

Saint John's University
John Haws
2585 Abbey Road - Soccer Office
Collegeville, MN 56321

October 10, 2019

Dear John,

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:

January 2-6, 2020 – Montecatini - Italy

Teams: One Men's College Soccer Team.
Sport program: We will arrange 1 game.
Accommodation: This smoke free hotel a 7-minute walk from the Parc des Thermes, a 15-minute walk from Montecatini Terme train station and 2 km from the Grotta Maona, an ancient cave. The rooms all offer flat-screen TVs, minibars and safes. As of now we are holding 2 singles, 6 twins/doubles, 10 triples, and 1 family room/quad. There's a restaurant with a terrace, a bar, a tea room, a business center, and a piano room.
Meals: Daily breakfast and dinner is included.
First meal: Dinner, Thursday Jan 2, 2020
Last meal: Breakfast, Monday Jan 6, 2020
All meals will be served in the hotel.
WiFi costs: Free of charge
Accomm. Address: Grand Hotel Tettuccio
Address: Viale Giuseppe Verdi, 74, 51016
Montecatini Terme PT, Italy
Phone: +39 0572 78051

January 6-10, 2020 – Rome - Italy

Teams: One Men's College Soccer Team.
Sport program: We will arrange 1 game.
Accommodation: This hotel is a 10 minute walk from Muratella Metro station, this modern hotel is also 6 miles from the Museum of Roman Civilization and 9 miles from the Colosseum. The rooms all offer flat-screen TVs, desks, minibars, and tea and coffee making facilities. As of now we are holding 2 singles, 21 twins/doubles, and 2 adjoining rooms. There's a bar, restaurant, lounge, a fitness center, a sauna, a hot tub, an outdoor pool, and a business center.
Meals: Daily breakfast and dinner is included.
First meal: Dinner, Monday Jan 6, 2020
Last meal: Breakfast, Friday Jan 10, 2020
All meals will be served in the hotel
WiFi costs: Free of charge
Accomm. Address: Holiday Inn Rome - Eur Parco Dei Medici
Viale Castello della Magliana, 65, 00148
Roma RM, Italy
Phone: +39 06 65581

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.

Air transportation/flights:

The following flights have been booked for your group:

<u>Departure</u>	<u>Arrival</u>	<u>Flight Info</u>
MSP 01Jan 03:15pm	AMS 02Jan 06:25am	DL #160
AMS 02Jan 09:40am	FCO 02Jan 11:55am	KL #1601
FCO 10Jan 06:10am	CDG 10Jan 08:20am	AF #1005
CDG 10Jan 10:20am	MSP 10Jan 01:15pm	DL #043

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. Passengers can add seat requests to this spreadsheet such as 'window seat' or 'aisle seat' or who wants to seat together. These requests **cannot** be guaranteed. Delta Airlines will assign seats at the time of ticketing. Passengers can access their reservation using their PNR/Record Locator and last name online at the airlines website (Delta Airlines) to change their seating assignments.

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.

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.

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:

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

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 until 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

SIGHTSEEING IN ROME AND SURROUNDINGS

Recommend excursion(s) to pre-book:

- The Colosseum

The Colosseum

Full price: \$22.00 per person, U18s Free, but all with additional \$ 3.00 booking fee.

The Coliseum in Rome is a grand structure which was built over 2,000 years ago as an amphitheatre to host legendary gladiator contests and other public spectacles. The Coliseum has been partly destroyed and damaged through the years, however, impressive ruins have been preserved and are open to visitors. This grand historic arena was originally built to hold over 50,000 and many of the original outer walls and facade still stand tall today. Please notice that the Colosseum allows us to pre-book this excursion only 12 days before arrival of the group – subject to availability.

Trevi Fountain

Price: Free of charge.

The Fontana di Trevi - or Trevi Fountain in English - is a fountain in Rome, Italy. It is the largest Baroque fountain in the city and the most beautiful in the world.

The Pantheon

Price: Free of charge.

Dedicated to the worship of every god, the Pantheon was built by the Emperor Hadrian between 118 and 125 A.D. over the ruins of another temple dating back to 27 A.D. Statesman and General Marcus Agrippa was responsible for the construction of the original church, to whom a dedicatory inscription is clearly visible over today's magnificent portico.

