provide their home address in case the bag(s) are not returned before departure.

Lost or late luggage during transit is covered under the comprehensive insurance package purchased with the trip.

If bags or items are left in a hotel or on a bus, Prométour Tour Director must be informed and he will contact the supplier and arrange for the items to be returned. Please note this could incur a charge for the client.

1.5 European & North American Coach Companies

Prométour Operation Department will hire coaches from well established reliable companies. Prométour will endeavour to select coach operators who belong to recognized industry bodies such as the American Bus Association (ABA).

All coach companies used will sign a contract in which they confirm that they comply with all national, local, trade and other laws. The contract will also stipulate a driver's hours, insurance coverage and vehicle age which should not exceed a maximum of five years.

1.6 Seat Belts

Seat belts will be available for all pupils on coaches in the UK, France, Spain, and Italy. In the UK, a seat belt must be worn by law. Though this is encouraged in other destinations it is not yet a legal requirement.

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1.7 Driving Hours Regulations

All Prométour itineraries and touring schedules are designed to comply with North American and EU driver's hours and regulations.

1.8 Breakdown

In the event of a mechanical breakdown the priority will be to move the group to a safe place. All coach companies are insured against breakdowns and a repair service unit will be called to attend to the scene. Should the breakdown prove to be serious then an alternative vehicle will be provided. The Prométour Operation Department will maintain contact with the coach company and assist if necessary.

1.9 Sub Contracting

Coach companies are contracted by the Prométour on the understanding that they do not sub contract to other companies unless this has been previously arranged.

1.10 Public Transport

The appropriate authority in each country regulates public transport and in cities such as Paris, Madrid, Rome, Montréal, New York, etc. the metro is the standard mode of transportation for our groups. All travel on public transportation is overseen by a Prométour Tour Director and group chaperones.

1.11 Ferries

Ferry operators that we work with comply with independently set safety standards.

1.12 Airlines

Prométour works with major international airlines such as AA, Air France, British Airways, Continental Airlines, Delta Airlines, Iberia, KLM, Lufthansa, etc. all of whom comply with independent safety standards.

1.13 Rail Transportation

Rail transportation companies comply with the independently set safety standards of the countries through which the train travels.

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2. SUPPLIERS – HOTELS, RESTAURANTS & ACTIVITIES

2.1 Accommodation Contract & Certification

Prométour takes great pride in selecting hotel accommodation for groups. All bookings are made directly from our offices for destinations offered to the American, Canadian and European markets. Hotels contracted are of a minimum 2* (Europe) category & 3* (North America) category with private bathrooms. All hotels are pre-vetted for standard requirements such as local and national fire safety, hygiene standards and appropriate insurance cover. Our hotel selection is reviewed on a yearly basis through Prométour personnel and feedback we receive from our groups. Random on site inspections will take place.

2.2 Accommodation Requested Directly by a Client

No accommodation will be provided if the hotel does not meet the same criteria and standards as detailed in 2.1.

2.3 Hotel Overbooked or a Problem with the Reservation

If Prométour is aware of a problem before the group arrives at their hotel then they will make alternative arrangements in a hotel of equal or higher quality. All efforts will be made to have the whole group lodged in the same hotel based on room availability and the Prométour Operation Department will liaise with the Prométour Tour Director to advise any changes to the schedule.

If the problem arises when the group is checking in, the Prométour Tour Director will manage the situation with assistance from the Prométour Operation Department. If the problem cannot be resolved immediately, the Prométour Tour Director will occupy the group as scheduled while the Prométour Operation Department makes alternative arrangements and resolves the situation. Once the situation has been resolved Prométour will inform the group's Tour Project Manager of any changes who will then contact and inform parents of the accommodation changes. The Prométour Tour Director will inform any suppliers affected by the changes, for example amending the pick-up point with a coach company etc.

2.4 Reservations for Hotels, Restaurants & Activities

When the Prométour Tour Director receives the file for a group they will check all reservations and sign to confirm all is in order. If a reservation has been cancelled, amended or misplaced by suppliers, the Prométour Tour Director will obtain a new reservation directly or make alternative arrangements advising the Group Leader.

The Prométour Tour Director will contact each restaurant the day before to confirm the number of people in the group.

Normally a group will try several different restaurants while on tour, providing a cultural culinary experience. In the unlikely case where the group is returning to the same restaurant or taking dinner at the hotel and the menu does not offer a range of choice then the Prométour Tour Director will make alternative arrangements, with the assistance of the Prométour Operation Department.



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2.5 Alternative Plans for Outdoor Activities Due to Weather

Prométour Operation Department will provide the Prométour Tour Director with a list of alternative activities in the area and he/she will propose an alternative activity to the Group Leader. Prométour will pay for any additional entrance fees to a museum or tourist attraction, if the Group Leader would like the group to do an activity such as bowling then participants may be expected to contribute to the additional costs.

2.6 Preparation of Itineraries

Tour proposals are prepared by the Prométour Tour Project Managers who have a thorough knowledge of the destination and local customs. All tour proposals are verified by senior management. Tour proposals are sent on average within 48 hours of receiving the request. For any queries relating to activities, transportation or accommodation these are submitted to our internal operation department before the proposal is sent.

2.7 Outdoor and Adventure Activities

Where outdoor and adventure activities are featured in a tour itinerary, Prométour will hold on file the following:

- Details of instructor qualifications
- Details of company licence and insurance

2.8 Last Recommendations

Prior to departure each group is provided with a last recommendations list for the tour. This document includes details for flight schedule, hotels, and contact numbers for emergency services in destination country, travel insurance details, packing and travel guidelines.

2.9 Tour Evaluations

All Group Leaders are provided with an evaluation form to complete upon their return and to be returned to Prométour. All evaluation forms are reviewed by senior management and kept on file for future reference. Any services which are poorly rated will be brought to the attention of the appropriate department and action will be taken to either find a solution or an alternative supplier.

2.10 Emergency Information

Prométour provides Group Leaders with a 24-hour emergency contact number which can be used from departure until return. The number is connected to an operator who will determine the nature of the call, where the group is calling from and then contact the relevant duty officer.

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3. PROMETOUR TOUR DIRECTORS & SPECIALIZED LOCAL GUIDES

3.1 Selection of Tour Directors

Prométour Tour Directors are recruited directly through our international offices and subjected to a rigorous selection process. All hired candidates are licensed professionals. This assessment is divided into the following categories:

- Number of years as a licensed professional working with students and minors
- Destination & geographical knowledge
- Management of emergency situation
- Previous employment references
- Language skills

Prométour Tour Directors are with the group from arrival to departure and available 24 hours a day.

3.2 Selection of Specialized Local Guides

Specialized local guides are contracted for official sightseeing activities or guided tours and are regulated by and adhere to applicable laws, which govern the industry.

3.3 The Prométour Tour Director is Sick, Injured or Absent

If Prométour is aware of an absent or ill Tour Director before the group arrives at their destination then a replacement Prométour Tour Director will be contacted and all the details of the tour will be communicated and confirmed.

If a Tour Director is not at the airport waiting to greet the group, the Group Leader must call the Emergency Line and arrangements will be made for an employee of Prométour or a person contracted by Prométour to accompany the group until a Prométour Tour Director can be assigned.

