



George Watts Hill Alumni Center

Post Office Box 660
CB 9180, Stadium Drive
Chapel Hill, NC 27514-0660

Telephone: 919-962-1208
Fax: 919-962-0010



**Carolina
Alumni**



Tar Heel Travel Host Manual

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Carolina Alumni Contact List		
Carolina Alumni Office		
919-962-1208		
(8 a.m.–5 p.m. EST)		
Catherine Nichols '89		
919-962-3574 (office)		
919-270-3524 (cell)		
catherine_nichols@unc.edu		
Douglass Payne '04 ('06 MAT)		
919-962-3990 (office)		
919-619-0367 (cell)		
douglass_payne@unc.edu		
Veronica Mora Flaspoebler '08		
919-962-7050 (office)		
George Watts Hill Alumni Center		
Post Office Box 660		
CB 9180, Stadium Drive		
Chapel Hill, NC 27514-0660		

Tar Heel Travel History and Mission

For more than 50 years, Carolina Alumni's Tar Heel Travel (THT) program has offered high-quality, educational, group travel opportunities for alumni and friends of The University of North Carolina at Chapel Hill (UNC). The THT program is one of several lifelong learning opportunities Carolina Alumni offers that expand one's life and enrich the mind.

Carolina Alumni works with some of the most experienced tour operators in the educational travel industry. They provide secure travel arrangements combined with a uniquely special travel experience that is enriched with exclusive events and regional experts. Carolina Alumni partnership denotes these operators have met our criteria for financial responsibility, established reputation, guaranteed departures, professional staff, quality operations and dependability.

When feasible, Carolina Alumni may add features that enhance the UNC connection, such as arranging for a local alumni reception. This enables alumni residing outside the United States to renew ties with UNC and for alumni travelers to receive a more personable welcome from Carolina family members living abroad.

Another feature includes sending a UNC faculty lecturer or a Carolina Alumni host. Our UNC representatives allow for an opportunity to share understanding and information about UNC and foster alumni support for Carolina Alumni and UNC.

We hear from travelers, alumni and friends that travel offers many rewards, such as new experiences, lasting memories and enduring friendships. We're delighted to invite you to be a part of an upcoming tour.



Job Description

In this section, we cover what your role as host comprises. A host orientation meeting will be held approximately two to four weeks prior to departure to review trip details, traveler details, the host manual and to answer questions you might have. Please feel free to ask the Travel Office staff any questions that arise before this meeting.

Qualities of a Host

As the Carolina Alumni travel host, you are a goodwill ambassador for the association and for UNC. You have been invited to serve as host because of your demonstrated effectiveness in relating to UNC's alumni and friends and because of your understanding and commitment to Carolina Alumni and UNC. You can significantly affect the general tone of the trip as well as each individual traveler's enjoyment.

The Carolina Alumni host will have shown the following qualities prior to being named as host: leadership, common sense, empathy, tact, curiosity, even temperament and organization.

Specific Duties

As outlined in the pre-tour letter to travelers, the Carolina Alumni tour host has four main duties:

- 1) To help facilitate fellowship among Carolina travelers;
- 2) To serve as a liaison with the tour director;
- 3) To act as a spokesperson for the group; and
- 4) To listen to and relay any concerns about the University a tour participant may have.

The Carolina Alumni host works with the tour director to ensure the highest standards of safety, travel efficiency, comfort and enjoyment for our travelers. You should expect to work directly and frequently with the travel director to relay information to or about the group, arrange for a group photo with the UNC flag, distribute materials and create a positive atmosphere. Without the presence of a Carolina Alumni host, we expect the tour to operate smoothly and with a high degree of excellence, as our tour operators employ some of the most experienced and dynamic tour directors. When the host collaborates with the travel director, travelers receive the benefit of two capable advocates and resources while on tour. Be sure to connect with the travel director as soon as possible to set expectations as a leader on tour. The relationship and roles of travel director and Carolina Alumni host are discussed in depth during the host orientation.

