

IUPUI Women's Soccer
Chris Johnson
1000 Waterway Boulevard
Indianapolis, IN 462202

January 8, 2020

Dear Chris,

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

Accommodation, meals and sport:

May 19-23, 2020 - Verona-Italy

Teams: One College Women's team.
Sport program: We will arrange 1 game.
Accommodation: This hotel is less than 10 miles from Verona City Center and Verona Arena, a 1st century Roman amphitheater. There's a bar/cafe with regular live music, a fitness room, a business center, a seasonal terrace lounge area with a hot tub and runway views, and a spa featuring a Turkish bath. We are currently holding 30 twin rooms. All rooms offer free Wi-Fi, flat-screen TVs, minibars and rainfall showers.
Meals: Daily breakfast and dinner is included.
First meal: Dinner, Tuesday May 19, 2020
Last meal: Breakfast, Saturday May 23, 2020
All meals will be served in the hotel.
WiFi costs: Free of charge
Accomm. Address: DB Hotel Verona
Dalla Bernardina F.lli S.r.l. SEDE AMMINISTRATIVA
Via Aeroporto, 20/C, 37067 Caselle VR, Italy
Phone: +39 045 858 2012
Website: <https://www.dbhotelverona.it>

May 23-27, 2020 - Zurich-Switzerland

Teams: One College Women's team.
Sport program: We will arrange 2 games.
Accommodation: This hotel overlooks the Limmat River, is a 5-minute walk from Dietikon train station, and is less than 10 miles from downtown Zurich. There's a glass-enclosed restaurant, a Mediterranean bistro, meeting rooms, a lounge and a casual bar on-site. We are currently holding 1 single, 25 twins, and 3 triple rooms. All rooms offer separate twin/single beds, flat-screen TVs, Wi-Fi and minibars.
Meals: Daily breakfast and dinner is included.
First meal: Dinner, Saturday May 23, 2020
Last meal: Breakfast, Saturday May 27, 2020
All meals will be served in the hotel
WiFi costs: Free of charge
Accomm. Address: Sommerau-Ticino
Zürcherstrasse 72, 8953 Dietikon, Switzerland
Phone: +41 44 745 41 41
Website: <https://www.sommerau-ticino.ch/>

The above mentioned accommodations may require a cash damage/security deposit in local currency (approx. \$ 100.00-\$400.00) from the group upon arrival and check in, so please be prepared for this. This deposit is refundable upon check out provided there is no damage to the accommodation/rooms. Please notice that drinks (such as bottled water, sodas) during the meals are not included. We have requested that our groups be served with tap water on the table, however, in some countries this might not be offered. For breakfast tea and coffee is included and in most cases milk & juice.

Guide services:

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

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

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

Please note that it is customary to tip the guide at the end of the trip if the guide has done a good job. We recommend collecting approx. \$10.00-\$20.00 per person (local currency) for each guide for the trip.

Ground transportation:

During your stay a private bus will be available exclusively for your group. The motor coach can be used for excursions and all local transportation (such as transfers to/from the friendly game locations and for sight-seeing). You have a maximum of 800 kilometers available per bus. The following restrictions have been set by the European transportation departments:

- The bus driver can drive a maximum of 9 hours per day and can be on duty for 12 hours (so 3 hours wait/rest time during a day). Twice a week the driver may use the bus 10 hours. This is usually used for long transfers from country to country.
- Each day the bus driver must have an 11 hours rest period between his transportation duties.
- During transfers every 4 hours the driver must make a 45-minute required rest stop.

It is also customary to tip the bus driver if you have a private bus throughout the trip and the same bus driver throughout the trip. We recommend approx. \$5.00-\$10.00 per person for this.

City Admission Fees (ZTL charges:

City admission fees (called ZTL fees) for the touring bus in Italy are not included. These ZTL fees are approx. \$100.00 - \$250.00 when you enter a city ZTL zone. More information is included below.

Air transportation/flights:

The following flights have been booked for your group:

Departure: Monday – May 18, 2020 4:00pm - Flight LH 431 from Chicago to Frankfurt

Arrival: Tuesday, May 19 – 7:15am – Frankfurt Airport

Departure: Tuesday, May 19 – 8:35am – Flight LH 324 from Frankfurt to Venice

Arrival: Tuesday, May 19 – 9:50am – Venice Marco Polo Airport

Departure: Wednesday – May 27, 2020 12:55pm – Flight LX 8 from Zurich ZRH to Chicago ORD

Arrival: Wednesday – May 27, 2020 3:30pm – Chicago O'Hare Airport

Seat assignments:

Around 90 days before departure we will send the team manager or coach a list to fill out with the official names (as per passport) for the airline. Group seats will be assigned at the time of ticketing; no specific seat requests are permitted. All seat requests or changes must be done at the airport upon check-in, all seats are a first come first serve basis. The airline will block with group in seats next to one another if available.

Check in:

Passengers can check in for their flight online 24 hours prior to their departure.

Airline Tickets:

Airline tickets will be forwarded to the group leader approx. 2-3 weeks prior to departure after the final names have been supplied to us by the group leader and we have received full payment from all travelers. When airline tickets are sent we will also include instructions on how, when and where the group passengers can check in and how to make flight changes while traveling if necessary.