The Tour Project Manager will be informed of any changes of guides or Prométour Tour Directors and will contact the Group Leader regularly to ensure they are satisfied with the proceedings and changes.

If the Group Leader has any critical issues or major incompatibilities with their Prométour Tour Director they must contact the Emergency Line and discuss the issue with Prométour. If needed, Prométour will assess the possibility to change a Tour Director in agreement with the Group Leader, as the Tour Director is paramount to the success and safety of a tour. A replacement would be assigned and as above a Prométour employee or contracted personnel would accompany the group in the case of a delay assigning a replacement Tour Director.

4. GROUP ISSUES – PARTICIPANTS & CHAPERONES

4.1 Passports, Visas and Travel Documents

Before a group departs there are many checks and meetings held by the Tour Project Manager and Group Leader to discuss details of the tour including the necessity for all participants to have valid passports and any necessary visas.

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In the unlikely event of travel documents being incorrect or missing, an adult chaperone from the group would accompany the student through the formalities with the assistance of the Prométour Tour Director. The Group Leader will advise the parents.

4.2 Cancellation of a Participant, Chaperone or Group Leader

In the event of a cancellation the Group Leader must inform the Tour Project Manager so the Prométour Tour Director and in turn the suppliers can be informed and updated.

4.3 Group Leader Claims Something is Missing from the Itinerary

Two to three weeks before departure a final itinerary will be sent to and approved by the Group Leader – the approved itinerary will be sent to the Prométour Tour Director with all the reservations and tour details.

The Prométour Tour Director and the Prométour Operation Department will do everything to accommodate a request from the Group Leader. Any changes to the itinerary during the tour will be passed on to the Tour Project Manager, who will contact the client if there needs to be any financial adjustments.

5. EMERGENCY MEDICAL PROCEDURES

5.1 Illness or Injury

If a member of the group becomes ill or is injured, the Prométour Tour Director will organise for a doctor or hospital to be contacted. The next step is to contact the insurance company as soon as possible, the contact details will be in the Prométour Tour Director's group file.

If a student participant becomes ill or is injured, an adult chaperone or the Group Leader must stay with the student. It is the responsibility of the Group Leader to advise a parent or guardian of the situation.

If an adult chaperone becomes ill or is injured, after the insurance company has been notified they can determine the action they would like to proceed with.

If the Group Leader becomes ill or is injured and cannot resume their responsibilities, they must select an adult chaperone to undertake the Group Leader responsibilities.

In all cases the Prométour Tour Director will contact the Prométour Operation Department who will in turn inform the Tour Project Manager.



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5.2 General Health

If a student participant is unwell or in need of basic medical assistance such as pain killers, the Group Leader is responsible for ensuring the well being of the participant unless they need to see a doctor – refer to procedure above.

6. SAFETY PROTOCOL PROCEDURES

6.1 Conduct and Behaviour

The Group Leader is completely responsible for the supervision and general well being of their group. In the event of student misbehaviour it is the responsibility of the Group Leader to discipline the students involved and decide what action to take, as far as contacting parents and dealing with any situations that arise.

If the Prométour Tour Director witnesses any problems with behaviour from the students they will inform the Group Leader immediately.

All groups have a minimum complimentary staff ratio of one to ten students. Normally these are teachers from the school so they will know the students and will assist the Group Leader with issues relating to conduct and behaviour.

6.2 Valuables Lost or Stolen

In the event of a theft or loss of items or valuables the Prométour Tour Director needs to be informed immediately and will contact the police or appropriate local authorities. A complaint would be logged at the nearest police station.

6.3 Parent Sending Money to Student

If a parent needs to transfer money to their child the best way is through Western Union. Through the Emergency Line, information will be passed to the Prométour Tour Director and arrangements will be made for the child to collect the funds.

6.4 Documents Lost or Stolen

The Tour Project Manager will recommend that before departure, the Group Leader take photocopies of all participant passports and transport tickets. In the event of lost passports or visas the participant(s) will be accompanied to the appropriate consulates and with the support of the Prométour Operation Department the situation will be resolved.

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6.5 Harassment

If there is a complaint between students it will be the Group Leader's responsibility to communicate with the involved parties and decide on the action to proceed with, for example contacting the police. The Prométour Tour Director and Prométour Operation Department will be on hand to support the actions decided by the Group Leader.

If a stranger is involved in an altercation or any form of harassment with a member of the group, this must be brought to the attention of the Prométour Tour Director who can suggest the participant(s) file a complaint against the offender with the police. Again the Prométour Tour Director and Prométour Operation Department will be on hand to support the necessary actions.

If a Prométour Tour Director is involved in an altercation or any form of harassment with a member of the group this must be brought immediately to the attention of the Prométour Management Team who can suggest the participant(s) file a complaint against the offender with the police. Prométour has a <<No Tolerance>> Policy regarding such potential events. This <<No Tolerance>> Policy is directly in line with our Prométour Child Protection Policy.

6.6 Terrorist Threats & Natural Disasters

The Prométour office located in or closest to affected country will be in constant contact with the Emergency Line to keep updated on all the events and news of the group, transmitted through the Prométour Tour Director.

The insurance company would be contacted to rectify the situation by ensuring the well being of the group and moving them as soon as possible to safety.



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7. APPENDIXES

7.1 Prométour Coach Companies

CANADA

Bus Company	Address	Phone Number
Autobus Laval	545 Rue Des Aleganis, Beauport, QC G1C 4N4	+(1) 418 667 3265
Autobus Ménard	RR 1, 781 Chemin 4E Concession, Noyan QC J0J 1B0	+(1) 450 294 2193
Autocars Thetford	695 Jalbert Est, Thetford Mines QC G6G 6T1	+(1) 418 338 8760
Hélie	3505 Blvd de Port-Royal, Bécancour QC G9H 1Y2	+(1) 819 371 1177
Les Amis du Transport	8549 Blvd Pierre Bertrand, Québec QC G2K 1W1	+(1) 418 622 6566
Mc Coy	566 Cataraqui Woodes Drive, Kingston ON K7P 2Y5	+(1) 866 384 0012
Skyport International	400 Michel Jasmin Suite 200, Dorval QC H9B 1B1	+(1) 514 631 1155

EUROPE

Bus Company	Address	Phone Number
Dupraz Bus Geneve	24 Creux de Boisset, 1286 Genève Switzerland	+(41) 2 27 56 90 00
De Boeck Coaches Belgique	Harensesteenweg 295, 1800 Villevorde Belgium	+(32) 2 27 423 80
Tellings Golden Miller Ltd	Ensign Close/Exter Way, TW6 2PQ London Heathrow England	+(44) 208 757 4700
Tellings Golden Miller UK	Old Tram Garage, Stanley Rd, TW2 5NP, Twickenham England	+(44) 208 755 7050
Watzinger Germany	Landsberger Strasse 181, 80687 Munchen Germany	+(49) 89 242 480