Travel Director

- All tour logistics including troubleshooting
- Knowledgeable about local people, history and traditions
- Knowledgeable about the amenities of each lodging and surrounding area (i.e. ATMs, drugstores, etc.)

Both Roles

- Care for travelers and solve problems
- Keep up with important tour information, updates and changes
- Address disruptive traveler behaviors such as tardiness

Carolina Alumni Host

- Facilitate fellowship among Carolina travelers
- Serve as liaison for the group with the travel director
- Serve as spokesperson for the group
- Discuss any University-related interests or concerns

To carry out the host duties, strong leadership, diligent work and preparation are required. The following tips will serve you well on tour:

- 1) Be visible, be available — look like a leader.** Check in with each traveler often throughout the tour. Tell travelers your cabin or room number. As needed, count participants to ensure the entire group is present. Dress appropriately, as you are an ambassador for UNC and Carolina Alumni.
- 2) Plan ahead!** Think 24 hours ahead, review your plans for the next 2 days before bed each night and make yourself a written checklist, if necessary. Think about anything in the itinerary that travelers may need to be aware of — e.g., long bus ride, lots of walking, early departure — and be sure to let them know.
- 3) Be early.** Do not be the last one ready for activities or departures.
- 4) Take pride in being a UNC and Carolina Alumni ambassador.** You will be solely devoted to our Carolina travelers' best interests. The travel director manages the entire trip's operation, which may involve alumni travelers from other schools.
- 5) Anticipate problem situations.** In concert with the travel director, determine what potential pitfalls could adversely affect the overall trip experience and discuss possible solutions. As an example, early indicators of personality conflicts among travelers might be an appropriate topic to address confidentially with the travel director.
- 6) Take pictures.** In addition to taking photos of travelers as a courtesy, please choose the most favorable days and opportunities to take photos for our promotional use. We're looking for pictures of buildings or landmarks that are immediately identifiable, alumni in front of these places or alumni having fun in what is obviously a tour destination. When appropriate, please take group photos with the banner provided by the Travel Office.
- 7) Do not be afraid to enforce social etiquette and address inappropriate behavior.** The travel director will outline a few basic principles (e.g., be punctual and courteous) during the brief welcome orientation. Behavior that interferes with the enjoyment of other travelers should be addressed in a timely and discrete manner. Although speaking up may anger the offending person, it will gain the Carolina Alumni travel host the respect and support of the rest of the group.

For example, do not allow one person to monopolize the attention of faculty lecturers, hosts, guides or local residents; to ask all the questions; or to demand special privileges. A list of general protocols can be found on page 13. In almost every group, there is someone who always has to have the last word. The skillful leader will strive to involve everyone and to hold a group together without further angering a belligerent person. Remember, the Carolina Alumni travel host's main duty is to the group as a whole, not to any one individual.

The things that you do, or neglect to do, reflect directly upon Carolina Alumni and UNC.

General Code of Ethics

- 1) **Maintain a level of dignity** in dress, conduct and speech.
- 2) **Avoid creating or encouraging “cliques” within the travel group.** While some travelers may understandably bond faster than others, it is to the group’s benefit that all travelers mingle throughout the journey. Set an example by rotating among travelers for meals and excursions and routinely invite travelers to connect with fellow travelers. Do not play favorites.
- 3) **Carolina Alumni hosts should not upgrade some participants and not others on seats, dining options or accommodations, or designate certain passengers as VIPs.** It is sometimes necessary, due to health considerations and other factors, to give some people “better” accommodations or seating than others. If tensions arise from these different accommodations, discuss with the travel director other possible upgrades for travelers.
- 4) **Carolina Alumni travel hosts are in a working, professional role, NOT on vacation.**
- 5) **Carolina Alumni hosts cannot become personally involved with any travel participants, regardless of school affiliation.**
- 6) **Carolina Alumni hosts should not drink alcoholic beverages to excess.** Tour participant activities should dictate whether the host should partake in alcoholic beverages. If the entire group is not drinking alcoholic beverages, the Carolina Alumni host should refrain.
- 7) **The Carolina Alumni host cannot accept tips.** Small token gifts, such as ornaments, candy, etc., may be accepted graciously and discreetly.
- 8) **If a Carolina Alumni travel host wishes to see local friends along the way, or a special point of interest,** it should be done quietly and discreetly, away from the group, after the day’s activities have been completed, and cannot compromise any host duties and responsibilities.

