

Guidelines for Program Leaders and Chaperones

ROLE OF PROGRAM LEADERS AND CHAPERONES

Enthusiastic, responsible Program Leaders and chaperones contribute tremendously to a successful tour. The following are some important guidelines:

- Supervise students' behaviour during all aspects of the trip.
- Prepare student and adult participants so they know what to expect on tour.
- Ensure adult chaperones, if any, are also aware of their responsibilities.
- Work closely and cooperatively with your Tour Director and the other Program Leaders on tour with you.
- Chaperone your students in the daytime and the evenings and ensure that they are true ambassadors for their country.
- Make sure the students and staff members are punctual to ensure a successful tour and ensure that you and your group members participate in all activities, are on time and avoid disrupting the tour in any way.
- The Tour Director will help assist in any emergency situations.
- Be familiar with the medical history of all students. Should a participant fall ill and require professional medical assistance, the Program Leader or chaperone (with the assistance of their Tour Director) should contact a local doctor or take the student to the hospital. The Program Leader should stay behind with a participant in the case of illness, accident, lost passport, etc., if necessary.
- Check attendance during the tour. A buddy system is often a good idea. Do a head count before leaving each site and particularly when boarding the bus to go to the next location. This process can be simplified by counting the empty seats on the bus.
- Communicate any request or concern to your Tour Director. While not all last-minute requests are possible, your Tour Director will do his/her best to accommodate.
- Have fun and enjoy the tour! If you're having fun, your students will have fun too.

ROLE OF PROGRAM LEADERS AND CHAPERONES

We have around 300 Tour Directors worldwide. They are a rich mixture of professional Tour Directors who work year-round for several companies, local guides, university students, artists, art historians, teachers, etc. They all have one thing in common: their love of sharing their passion for the cities and countries you will be visiting!

Our Tour Directors speak a variety of languages and some speak as many as 6 or 7. All our Tour Directors are well trained by Explorica to give you the best service on tour and to help you ensure your students get the very best experience on their tour.

The Tour Director's main responsibilities are as follows:

- To work with the Program Leaders and ensure a positive outcome to the trip.
- To organize the day to day management of the tour effectively to match the itinerary provided.
- To deliver and discuss appropriate general history and current affairs.
- To liaise with suppliers (hotels, restaurants, guides, and coach companies) and Explorica offices and to maintain positive relationships with them.
- To deliver practical information regarding dress and behaviour, shopping and entertainment, sightseeing and cultural events.
- To make passengers aware of health and safety requirements as required by law and as instructed by Explorica.
- Their primary objective is our clients' welfare, safety, and enjoyment of their tour.
- Have fun and enjoy the tour.

A Tour Director cannot take on the role of a Group Leader or chaperone and is not responsible for the supervision, discipline, or welfare of individual students.

ON-TOUR SUPPORT

In various cities on various dates we have staff which support our Tour Directors and monitor your trip. You may meet them at mealtimes or at your hotels. They are there to ensure that your trip arrangements run smoothly. They welcome your comments or concerns during your trip.

THE PROGRAM LEADER-TOUR DIRECTOR RELATIONSHIP

Over the years we have found that when teachers outline the goals of the trip to the Tour Director, they have a more successful trip.

We find that the best way to accomplish this is to have a short, informal discussion on the first evening, to establish objectives and expectations of the trip. This helps to establish priorities and guidelines for the days ahead. The Tour Director will arrange this meeting with all Program Leaders on the first day (when possible) and it will enable you to get to know one another and to ensure a common understanding of standards of behaviour. Different groups may have somewhat different rules and it is important to respect these differences.

It is critical that you and your group members are punctual for group events. Tour Directors have instructions not to delay a tour for tardy people. If a minor student in your group is late and the Tour Director leaves, you will be expected to stay behind, wait for the student, and make arrangements to re-join the group later.

You are the disciplinarian for your group members, not the Tour Director. He or she will report any infractions to you and will intervene in an emergency situation. However, as the Program Leader, you are the one directly responsible for your participants.

In addition, to ensure a harmonious approach to the tour, teachers should inform the Tour Director about anything they feel unsatisfied by so the Tour Director can do their best to help.