FRANCE

Bus Company	Address	Phone Number
Antheas Bus	1 Quai Finkmatt, 67000 Strasbourg	+(33) 3 88 32 52 42
Autocars Basset	5 Boulevard Canlong, 13009 Marseille	+(33) 4 91 25 05 62
Autocars Versace	1526 Chemin de Saint-Maymes, 06600 Antibes	+(33) 4 93 65 99 05
C.A.P.	265 Rue Claude Nicolas Ledoux Zi Des Milles, 13854 Aix en Provence	+(33) 4 42 97 52 10
Car De Camargue	4 Rue Jean Mathieu Artaud, 13663 Arles Cedex	+(33) 4 90 18 38 50
Cars Crosnier	9 Rue des Boulardes, 45380 La Chapelle-Saint-Mesmin	+(33) 2 38 72 64 86
Citram Aquitaine	8 Rue Corneille, 33042 Bordeaux	+(33) 5 56 43 68 66
Citram Poitou-Charente	Rue Louis Pergaud, 16000 Angoulême	+(33) 5 45 25 42 60
Correze Cars Tourisme	ZI Beauregard BP 545, 19107 Brives	+(33) 5 55 86 30 92
Courriers Rhodaniens	32 Avenue Leclerc, 69007 Lyon	+(33) 4 72 67 97 32
CTM	Allée des Cormorans - ZA La Frayere - Mandelieu, 06150 Cannes	+(33) 4 93 90 92 92
Go Tours	La Rivière- BP 17, 24200 Sarlat	+(33) 5 53 31 14 13
Keolis Emeraude	Rue des Rougeries, 35400 St Malo	+(33) 2 99 19 70 70
Kunegel	56 Rue Jean Giraudoux BP 47, 67033 Strasbourg	+(33) 3 88 10 55 10
Le Basque Bondissant	100 Rue Gambetta, 64501 St Jean de Luz	+(33) 5 59 26 25 87
Les Cars Du Vercors	21 Avenue de la Falaise, 38360 Sassenage	+(33) 4 76 88 08 80
Les Cars Teissier	ZI Le Pont Rouge, 11000 Carcassonne	+(33) 4 68 25 85 45
Les Courriers Du Midi	9 Rue de l'Abricado BP 85121, 34073 Montpellier	+(33) 4 67 06 03 65
Lieutaud	36 Boulevard St Roche, 84000 Avignon	+(33) 4 90 86 36 75
Pacific Cars	20 Rue de Bailly, 93210 La Plaine St Denis	+(33) 1 49 46 29 00

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Bus Company	Address	Phone Number
Transports Soustelle Et Fils	6 Rue Emile Jamais, 30000 Nimes	+(33) 4 66 36 36 00
Visual Ile De France	4 Rue Victor Basch- BP 14, 91301 Massy	+(33) 1 53 48 39 40
Voyages Arnaud	8 Avenue Victor Hugo, 84200 Carpentras	+(33) 4 90 63 01 82

ITALY

Bus Company	Address	Phone Number
Autoturismo Giachino Srl	Via Giordano Bruno 83, 10134 Torino	+(39) 011 319 4440
Bus Alterini Florence	Viuzzo Delle Calvane 15, 50127 Firenze	+(39) 055 315787
D'Agostino Viaggi	Via Comunale Aquino 15, 80144 Napoli	+(39) 081 736 3052
Gianesi Bus Rome	Via Della Pisana 1443, 00163 Roma	+(39) 06 6500 3453
Ticket And Travel - Sila	Via Lampedusa 13/C, 20141 Milan	+(39) 02 795502

SPAIN

Bus Company	Address	Phone Number
Elite Touring	Calle Adaptacion, 25 28906 Getafe (Madrid)	+(34) 916 84 36 84
Olmedo	Calle Jose Calderon 114 29590 Campanillas (Malaga)	+(34) 952 43 30 43

UNITED STATES

Bus Company	Address	Phone Number
Anderson Coach	One Anderson Plaza, Greenville, PA 16125	+(1) 973 635 2374
Apex Coach	400 Hamilton Ave. Brooklyn, NY 11231	+(1) 718 522 1313
Blue Lakes Charters and Tours	12154 North Saginaw Road , Clio, MI 48420	+(1) 866 885 5466
Blue Lakes Charters and Tours	12418 Williams Rd, Perrysburg, OH 43551	+(1) 800 229 4879
Blue Lakes Charters and Tours	53 West Huron Rd - Pontiac, MI 48342	+(1) 810 686 4287
Custom Coach and Limousines	19 Bartlett Rd, Gorham, ME 04038	+(1) 800-341-0322
Dattco	583 South Street, New Britain, CT 06051	+(1) 866 885 5466
DPV Transportation	175 McClellan Highway, Boston, MA 02128	+(1) 877 378 4445
MBT Worldwide	951 East Street, Tewksbury, MA 01876	+(1) 877 233 2424
Passaic Valley Coaches	71 River Road, Chatham, NJ 07928	+(1) 973 635 2374
Premier Limousine	76 Fuller Way, Berlin, CT 06037	+(1) 800 345 3435
Pro-Tran LLC	10903 Indian Head Hwy. Ste. 107, Fort Washington, MD 20744	+(1) 301 292 4848
Stout's Charter Service	20 Irven Street, Trenton, NJ 08638	+(1) 973 635 2374
Wade Tours	797 Burdeck Street, Schenectady, NY 12306	+(1) 800 955 9233

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7.2 Prométour Hotel Selection

CANADA

Montréal

Comfort Inn (Laval) 3*

Days Inn on René Lévesque 3*

Gouverneur Ile Charron (Longueuil) 4*

Gouverneur Place Dupuis 4*

Holiday Inn Midtown 3*

Holiday Inn Select 4*

Nouvel Hôtel 4*

Quality Hotel on Rue Parc 3*

Roberval 3*

Sandman (Longueuil) 3*

www.comfortinn.comwww.daysinnmontreal.comwww.gouverneur.comwww.gouverneur.comwww.holidayinn.comwww.holidayinn.comwww.lenouvelhotel.com/www.choicehotels.cawww.leroberval.comwww.sandmanhotels.com

Québec City

Ambassadeur Beauport (Beauport) 4*

Auberge Les 4 Temps (Lac-Beauport) 3*

Best Western Centre-Ville 4*

Château Grande Allée 3*

Clarendon 4*

Classique (Ste-Foy) 3*

Cofortel (L'Ancienne-Lorette) 3*

Comfort Inn (Ste-Foy) 3*

Delta 4*

Hilton 4*

Loews le Concorde 4*

Manoir Lafayette 3*

Manoir St-Castin (Lac-Beauport) 3*

Manoir Victoria 4*

Palace Royal 4*

Plaza Quebec (Ste-Foy) 4*

www.hotelambassadeur.cawww.aubergequatrettemps.qc.cawww.bestwestern.qc.cawww.chateaugrandeallee.comwww.hotelclarendon.comwww.hotelclassique.comwww.hotelcofortelquebec.comwww.choicehotels.comwww.deltahotels.comwww.hiltonquebec.comwww.loewshotels.comwww.vieuxquebec.com/Lafayettewww.stcastin.comwww.manoir-victoria.com/www.jaro.qc.cawww.jaro.qc.ca

Horizon Québec (Host Family Network)

Amqui

Auberge L'Ambassadeur 3*

www.auberge-ambassadeur.com

Carleton

Baie Bleue Carleton 3*

Manoir Belle Plage 3*

www.baiebleue.comwww.manoirbelleplage.com

Chicoutimi

Chicoutimi 3*

Montagnais 3*

Saguenenne 3*

www.hotelchicoutimi.qc.cawww.lemontagnais.qc.cawww.lasagueneenne.com

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CANADA continued**Lac-St-Jean**