Host Expenses

- 1) **The tour is complimentary to the host in lieu of compensation.** However, a host is required to be a member of Carolina Alumni.
- 2) **The tour is limited to expenses as stated in the tour brochure and/or negotiated between the tour operator and the Carolina Alumni host.** The host is responsible for any items not included in the trip package, including meals, beverages and non-included excursions. Any other personal expenses will be reimbursed by Carolina Alumni only if approved in advance of trip departure. There are no exceptions to this policy.
- 3) **Should your tour require a visa** and/or CDC-recommended vaccinations, Carolina Alumni will reimburse you for costs that exceed \$200.
- 4) **Carolina Alumni purchases travel insurance** for the Carolina Alumni host and faculty lecturer.
- 5) **If the Carolina Alumni host is accompanied by a spouse or travel companion,** the additional traveler’s tour cost will be confirmed by the Tar Heel Travel Office. Reservations and travel details will be between the additional traveler and the tour operator. We strongly recommend the purchase of travel insurance for the additional traveler.
- 6) **Carolina Alumni will reimburse the tour host for any reasonable expenses** incurred to ensure that goodwill and positive alumni relations are maintained for alumni travelers. (When possible, these expenses should be discussed before the trip.) Receipts must be submitted.

Pre-departure General Guidelines

Your Host Orientation

Carolina Alumni Travel Office staff are available to answer your trip and traveler questions as they arise. A host orientation will be scheduled two to four weeks before tour departure. At this time, we will provide you with host materials, review trip and traveler details and answer any outstanding questions you may have. If you prefer to review materials ahead of time and/or to receive electronic copies, please let the Travel Office know.

Getting to Know Your Travelers and Trip Details

We encourage you to familiarize yourself with the names of all tour members. It will help to become acquainted with their hometown, class year, family relationships, occupations and interests. The Travel Office compiles this information into a Carolina Participant Booklet, which is sent approximately two to three weeks prior to departure. Plan to send your travelers a “bon voyage” email one week before the trip departs. If time permits, a brief personal note of welcome to all participants would be appropriate.

Before you leave, familiarize yourself with the tour itinerary. Try to remember arrival and departure times. It is helpful if you study the material supplied by the agency regarding the tour and read other background information on the area you will be seeing. You should know what is and is not included on the tour. While the travel director has the responsibility for providing passengers with information, you need to be familiar with the brochure and optional tours.

Flight Preparation and at the Airport

- 1) Retrieve appropriate airport maps online** and familiarize yourself with the layout of each airport you are scheduled to transit. Understand services, amenities and unique features of each airport.
- 2) Confirm your flight arrangements.** The tour operator will also encourage you to do so in their pre-trip letter. While the tour operator acknowledges their role in overall trip preparation, the generally unpredictable nature of airline services should encourage you to take personal initiative in confirming your personal flight details (e.g., seat, luggage allowance, changes in gates, departure times, etc.)
- 3) Please wear your name badge**, which will be provided by the tour operator. This will enable fellow travelers to identify members of your group and to be recognized by the tour representative at the final arrival airport.
- 4) We ask that you arrive at the airport according to the current guidelines** provided by the designated airline.
- 5) If you encounter airport difficulties**, always enlist the help of appropriate airline personnel.

Arrival at Destination

The Carolina Alumni host can be of great assistance in keeping the group together and moving to the point of assembly. Your tour operator will provide details for your transfer from the airport to the hotel in your final documents.

When you arrive at a hotel or board a ship, ensure all members of your group check in successfully. Try to make sure that travelers are satisfied with their accommodations and familiarize yourself with hotel or ship services and amenities. Note the locations of the dining room, lounge, saunas, fire exits, medical services, etc.