Groups will check in at the airport, allow for 3 hours prior to departure.

Information for flights in case of flight changes or cancellations:

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

- In case of any flight delays that will result in missing a connection or any flights that are cancelled, always first work with an airline representative at the airport to fix the issue and get the group on other flights.
- If any individuals want to change flights (dates only, routing changes not permitted), then individuals should contact the airline first to see if the change can be made. If the change cannot be made by the airline, contact us and we will contact the airline group department and attempt to make the change. Please note that the group departments of airlines are closed on the weekends, so we have some limitations.

Sightseeing activities/excursions:

Included below are the excursion options we offer. We offer the service to pre-book 1 or more of these excursion options but not later than **90 days** prior to departure.

Referees and linesmen:

For your games a referee will be provided. It is common that teams must provide their own linesmen, so please be prepared for this.

Day by Day Itinerary

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

1. We create a provisional itinerary which will be similar to the itinerary included in the proposal you received from us before booking your tour. After that, we would like to know at least 90 days before departure which specific excursions your group would like to book. We will not be able to book these excursions right away because we need to wait for the game schedule which will be available approx. two weeks before departure. So they are subject to availability at that time.
2. Then we start working on your team's game schedule.

It is common that we won't know your team's game schedule until approx. 1-3 weeks prior to your departure because:

- a) Many international teams - local teams at your travel destinations - will only find out 3-4 weeks prior to your tour dates what kind of league games they need to play and when they are available to play against your team.
- b) Many of the clubs in Europe use community/municipal fields and these cities won't release these fields 2-3 weeks prior to the assigned games.
- c) Pro game visits. If you are traveling during the soccer season we don't know ahead which pro teams will advance to the Champions League. Based on the outcome they might change their league games from Saturday to Sunday or vice-versa. We also need to wait what the TV stations determine about which pro games will be played Saturday and which games will be played Sunday (flex scheduling). This will be determined approx. 2-3 weeks prior to the schedule matches.
- d) After we are set with the pro games and your games are assigned we need some additional days to plan the excursions you would like to have pre booked.

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

For tournament tours we will post a provisional itinerary after your tour is booked. Once the tournament posts the tournament game schedule we can insert the games in your itinerary and finalize this.

We expect to have a final itinerary for these tours available between 1-2 weeks prior to departure depending how fast the tournament posts their game schedule.

60 days before departure:

We need to have all signed waivers e-mailed back to us. Please download the waiver from your team designated website page. Important note: We will only release the final travel documents (like airline tickets) after receipt of your signed waiver and full payment.

People not booking arrangements through Premier International Tours:

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

If you have anyone who wants to join the group later in the booking stage, please contact us no later **than 90 days before the departure** date and we will try to accommodate the requests.

General Participation Conditions:

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

Final payment:

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



Group arrangements:

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

Documents you will receive from us:

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

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

Yours in Sports,

Loek van Zijl

President L & J Group, Inc. DBA Premier International Tours

ZTL Charges

ZTLs are charges for Motor Vehicles to enter the Historical Centers of many Italian towns and cities, and below is our guide of costs, and ways to avoid some of these charges.

Rome

In Rome, for tourist buses, there are 2 ZTL areas. ZTL Area 2 is anywhere within the outer Ring Road, which will include your Hotel. ZTL1 is the "Centro Storico", (Historic Centre).

ZTL 2 is between €42.00 & €55.00 per day, with the cheaper version available online via your Driver / Tour Manager (TM). ZTL 1 is between €85.00 & €200.00 per day dependant on the number of days booked and method of booking.

ZTL1 can be avoided by using the Metro (600 yards from Parco Tirreno Hotel)

As of 2019, buses now have to pre-book and pre-pay for a time slot permit to enter the city to drop off their passengers. If you are delayed on your journey and miss your slot then, tough, you lose your slot. And your money! If travelling from afar then it is better to book an afternoon permit to give extra time in case of delays on the journey to Rome. Once the thirty minutes has expired the bus must leave the city. If it is required to return later in the day to collect the passengers then another permit must be purchased. These thirty-minute permits cost €160.00 each

Mestre & Venice

Mestre is usually our base for groups visiting Venice and has a small ZTL zone, with a daily charge of €80.00 to €120.00 approx. If you are staying in Mestre we would usually recommend that you take the Service Bus from close to your hotel to Venice for €3.00 each way.

Visits into Venice by bus can be expensive, between €270.00 & €490.00 a day dependant on your vehicle, and should be clarified with your Driver / Tour Manager for accurate information prior to departure. Parking is charged extra at €21.00

Pisa

Being dropped off west of the Leaning Tower near Pisa San Rossore train station avoids the ZTL zone and is only 400 to 500 metres to walk to the Tower. The other recommendation is to park the bus in the Via Pietrasantina Coach Park for a small fee with a 10-minute walk to the Tower.

Siena

In Siena the historical centre is small and buses can get very close, less than half a kilometre from the centre without charge. The ZTL for Sienna ranges between €105.00 & €130.00 per day including parking.