Château Roberval (Roberval) 3*

Du Jardin (St-Félicien) 3*

www.chateau-roberval.qc.cawww.hoteldujardin.com**Lanaudière / Laurentides**

Montcalm (Saint Donat) 3*

Auberge Matawinie (Saint Michel des Saints) 3*

www.ski-la-reserve.com/hotelmontcalmwww.matawinie.com**Mauricie**

Auberge Du Lac à l'Eau Claire (St-Alexis-des-Monts) 4*

Comfort Inn (Shawinigan) 3*

Pourvoirie du Lac Blanc (St-Alexis-des-Monts) 3*

www.lacaleauclair.comwww.comfortinn.comwww.pourvoirielacblanc.com**Percé**

Auberge les Trois Soeurs 3*

Fleur de Lys 2*

Normandie 4*

Riotel Bonaventure-Sur-Mer 3*

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Comfort Inn 3*

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www.comfortinn.comwww.pohenegamook.comwww.hoteluniverselrdl.com**Ste-Anne-des-Monts**

Riotel Monaco des Monts

www.riotel.com**Tadoussac**

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Georges 3*

Pelchat (Les Escoumins) 3*

Tadoussac (4*) Down

www.le-beluga.qc.cawww.hotelgeorges.comwww.complexepelchat.comwww.hoteltadoussac.com**FRANCE****Paris**

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Comfort Hotel Bezons (La Defense) 2*

Comfort Hotel Rosny Sous Bois 2*

Du Maine (14e) 2*

Ibis Alesia Montparnasse (14e) 2*

Ibis Bastille Opera (11e) 2*

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Quality Nanterre La Defense 3*

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Le Magnan 2*

Mercure Cité des Papes 3*

Mercure Pont d'Avignon 3*

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www.hotel-bellevue-biarritz.comwww.biarritz-thalasso.com**Caen**

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Cartier 3*

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www.selves-sarlat.comwww.hotelmontaigne.fr**Toulouse**

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www.bestwestern.comwww.grand-hotel-orleans.fr**Tours**

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Kyriad Tours Centre 3

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Novotel Genova West 3*

www.novotel.com**Florence**

Le Due Fontane 3*

Meridiana 3*

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Residence Palazzo Ricasoli 4*

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www.hotelrigel.itwww.hotelvillapannonia.it**SPAIN****Barcelona**

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Ibis Meridiana 2*

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Sol 2*

www.hotelcarlosv.com

www.lasconchas.com

www.santa-isabel.com

www.hotelyhostalsol.com

FOR OUR OTHER DESTINATIONS, THE INFORMATION IS PROVIDED UPON REQUEST

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CHILD PROTECTION POLICY

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9. REPORTING SUSPECTED CHILD ABUSE

“At Prométour we believe that all children and young people travelling with us have a right to feel safe and protected at all times. We will support their rights, wishes and feelings and encourage an atmosphere of mutual respect.”

1. INTRODUCTION

This policy sets out the guidelines and procedures to be followed in regards to child protection issues by all Prométour Staff in the management of its Educational Tours, Homes Stay and School Exchange programs. This will ensure that every child involved in Prométour organized activities is safe, comfortable and able to participate in a relaxed, protective environment.

The following points support this policy:

- Everyone under the age of 18 will be considered a child.
- The child's welfare is the paramount concern.
- All children have the right to protection from abuse.
- All children should feel safe and secure while using Prométour services and or when in the care of its staff.
- All suspicions and allegations of abuse will be taken seriously, reacted to appropriately and actioned without delay.

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- Staff working with children has an understanding of the issues surrounding child protection and are aware of good practice in relation to working with young people.
- IF IN DOUBT – SPEAK UP!

Throughout this document reference will be made to “Staff” this also applies to Tour Project Managers, Tour Directors, Specialized Guides and other contracted workers who provide services on behalf of Prométour Educational Tours

2. YOUNG PEOPLE’S RIGHTS

Children have the right to:

- be safe
- be happy, have fun and enjoy their activities
- participate on an equal basis in activities which are appropriate to their ability and stage of development
- be treated with dignity, sensitivity and respect
- make comments and suggestions
- make a complaint and have it dealt with through an effective complaints procedure
- be afforded confidentiality where appropriate
- have a voice in the running of their activity
- be listened to
- be believed
- acknowledged as an individual

Prométour Staff have a duty to ensure these rights are upheld.

3. GENERAL CONDUCT AND BEHAVIOR

The Group Leader is completely responsible for the supervision and general well being of their group. In the event of student misbehaviour it is the responsibility of the Group Leader to discipline the students involved and decide what action to take, as far as contacting parents and dealing with any situations that arise.

All groups have a minimum complimentary staff ratio of one to ten students. Normally these are teachers from the school so they will know the students and will assist the Group Leader with issues relating to conduct and behaviour.

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4. GOOD PRACTICES FOR PROMÉTOUR STAFF

This section outlines the guidelines that Staff should follow when working with children. In addition to tackling abuse it is good practice to ensure that children feel safe and comfortable while engaging in activities. To this end this policy also includes direction regarding issues such as bullying, name-calling and horse-play either between children or between adults and children. The more secure and safe children feel during a Prométour Educational Tour or any of its programs, the more likely they, and adults, are to realize that any form of child abuse is unacceptable.

This approach is based on the following supporting principles:

- Staff should be properly recruited, managed and appropriate training should be made available
- The development of all programs should encourage and foster the empowerment of children
- All activities which involve children should recognize the needs of the child and be child-centered
- Staff should ensure an environment in which children can enjoy their participation
- All adults have a responsibility to be aware of child protection policy
- Staff should be mindful of the fact that children with disabilities may be more vulnerable.

Positive adult-child interactions are characterized by: An open and encouraging atmosphere which recognizes young peoples' voluntary engagement in activities and shows an awareness of the child's autonomy. This is set in an atmosphere which promotes the protection and rights of children.

Those working with children should:

- Always be accessible to others when working with children
- Avoid situations where they and a child are completely unobserved
- Ensure that male and female staff jointly supervise mixed activities, where possible
- Wear ID and, where issued or available, a uniform at all times

Those working with children should never:

- Engage in activities which could be considered physical or sexually provocative
- Allow or engage in any form of inappropriate touching
- Allow inappropriate language to remain unchallenged, including remarks between children
- Make sexually suggestive comments to a child or in the presence of a child
- Allow allegations by a child to go unreported, unrecorded or not acted upon
- Do things of a personal nature that a child can do for themselves

Child Protection Training

- Each new member of Staff will receive child protection training, without which, they will not be permitted to work unsupervised with children.
- Prométour Tour Directors and Specialized Guides must receive training prior to taking up each new appointment or annually whichever is appropriate to their work schedule.
- Staff should undertake training on a three year cycle.
- Child protection training will be tailored to the department in which Staff is in contact with children.
- Managers are responsible for ensuring that copies of training material used within departments are available and that good practice are disseminated to others.

