



The Good Traveler's Charter

School chaperones in charge of the group

- Be present and available at all times for the students for whom they are responsible;
- Enforce order, calm, and cleanliness aboard the coach;
- Ensure that members of their group behave in an orderly manner throughout their hotel stay and that they respect the 10:30 p.m. curfew. Group participants must be respectful of other guests at all hours;
- Ensure that all persons belonging to their group, including their colleagues, behave respectfully and non-violently—whether verbally, psychologically, or physically—towards all travel stakeholders (chaperone, guide, driver, restaurant server, hotel employee, etc.).

Your group assumes financial responsibility for any damage to hotel property resulting from misuse or intentional or unintentional negligence, including compensation awarded to other guests due to disturbance.

Hoteliers and carriers provide monetary penalties in their service contracts for users who do not comply with these regulations, in addition to being able to refuse future engagements.

OMNITOUR Representative Responsibilities

If you have not yet experienced group travel, you may be wondering what the difference is between the representative and the local guide.

The agency representative handles on-site logistics:

- They coordinate activities;
- They communicate with suppliers;
- They accompany the group during activities that require their presence;
- They make the necessary decisions for the general safety of the group.

The local guide adds incomparable value to the experience. They lead a guided tour on foot, by coach, or a mixture of both, and they are the one who allows travelers to learn more about the destination. They are there to answer all questions in addition to sharing well-kept secrets and anecdotes about the visited locations.

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