Florence

Florence has the most diverse and complicated ZTL in Italy! Like Rome it has a general ZTL for entering the City limits and another for the Historical centre, and rates vary by day, by season, by religious dates. Tariffs can range from €120.00 to €480.00 (Easter Sunday for example), plus the charge for entering City limits.

Before a trip to Florence we suggest you liaise with your Driver / Tour Manager to ask them to price up a proposed visit date(s) for both ZTL charges. Alternatively, train services into the centre from out of town are relatively cheap and regular.

SIGHTSEEING IN VERONA

1) CASTELVECCHIO & MUSEUM

Price: Adult \$8.00, Child (8-14) \$2.00

On the banks of the Adige, Castelvecchio was built by the Scaligeri in 1354-55, an impressive defensive fortress certain to remind any rivals of the power of the della Scala family. Crossing the river is the beautiful castellated Ponte Scaligero, a 14th-century bridge that's traffic free and a favourite stroll for local families. The castle's main tower and ramparts afford views of the bridge, the city, and surrounding hills. The castle interior has been brilliantly restored and transformed into bright exhibit space by architect Carlo Scarpa, without sacrificing the integrity or history of the castle.

2) ARENA DI VERONA

Price: Arena Entrance Only - Adults \$12.00, U14 \$2.00;

Opera Prices ranging from \$25.00 to \$185.00

One of the largest of its kind and among the best preserved Roman amphitheatres, Verona's arena was built in the reign of Diocletian, about AD 290. Only four arches of the outer wall on the north side have survived, but the vaulting seating is intact and in regular use. Its 44 rows of seating can accommodate 22,000 spectators, and in July and August, it is the home of the Verona Opera Festival, one of Europe's major summer music events ranked with the Bayreuth and Salzburg festivals.

3) CASA DI GIULIETTA

Price: \$8.00 – Expect large crowds

Shakespeare's famous play "Romeo and Juliet" maybe a work of fiction, but that hasn't stopped hundreds of thousands of romantics from making pilgrimage to Verona to see the balcony where Juliet supposedly stood while Romeo declared his love.

This so called Casa di Giulietta, or Juliet's House, actually belonged to the dell Capello family. The house dates from the 13th century and the family coat of arms can still be seen on the wall. The house was in a state of abandon and was overgrown with creepers when the city bought it in the early 1900s, and decided to turn it into Juliet's House taking advantage of the similarity between the names of the house's true owner —Capello— and the Capulets in Shakespeare's play.

4) BASILICA OF SAN ZENO MAGGIORE

Prices: \$4.00

The large 11-12th century Basilica of San Zeno Maggiore is considered the finest Romanesque building in northern Italy. The beautiful main front of alternating strata of brick and white tufa is flanked by a slender Romanesque campanile (1045-1178) and the 14th-century battlemented defensive tower of a former Benedictine abbey. Although you enter through the elegant Romanesque cloister via a gate at the side, be sure to see the bronze doors on the front portal, with outstanding Romanesque reliefs of Biblical and secular scenes.

You can visit all four of Verona's churches (Basilica of San Zeno, The Cathedral Complex, Basilica of Saint Anastasia & Church of Saint Fermo) for \$8.00 per person.

Prices and availability for these excursions may change a little by the time of booking

SIGHTSEEING IN ZURICH

1) ALPHAMERE WATERPARK

Price: 4 hr ticket Adult (16+): \$41.00, Child \$33.00 – All Day Ticket Adult (16+): \$50.00, Child \$40.00

We promise you one thing already now: When we go downhill, there is no stopping! Because our water slides in the indoor pool are an incomparable experience for adults, children, professionals and beginners, which you will also enjoy. But not only speed fans get their money's worth on our slides, but also children and everyone who wants to slide, but not quite so fast. Whether with a lot of power or something more leisurely: Slide as often as you like it – we are looking forward to you, your friends and family... and to your happy faces!

2) WOODEN BRIDGE FROM RAPPERSWIL TO HURDEN

Price: Free

Lake Zurich is situated on the route taken by the Jacob pilgrims who also visited Rapperswil on their way to Santiago de Compostela. A somewhat unsafe, tortuous wooden footbridge with loosely laid planks helped them make their way across the lake.

A passable dam, in existence since the 19th century, enables people to cross over at the lake's narrowest point between Rapperswil and Hurden. The footbridge also still exists and was only replaced by a modern half-mile-long and 8.2-foot-wide wooden bridge in April 2001.

3) BAHNOFSTRASSE

Price: Free

Bahnhofstrasse is Zürich's main downtown street and one of the world's most expensive and exclusive shopping avenues. In 2011, a study named the Bahnhofstrasse the most expensive street for retail property in Europe, and the third most expensive worldwide. In 2016 ranked ninth.

4) LINDT CHOCOLATE FACTORY

Prices: TBA

The scent of chocolate hangs in the air. However, this is not a sales trick to lure people into the shop, but is due to the fact that this is where Lindt & Sprüngli's production plant is based. The delectable, beautifully packed items in the shop were actually produced just a few hundred meters away – and that is why the surrounding area smells so wonderful.

Prices and availability for these excursions may change a little by the time of booking