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Staff Responsibilities

Where possible, Staff should avoid:

- spending time with a child or small group of children away from others

Staff should not:

- avoid at all times taking children on a journey alone
- use any form of physical force on a child
- exercise undue influence over a child in order to obtain personal benefit or reward
- engage in rough physical games
- make sexually suggestive comments about, or to, a child in the context of physical activity
- take physical measurements or engage in testing without the presence of another adult

Policy Review

This policy will be subject to an annual review, following a reported incident and/or changes in legislation whichever comes first.

5. RECRUITMENT PROCESS AT PROMÉTOUR

Selection of Tour Directors

Prométour Tour Directors are recruited directly through our international offices and subjected to a rigorous selection process. All hired candidates are licensed professionals. This assessment is divided into the following categories:

- Number of years as a licensed professional working with students and minors
- Destination & geographical knowledge
- Management of emergency situation
- Previous employment references
- Language skills

Prométour Tour Directors are with the group from arrival to departure and available 24 hours a day.

Selection of Tour Project Managers

Prométour Tour Project Managers are recruited directly through our international offices and subjected to a rigorous selection process. All hired candidates have extensive work expertise in the travel industry and/or have vast personal or professional travel experience. Some Staff may also have a teaching background. All hired candidates are certified licensed professionals. Selection criteria are divided into the following categories:

- Number of years as a professional working in the travel industry
- Destination & geographical knowledge
- Previous employment references
- Language skills (English, Spanish & French required)

Prométour Tour Project Managers oversee all the details of your group. They address the group needs, concerns, requirements and all questions from the first point of contact until the group returns home from their trip.

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6. WHAT IS CHILD ABUSE?

Children can be harmed in a variety of ways, the more obvious of which are:

- Neglect
- Emotional
- Physical
- Sexual

These categories of abuse are detailed below with examples of how abuse may manifest itself.

The intention of this policy is to produce a safe and comfortable environment for young people. Therefore, all other forms of harm to children must be dealt with including bullying and name-calling. In most, but certainly not all cases, the abuse is perpetrated by an adult, usually by someone known to and trusted by the victim. It should be remembered that children can abuse other children. Staff must remain alert to these issues and also ensure that bullying and name-calling are always reported to the Group Leader.

Child abuse can occur in any situation in which children are involved. Training in child protection procedures and sharing of best practice will lead to Staff being properly equipped to provide safe and enjoyable experiences for children. These child protection procedures must be followed at all times to ensure the safety of children and Staff.

Categories of Abuse

All Staff should be familiar with the ways in which abuse manifests itself. Though a child may be subjected to more than one type of harm, abuse is normally categorized into four different types as listed above.

Child Neglect

Neglect is normally defined in terms of omission, where a child suffers significant harm or impairment of development by being deprived. It may also include neglect of a child's basic emotional needs including intellectual stimulation and affection. Neglect generally becomes apparent over a period of time rather than in one specific incident. For example, a child who suffers a series of minor injuries may not be having their needs for supervision and safety met. The threshold of significant harm is reached when the child's needs are neglected to the extent that his or her well-being and/or development are severely affected.

Examples of neglect include:

- inadequate clothing
- frequent hunger
- poor or no medical treatment (untreated injuries, dirty bandages)
- children left without supervision
- lack of care or supervision during activities

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Emotional Abuse

Emotional abuse occurs when a child's need for affection, approval, consistency or security are not met. It is centered on the relationship between an adult and a child rather than in a specific event or pattern of events. It is rarely manifested in terms of physical symptoms. For children with disabilities it may include over-protection or failure to acknowledge or understand a child's disability.

Examples of emotional abuse include:

- regular name-calling, repeated criticism, condemnation and or hostility
- care being conditional on a child's behavior
- inconsistent or unrealistic expectations of a child or failure to respond to their difficulties
- placing unrealistic responsibility on the child
- over or under protection of the child
- failure to foster the child's education and development
- unrealistic or overly harsh discipline
- exposure to domestic violence

Physical Abuse

Physical abuse occurs when someone inflicts injuries on a child, or does not prevent such injuries when in a position to do so. Staff should, in particular, be aware that the nature and intensity of exercise which disregards the capability of a child's immature and growing body, or causes injury resulting from fatigue or overuse will be deemed to constitute physical abuse.

Examples of physical abuse include:

- allowing or creating a substantial risk of significant harm to a child
- physical punishment
- use of excessive force
- poisoning
- suffocation
- Munchausen's Syndrome by Proxy, or situations where parents/guardians make up stories of illness about their child or cause physical signs of illness
- shaking
- for children with special needs this could include confinement to a room or cot, or inappropriately
- given drugs to control behavior

Sexual Abuse

Sexual abuse occurs when someone, irrespective of age or gender, use children for their own sexual gratification.

Examples of sexual abuse include:

- exposure of the sexual organs or any sex act performed in the presence of a child
- touching or molesting a child for the purpose of sexual arousal or gratification
- sexual intercourse with a child
- sexual exploitation of a child
- non-contact activities, such as involving children in looking at pornographic material or watching sexual activities,
- or encouraging children to behave in sexually inappropriate ways

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7. RECOGNIZING ABUSE

It must be borne in mind that dealing with child abuse is complex. It is not easy to recognize situations where abuse may occur, or where it has already taken place. Prométour Staff is not expected to be experts in this area. It is not the responsibility of Prométour Staff to decide that child abuse has occurred during a trip, but it is their responsibility to follow through on any concerns that they have, or are raised with them. Any concerns with respect to the welfare of a child should be reported immediately to the Group Leader and the most senior Prométour Management member available.

As outlined above, signs of abuse can be physical, behavioral or developmental. Below is a list which details some indicators of abuse. It should be remembered that these indicators can occur in other, non-abusive, situations and that the list is not exhaustive

Physical Indicators

- unexplained bruising in soft tissue areas
- burns and scalds
- repeated injury
- bites
- black eye(s)
- fractures
- injuries to mouth
- marks from implements
- torn or bloodstained clothing

Behavioral Indicators

- unexplained changes in behavior - becoming withdrawn or aggressive
- unusual reluctance to remove clothing where activities require it
- regressive behavior
- distrustful of adults or excessive attachment to adults
- change in attendance pattern
- difficulty in making friends
- sudden drop in performance
- inconsistent stories, excuses relating to injuries
- inappropriate sexual awareness, behavior or language
- reluctance to go home

8. BULLYING

Bullying is behaviors such as teasing, taunting, threatening, hitting or extortion by one or more children against another. It is an act or series of acts designed to aggravate and intimidate. Many children are reluctant to tell adults that they are being bullied, more particularly older children. The risk of bullying and harassment by adults and children should be anticipated by taking active steps to prevent it occurring.

It is the responsibility of the Group Leader to deal immediately with bullying whenever it takes place.

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Examples of bullying include:

- physical aggression / intimidation
- verbal bullying
- cyber bullying
- damage to property
- isolation
- repeated gestures or expressions of a threatening or intimidating nature
- comments intended to degrade the child
- initiation rituals

Bullying and abuse can be reduced by the following measures:

- raising awareness of bullying and abuse as unacceptable forms of behavior
- creating an ethical environment which encourages children, staff and parents/guardians to report bullying and abuse and to address these issues
- ensuring the supervision of children during all activities
- ensuring a supportive environment for victims of bullying and abuse
- securing the support of Group Leaders/Teachers/Chaperones/Parents/Guardians to counter bullying and abuse
- removing persistent bullies from activities

Bullying will not be tolerated, under any circumstances, during any Prométour programs.