Request from the travel director a list of each person’s room assignment so you can locate him or her when needed. Because most travelers do not have access to such a list, they may contact you to locate their friends. Let fellow travelers know your room number as they check in.

If someone is dissatisfied with his or her room, contact the travel director and/or cruise director and discuss the situation. Be careful to not encourage changes since there may be limited availability. There can be instances when certain rooms have more than usual wear and tear, and all travelers, including yourself, should have proper accommodations as described in the travel brochure.

Solving Problems While On Tour

The overwhelming majority of our programs run smoothly with a minimum of travel problems, program changes or personality difficulties. We employ a very careful and thoughtful tour selection process to provide quality programs from experienced tour operators. However, some difficulties may occur, and it is in these problem areas that your true leadership will come to the fore.

The group looks to the Carolina Alumni travel host to resolve difficult situations, yet the host may not know much more about the problem than the group does. It is here that common sense and the ability to think on one's feet come into play.

Some problems may be participant-oriented, such as people who are always late, complainers or just generally unpleasant people. It is also possible that someone may become ill or lose his or her passport or money. Other problems may be operational in nature — lost or damaged luggage, a delayed flight or a bad hotel room. For operational problems, rely heavily on the travel director to resolve. You will still, most likely, serve as a spokesperson for the group as you resolve the operational issues with the travel director.

Partnership With Your Travel Director

At the beginning of the tour, introduce yourself to your travel director as the Carolina Alumni host and explain that your role on the tour is a working one. Ask to be relied upon as an assistant in matters such as counting travelers, relaying information and troubleshooting during the tour. It is worth noting that without a Carolina Alumni host on the tour, travelers would nevertheless have an exceptional experience. Your travel director is likely experienced in running tours without a host, or without someone as involved as a Carolina Alumni representative, and may need time to understand the expectations of a Carolina Alumni host.

Tour Operator Logistics

In some scenarios that affect tour logistics and/or local government, the travel director should assume leadership due to their expertise, ability to speak the native language, etc. You should ensure that you're kept abreast of developments and continue to offer assistance.

Operational Problems

Operational problems are best handled by the travel director and the service provider, such as airlines, bus company, hotel, etc. Be sure that solutions are satisfactory to our participants.

Lost Passports

A lost passport is a problem that can be solved only by a consulate because the participant cannot continue to another country until a new one has been issued. The travel director can supervise the needed action here.

Natural Disasters or Country Conflicts

These encompass a number of natural disasters, such as hurricanes and storms, but can extend to those imposed by a country's political climate. Each situation has to be dealt with individually but may alter the itinerary significantly to protect the safety of the participants. The travel director will lead these decisions, but be sure that you are comfortable with them. If an itinerary is adjusted, a participant may insist on going on the original itinerary because "I have paid my money!"

Missed Connections

If a late flight will cause some of our travelers to miss connecting flights, ask the travel director to alert the airline while you are aboard. The crew can radio ahead, and sometimes the connecting flight can be held or other reservations or arrangements can be made.

Group Dynamics and Communication

As Carolina Alumni host, your common sense, compassion and leadership may be needed in a variety of situations. The following list is not exhaustive and is intended to be illustrative. You may encounter none of them or different ones while on your tour.

Communication

In general, most tour participants become so relaxed on their journey that they have no recall of any information mailed to them prior to the trip. In these instances, as can be expected, tour participants will rely upon you for accurate recall. Be aware of this expectation and prepare accordingly.

Please check in daily with your travel director to discuss plans, problems, etc. She or he may have knowledge of traveler issues that you are unaware of. While a problem may have been solved, you still need to follow up with the traveler. There should be a distribution of daily schedules, a posting of them in a location that is known to all participants or verbal announcements at breakfast. If there are important, unexpected changes in the schedule, make contact with our UNC tour members individually, as some may have skipped breakfast or may not have fully understood the changes.