The Roman Forum

Price: Price included with Coliseum.

The Roman Forum is a rectangular forum (plaza) surrounded by the ruins of several important ancient government buildings at the center of the city of Rome. Citizens of the ancient city referred to this space, originally a marketplace, as the Forum Magnum, or simply the Forum. Located in the small valley between the Palatine and Capitoline Hills, the Forum today is a sprawling ruin of architectural fragments and intermittent archaeological excavations attracting 4.5 million sightseers each year.

St. Peters & The Vatican City

Price: Free of charge

St Peter's Basilica in the Vatican City is an iconic and popular landmark of Rome. Regarded as one of the holiest sites in the Christian world, many make a pilgrimage to the cathedral every year to celebrate Mass with the Pope. Building work for this grand structure originally began in 1506 and is the burial site of its namesake Saint Peter, one of the 12 apostles of Jesus. One of the key architects of the Basilica was Michelangelo and some of his original drawings for a section of the Dome were found as recently as 2007.

The Spanish Steps

Price: Free of charge

With its characteristic butterfly plan, the Piazza di Spagna is one of the most famous images in the world, as well as being one of the most majestic urban monuments of Roman Baroque style.

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

SIGHTSEEING IN FLORENCE

Recommend excursion(s) to pre-book:

- Tower of Pisa
- Uffizi Gallery

Tower of Pisa

Prices: Leaning Tower \$28.00 - Cathedral admission free

The Leaning Tower of Pisa is the campanile, or freestanding bell tower, of the cathedral of the Italian city of Pisa, known worldwide for its unintended tilt to one side. It is situated behind the Cathedral and is the third oldest structure in Pisa's Cathedral Square after the Cathedral and the Baptistery. The tower's tilt began during construction, caused by an inadequate foundation on ground too soft on one side to properly support the structure's weight. The tilt increased in the decades before the structure was completed, and gradually increased until the structure was stabilized (and the tilt partially corrected) by efforts in the late 20th and early 21st centuries.

The Ponte Vecchio

Prices: Free of charge.

The Ponte Vecchio ("Old Bridge") is a Medieval stone closed-spandrel segmental arch bridge over the Arno River, in Florence, Italy, noted for still having shops built along it, as was once common. Butchers initially occupied the shops, but the present tenants are jewelers, art dealers and souvenir sellers. The Ponte Vecchio's two neighbouring bridges are the Ponte Santa Trinita and the Ponte alle Grazie.

Palazzo Vecchio

Prices Museum, Battlements & Tower: \$22.00 Adult, \$18.00 Under 25's

The Palazzo Vecchio ("Old Palace") is the town hall of Florence. This massive, Romanesque, crenellated fortress-palace is among the most impressive town halls of Tuscany.

Viareggio

Prices: Free of charge

Viareggio is a city and comune in northern Tuscany, Italy, on the coast of the Tyrrhenian Sea. It is known as a seaside resort as well as being the home of the famous carnival of Viareggio (dating back to 1873), and its papier-mâché floats, which (since 1925), parade along the promenade known as "Passeggiata a mare", in the weeks preceding Easter.

Siena - Piazza del Campo in Siena

Prices: Free of charge.

Piazza del Campo in Siena is considered one of the most beautiful places of the world. It has a characteristic shell-shape divided in 9 slices, you can admire this particular form from the top of the tower del Mangia. The Torre del Mangia in Siena requires an admission fee of \$14.00 - U11s Free.

Uffizi Gallery

Prices: Adults: \$25.00 per person, under 18's Free and Booking fees apply.

The Uffizi Gallery an art museum located in Florence, and among the oldest and most famous art museums of Europe. In high season (particularly in July), waiting times can be up to five hours. Visitors who reserve a ticket in advance have a substantially shorter wait. Tickets can also be purchased from a lesser-used ticket window at the Orsanmichele that serves multiple museums.

Coverciano soccer

Price: N/A

Coverciano, also known as Casa Italia, located in the quartiere of Florence with the same name, is the central training ground and technical headquarters of the FIGC, the Italian Football Association. The Coverciano is the primary training ground for all Italy national football teams from the U-15 age group and above (including women's), as well as the Italian Armed Forces's representative football team.

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