9. REPORTING SUSPECTED CHILD ABUSE

The decision to respond to allegations of, or suspicions about, abuse can be a very difficult one. There is a responsibility to protect the child in order that appropriate agencies can then make enquiries. Prométour Staff should not be afraid to refer concerns, particularly as others may have previously raised similar concerns. All referrals will be considered thoroughly by the statutory agencies prior to action being taken.

As noted previously, it is not the responsibility of Prométour Staff to investigate concerns, but simply to report those concerns to the agencies charged with responsibility to conduct investigations. Should a situation arise where an immediate place of safety is required, such as a child fearing to return home because of the risk of further abuse, or if Staff suspect that further abuse would occur, it may be appropriate to contact the police.

What to do in the Event of Disclosure

If a child discloses or suggests that they have been abused, or information is obtained which gives concern that a child is being abused, the Prométour Staff member receiving this information should:

- stay calm and not rush into any inappropriate action
- reassure the child that they are not to blame and that they have done the right thing by telling
- listen to what the child has to say and show them that you take them seriously

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- keep questions to an absolute minimum - the child should be allowed to speak freely without any undue interruption or questioning, but a clear account should be ensured
- reassure the child but do not make a promise of confidentiality, confidentiality might not be possible

Given that a report may have to be prepared

- make a full written record of what was said, heard and/or seen as soon as possible
- record full details of the allegation

These details should be written on plain paper.

Retain the original record if you have to fill-in an official form later.

Reporting to Senior Prométour Management Staff

Any information regarding abuse of a child by a Member of Staff should be reported to

- the Group Leader and Senior Management Staff of Prométour

For Prométour Tour Directors and specialized guides, while on tour, the first point of contact should be

- the Group Leader

The most senior person on tour shall discuss the issue with the appropriate officer.

If the most senior person on tour is the subject of the report or suspicion, the report must be made directly to

- the Police department
- and the Prométour Management Team at 1-800-657-7754 (CAN) or 1-800-304-9446 (USA) or by email to the General Manager and Owner, Sebastien Letailleur, at sebastien@prometour.com

If the most senior Member of Staff is unavailable then direct contact must be made with

- the local Police station

Discussion should be with only one senior Member of Staff and not with any other colleagues/friends.

What happens next?

The most senior person on tour, be it the Group Leader, will

- refer the allegation to the Police
- communicate the facts to his/her immediate supervisor at the School or School Board
- communicate the issue to the Prométour Tour Director

The Prométour Tour Director will then inform

- the Prométour Management Team

Parents/legal guardians/care givers will be contacted as soon as possible following advice from the Police.

All possible assistance will be given to Police Officers investigating the allegations

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APPENDIX 1

Excerpts of the regulations in the Quebec Travel Industry Act

DIVISION IX

TRUST ACCOUNT

21. For the purposes of this Division and of sections 17 and 18, the word «funds» includes cash, cheques or other negotiable instruments as well as any amount representing the monetary equivalent of all or part of a payment by credit card or debit card or of any other form of payment.

R.R.Q., 1981, c. A-10, r. 1, s. 21; O.C. 449-90, s. 10; O.C. 546-92, s. 8.

22. Every travel agent must, without delay, deposit in a trust account opened in Québec in his name, or credit to that account, all the funds that he receives in the course of his business from or on account of a customer, for services rendered or to be rendered to the customer. He must keep those funds in that account until he is entitled to withdraw them under section 23 or until he remits them in accordance with section 42. Despite the foregoing, a retail travel agent having no contract with a credit card issuer may send directly to the wholesale travel agent or to the service supplier a payment received from a customer by credit card. A trust account must be designated as an «account in trust» and must be opened in a Canadian chartered bank or in another institution authorized to receive deposits under the laws of Canada or Québec.

R.R.Q., 1981, c. A-10, r. 1, s. 22; O.C. 449-90, s. 10.

23. A travel agent may withdraw from the trust account, for or on behalf of a customer or in connection with a customer, only the funds deposited or held in the account for the customer. He may withdraw those funds from the trust account only if they are required for one of the following purposes:

- (a) for services to be rendered to the customer;
- (b) for expenditures on behalf of the customer;
- (c) to reimburse himself for expenditures and service charges incurred on behalf of the customer;
- (d) to reimburse the customer for amounts due him;

Regulation respecting travel agents Page 8

(e) to collect the gross income due him in connection with the customer, but only after the cost of the services has been paid to the person on whose behalf the funds were received from the customer. The funds withdrawn must be used only for the purpose provided for in the paragraph authorizing their withdrawal.

R.R.Q., 1981, c. A-10, r. 1, s. 23; O.C. 449-90, s. 10.

24. Withdrawals from the trust account must be made by cheque. Withdrawals may, however, be made by bank transfer if the transaction is evidenced by a writing indicating the date, the amount, the name of the recipient and the name and signature of the person who performed the transaction. The withdrawal must be in favour of the travel agent in the cases referred to in subparagraphs c and e of the second paragraph of section 23.

R.R.Q., 1981, c. A-10, r. 1, s. 24; O.C. 449-90, s. 10.



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APPENDIX 1 (CONTINUED)

25. The travel agent may under no circumstances withdraw from the trust account for, on behalf of or in connection with a customer more than the total amount of the funds deposited and held in the trust account for the customer, even in the case where the travel agent is entitled to some of the funds held in the trust account. The travel agent may not, even in that case, use the funds in the trust account to pay his operating expenses or his personal accounts.

R.R.Q., 1981, c. A-10, r. 1, s. 25; O.C. 449-90, s. 10.

26. A travel agent's trust account must never be overdrawn or show a deficit

R.R.Q., 1981, c. A-10, r. 1, s. 26; O.C. 449-90, s. 10.

27. Banking transactions affecting the trust account must be performed by the licensee. The licensee may, however, authorize in writing an officer or a member of the travel agent's staff to perform the transactions, alone or jointly.

R.R.Q., 1981, c. A-10, r. 1, s. 27; S.Q., 1981, c. 23, s. 3; O.C. 449-90, s. 10.

27.1. A travel agent must, within 30 days of the end of each half year of the travel agent's fiscal year, send the president a statement of the status of the trust account signed by the licensee or another officer, along with the last monthly statement issued by the financial institution. The status statement must show

- (a) the sums received from customers for services to be rendered ;
- (b) the amounts paid to suppliers on account of customers ; and
- (c) the balance on the last monthly statement and the deposits and withdrawals outstanding on the date of the statement.

DIVISION X

INDIVIDUAL SECURITY AND INDEMNITY FUND

28. The individual security under Division XI is required to guarantee to customers the performance by a travel agent of the obligations in mandates given to him by those customers during the term of the licence and during the period of renewal of the license until the President's decision and, in particular; Regulation respecting travel agents Page 9

(a) to compensate, in principal, interest and costs, but excluding punitive damages, any customer in possession of a final judgment rendered other than on acquiescence in the judgment, against the travel agent or any of his employees relative to the carrying out of the mandate given to them, on the condition that the action was brought by the customer within 2 years following the date of the mandate;

(b) to reimburse a customer for a sum that he paid to the travel agent for a service not yet provided, in the case of cessation of the travel agent's activities and, in particular, in the case of cancellation, suspension or refusal to renew or transfer his license, on the condition that the customer's debt is paid off and is recognized as such by the President or by the provisional administrator appointed under section 14 of the Act. The security is also required for payment, in accordance with section 16 of the Act, of the administrative expenses and provisional administrator's fees, and for the collection of fines levied under Division VII of the Act. If the individual security is not sufficient to indemnify or reimburse a customer or to pay the administrative expenses and provisional administrator's fees, a claim may be made against the Fonds d'indemnisation des clients des agents de voyage provided for in Division XII.

R.R.Q., 1981, c. A-10, r. 1, s. 28; O.C. 994-86, s. 5; O.C. 546-92, s. 9; O.C. 473-2000, s. 10.



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APPENDIX 1 (CONTINUED)

DIVISION XI

INDIVIDUAL SECURITY

29. Amount:

(1) Travel agent:

(a) upon an initial application for a travel agent's license, the amount of the security to be paid shall be, subject to paragraph 4, 20 000\$ for a retail travel agent and 50 000 \$ for a wholesale travel agent;

(b) the amount of the security to be paid upon the renewal of a travel agent's license shall be based on the turnover which appears in the financial statements required in section 6.

(1.1) Where a travel agent provides services to persons domiciled outside Québec through a travel enterprise outside Québec, the amount of the security is the greater of \$20,000 and the amount under subparagraph b of paragraph 1 after the amount of the sums collected from those persons is subtracted from the turnover ; those sums must be shown in the financial statements required under section 6.

(2) Travel agents operating more than one establishment: where a travel agent operates more than one establishment, once the principal establishment and one or more other establishments have completed two years of activity, the security to be provided may be calculated by adding the turnover of the principal establishment and of each of the other establishments having completed two years of Regulation respecting travel agents Page 11 activity, provided they all carry on similar activities, either as a retailer or wholesaler, and that such activities be carried on under the same legal entity. In such case, the security must indicate the complete designation of the undertaking and of each establishment to be covered by such security. During the first two years of activity of an establishment other than the principal, the security to be provided must be calculated as if that establishment was a legal entity distinct from the principal establishment.

(3) Carrier: the security for a carrier is fixed at 100 000 \$. However, the carriers designated in Categories d and e, set forth in section 3, Division III may, if they so prefer, avail themselves of the same conditions respecting their security as those prescribed for retail or wholesale travel agents, as set forth in this section, on condition that the application for the license is made as a retail or wholesale travel agent and not as a carrier.

(4) Where a travel agent submits an initial application for a license to continue to operate but as a new legal entity, the amount of the security referred to in paragraph a of subsection 1 must equal the security that the former travel agent would have had to provide had he applied to have his license renewed.

R.R.Q., 1981, c. A-10, r. 1, s. 29; O.C. 449-90, s. 11; O.C. 546-92, s. 10; O.C. 473-2000, s. 11.

30. Mode: The security must be provided as follows:

(a) by a security contract;

(b) in cash, by certified cheque, money order or bank draft made to the order of the President; or

(c) by the deposit of a bearer-bond issued or guaranteed by the Government of Canada or of one of its provinces and whose market value is at least

equal to the amount payable under section 29.

R.R.Q., 1981, c. A-10, r. 1, s. 30; O.C. 994-86, s. 7; O.C. 546-92, s.11.



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APPENDIX 1 (CONTINUED)

DIVISION XII

INDEMNITY FUND

37. The Fonds d'indemnisation des clients des agents de voyages is hereby established to guarantee the indemnification or reimbursement of customers of a travel agent required to contribute to the fund, if the travel agent's individual security is insufficient or in the case provided for in the third paragraph of section 36 of the Act. The fund also guarantees the payment of the administrative expenses and provisional administrator's fees if there is no individual security or if it is insufficient.

38. The fund shall be made up of

- (a) the contributions paid by customers ;
- (b) the contributions paid by wholesale travel agents for travel services sold through a retail agent in Québec to reimburse the advances paid into their collective security fund before 11 November 2004;

Regulation respecting travel agents Page 13

- (c) the sums recovered by the president by way of subrogation to the position of customers who received indemnities from the fund ;
- (d) the growth of the fund's assets ; and
- (e) the advances that the Minister may make to the fund as provided in section 41.1 of the Act.

39. The customers of retail travel agents in Québec are required to contribute to the fund. The amount of that contribution is 0.35% of the total cost of the travel services purchased. The contribution shall be collected by the retail travel agent.

40. A travel agent must, within 30 days of the end of each quarter, remit the contributions to the president, less management expenses equal to 10% of the contributions collected between 11 November 2004 and 11 November 2005 and 3% thereafter.

The travel agent shall determine the fiscal quarter and notify the president thereof. The remittance must be accompanied by a report signed by the licensee or another officer showing

- (a) the amount of the sales subject to the contribution ;
- (b) the total of the contributions collected ; and
- (c) the amount remitted.

43.2. The president shall pay out of the fund

- (a) the sums necessary for the indemnification, excluding moral damages, or reimbursement of a customer of a travel agent in the cases referred to in subparagraphs a and b of the first paragraph of section 28 ;
- (b) the sums paid by a customer for travel services purchased from a travel agent where the obligations of a service supplier are not fulfilled in the case provided for in the third paragraph of section 36 of the Act ;
- (c) the sums necessary for the immediate departure or repatriation of a customer, instead of a reimbursement of the amounts paid ;
- (d) the sums reimbursed by a travel agent to customers required to contribute to the fund because of the non-fulfilment of a service supplier's obligations in the case provided for in the third paragraph of section 36 of the Act ;
- (e) the administrative expenses and provisional administrator's fees ; and
- (f) advances made by the Minister of Finance.

The president shall reimburse himself or herself, out of the contributions referred to in section 41, for the advance made to the collective security fund of travel agents on 2 December 2002.

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APPENDIX 1 (CONTINUED)

43.3. The amount of the indemnity may not exceed \$3,000 per person per trip and \$3,000,000 per event.

43.4. At the end of each six-month period following an event giving rise to a claim against the fund, the president shall reimburse the claims received in the preceding six months. If the amount of the claims at the end of a six-month period exceeds the amount of sums available for the reimbursement, the president shall reimburse the claims on a pro rata basis.

43.5. The president is automatically subrogated to the rights of a customer against a travel agent or a service supplier for the sums paid by the fund. A customer of a travel agent is not entitled to be indemnified by the fund if the customer is otherwise reimbursed for the damages incurred. However, if the reimbursement is lower than the reimbursement under the fund, the customer may claim the difference from the fund.

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APPENDIX 2.A

Certificates of Registration under the Quebec Travel Industry Act

Office
de la protection
du consommateur

Québec

PERMIS AGENT DE VOYAGES - GÉNÉRAL

DÉTENTEUR/DÉTENTRICE :
LETAILLEUR, SÉBASTIEN

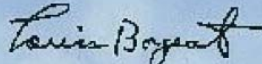
NUMÉRO DE PERMIS : 702379

9081-5523 QUÉBEC INC.
339 B, RUE SAINT-PAUL EST
MONTREAL, QUÉBEC
H2Y 1H3

VALIDE À PARTIR DU : 2011-04-01

**DATE D'ANNIVERSAIRE POUR LA
RECONDUCTION DU PERMIS :**
1er AVRIL

AUTRES NOMS DU COMMERÇANT
PROMETOUR 2000


Président

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APPENDIX 2.B

Banking information for our In-Trust account



PRIVATE & CONFIDENTIAL

Date: April 7, 2011

Re: 9081-5523 Quebec Inc. / PROMETOUR 2000
339 Rue St-Paul Est
Montreal, Quebec
Canada H2Y 1H3

To Whom It May Concern:

At the request of our customer, 9081-5523 Quebec Inc. / PROMETOUR 2000, we are providing information below.

At present, above customer has the following "IN TRUST" accounts with HSBC Bank Canada:

251-176924-002 as IN TRUST CANADIAN DOLLARS ACCOUNT

251-176294-071 as IN TRUST AMERICAN DOLLARS ACCOUNT

All information in this letter is provided as of today's date. We are not responsible for providing you updated information or changes to this information beyond this date.

Yours truly,

HSBC Bank Canada

Hichem Boucetta

Relationship Manager

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APPENDIX 3

Certificate of Insurance

CSIO CEPA		CERTIFICATE OF LIABILITY INSURANCE	
This certificate is issued as a matter of information only and confers no rights upon the certificate holder and imposes no liability on the insurer. This certificate does not amend, extend or alter the coverage afforded by the policies below.			
1. CERTIFICATE HOLDER - NAME AND MAILING ADDRESS		2. INSURED'S FULL NAME AND MAILING ADDRESS	
To whom it may concern		Prometour 2000 inc.	
		339 St-Paul street Est	
		Montreal, Quebec	
POSTAL CODE		POSTAL CODE H2Y 1H3	
3. DESCRIPTION OF OPERATIONS/LOCATIONS/AUTOMOBILES/SPECIAL ITEMS TO WHICH THIS CERTIFICATE APPLIES (but only with respect to the operations of the named insured)			
Travel agency, retail & wholesale			
4. COVERAGES			
This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated notwithstanding any requirements, terms or conditions of any contract or other document with respect to which this certificate may be issued or may pertain. The insurance afforded by the policies described herein is subject to all terms, exclusions and conditions of such policies.			
TYPE OF INSURANCE	INSURANCE COMPANY AND POLICY NUMBER	EFFECTIVE DATE YYYYMMDD	EXPIRY DATE YYYYMMDD
COMMERCIAL GENERAL LIABILITY	Travelers 750119452	2011/10/11 to 2012/10/11	
<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCURRENCE			
<input checked="" type="checkbox"/> PRODUCTS AND/OR COMPLETED OPERATIONS			
<input checked="" type="checkbox"/> EMPLOYER'S LIABILITY			
<input type="checkbox"/> CROSS LIABILITY			
BI & PD deductible in USA	5,000		
<input checked="" type="checkbox"/> TENANTS LEGAL LIABILITY			
<input type="checkbox"/> POLLUTION LIABILITY EXTENSION			
<input checked="" type="checkbox"/> NON-OWNED AUTOMOBILES			
<input checked="" type="checkbox"/> HIRED AUTOMOBILES			
AUTOMOBILE LIABILITY	Travelers 750119452	2011/10/11 to 2012/10/11	
<input type="checkbox"/> OWNED AUTOMOBILES			
<input type="checkbox"/> ALL OWNED AUTOMOBILES			
<input type="checkbox"/> LEASED AUTOMOBILES**			
**ALL AUTOMOBILES LEASED IN EXCESS OF 30 DAYS WHERE THE INSURED IS REQUIRED TO PROVIDE INSURANCE			
EXCESS LIABILITY			
<input type="checkbox"/> UMBRELLA FORM			
<input type="checkbox"/>			
OTHER LIABILITY (SPECIFY)	RSA COM039937347	2011/10/11 to 2012/10/11	
<input checked="" type="checkbox"/> Professional			
<input type="checkbox"/>			
<input type="checkbox"/>			
5. CANCELLATION			
Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail 30 days written notice to the certificate holder named above, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.			
6. BROKER/AGENCY FULL NAME AND MAILING ADDRESS		7. ADDITIONAL INSURED NAME AND MAILING ADDRESS	
Labrecque, Brouillette & Castelli Inc.			
1001 Sherbrooke Street Est			
Montreal, Quebec			
POSTAL CODE H2L 1L3		POSTAL CODE	
BROKER CLIENT ID:			
8. CERTIFICATE AUTHORIZATION			
ISSUER Labrecque, Brouillette & Castelli Inc.		CONTACT NUMBER(S)	
AUTHORIZED REPRESENTATIVE Enrico Castelli C.d'A.Ass.		TYPE NO TYPE NO	
SIGNATURE OF AUTHORIZED REPRESENTATIVE		DATE 12/10/11 EMAIL ADDRESS	

30000 (09/10)

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TRAVEL INSURANCE QUICK CHART Groups originating in the United States travelling Internationally or within the United States (Overnight Stay)			
			
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Contact your Prometour Tour Consultant for further details: 1-800-304-9446

UPDATED JUNE 3, 2014

	BASIC GROUP PROGRAM INCLUDED	DELUXE PROGRAM \$5 USD/ DAY	ULTIMATE PROGRAM * \$15 USD / DAY
	Provided by Travel Insured International	Provided by Travel Insured International, & combined with International Medical Group (IMG)	Provided by Travel Insured International, & combined with International Medical Group (IMG)
Trip Cancellation	100% of any prepaid, forfeited, non-refundable payments or deposits, up to \$10,000	100% of any prepaid, forfeited, non-refundable payments or deposits up to \$10,000	100% of any prepaid, forfeited, non-refundable payments or deposits up to \$10,000
Trip Interruption	150% of Tour Cost	150% of Tour Cost	150% of Tour Cost
Trip Interruption - Return Air Only	\$500	\$500	\$500
Trip Delay (maximum \$150 per day)	\$750	\$750	\$750
Baggage Delay	\$300	\$300	\$300
Baggage & Personal Effects Loss	\$1500	\$1,750 <i>(Extra Coverage Provided By IMG)</i>	\$1,750 <i>(Extra Coverage Provided By IMG)</i>
Missed Connection	\$500	\$500	\$500
Emergency Accident / Sickness	\$25,000	\$75,000 <i>(Extra Coverage Provided By IMG)</i>	\$75,000 <i>(Extra Coverage Provided By IMG)</i>
Medical Expense			
Emergency Evacuation / Repatriation of Remains	\$100,000	\$600,000 <i>(Extra Coverage Provided By IMG)</i>	\$600,000 <i>(Extra Coverage Provided By IMG)</i>
Accidental Death & Dismemberment	Not Included	\$25,000 <i>(Coverage Provided By IMG)</i>	\$25,000 <i>(Coverage Provided By IMG)</i>
Cancel for any Reason (minimum 48 hours prior to departure)	Not Included	Not Included	75% of any prepaid, forfeited, non-refundable payments or deposits up to \$10,000
Worldwide Travel Assistance & International Emergency Care	Included	Included	Included

* ULTIMATE PROGRAM is not eligible for WA State residents.