Maintain high visibility. Try to arrive 10 minutes ahead of time for all scheduled events. Vary your eating companions so that you have a chance to visit with each tour participant. If traveling on a large ship, try to arrange a special UNC spot to meet each evening. Invite everyone to go along with you for shopping, eating, strolling, etc. Always be on the lookout for individuals who tend to be alone frequently and those who tend to stray or find it difficult to keep up with the group. Strike a balance between respecting individuals' privacy and wishes to be more insular and ensuring that individuals know you care about them and that the group wishes to include them in various social activities subject to their level of interest. Some people register for a tour and want to be alone, and some travel alone and will expect you to assist them in assimilating within the group. Try to differentiate between these two scenarios and host accordingly.

Everyone must be prepared to travel with the willing acceptance of differences in customs, living standards, habits and schedules. Remember that occasional discomfort is inevitable in travel. The tour host sets the tone for the rest of the group. Work closely with the travel director or local guides who are the experts on local customs.

Social Activities

Share with travelers the details of any Carolina Alumni social gatherings (welcome and farewell parties, etc.). The welcome party is very important in establishing the tone of the trip. Assert yourself here, and be sure that introductions are made and that everyone gets to know something about the others.

On cruises, there will be a welcome reception for the entire boat. There is a distinct difference between these larger official welcome events sponsored by the tour operator and the UNC-exclusive reception, which is designed for UNC travelers to introduce themselves. Details on these receptions will be provided by your travel director after embarkation.

Familiarize yourself with the list of “special days” (birthdays, anniversaries or other milestones) of tour members. Make arrangements with the travel director to present a small cake or something comparable at a meal. Write the member a congratulatory note or think of some other way to acknowledge the event. Keep it simple and fun.

The farewell cocktail party or dinner is a regular event on most departures and is hosted by the tour operator, captain of the ship or other professionals associated with the tour operation. This event does provide an excellent opportunity for you to thank the travel director (on behalf of the Carolina Alumni group) for their services. Some travelers may get together and purchase a small gift to present to the travel director. Feel free to capitalize on the group dynamic that has formed over the tour and involve others in a creative and fun way to thank the travel director that leaves them with a lasting and positive impression of UNC alumni.

Bus Travel

Travelers’ tardiness is perhaps the most common problem you will deal with as tour host. To mitigate this problem, support the travel director by affirming any logistics pertaining to punctuality. If you and the travel director are consistent about the issue from the beginning, you are unlikely to encounter this issue later in the program.

When traveling with other groups and using multiple motorcoaches, keep Carolina travelers on the same bus — but always honor individual wishes. Sometimes friendships can form across groups, and there can be instances when some Carolina travelers wish to be with their new friends from other schools and groups. This can best be done by requesting such arrangements from your travel director and then proceeding to stand in front of the bus to direct your participants to the motorcoach.

You should be the last to board the bus or any method of transport.

Don’t assume the travel director has checked the motorcoach for cleanliness or for amplified sound. Familiarize yourself with the amenities of your motorcoach. You will be asked questions by tour participants prior to boarding (e.g., is there a bathroom?). Ideally, amplified sound is necessary to make proper announcements. Also, do not assume that the travel director will ride with you. It’s imperative to familiarize yourself with the motorcoach, the driver and the

schedule. Many instances occur where the Travel and Cruise Directors are either on other buses or have remained behind. Prepare to be alone with local guides on motorcoaches — making your knowledge of the day's activities and the logistics essential. You may be called upon to handle a rotation of the front seats in the bus, or to help accommodate participants who need special consideration due to motion sickness when in the back of the bus.

Be sure that the travel director or local guide makes special mention about the required walking for each tour, the length of the walks, the degree of difficulty or other special concerns that might affect some travelers. Advise travelers not wishing to go on a particular segment of the tour to discuss with the travel director alternative arrangements. In most instances, travelers will not be permitted to stay on the bus. Do not let the people with difficulties interfere with the tour's efficiency or the enjoyment of others. Still, if some members of the tour cannot keep up with others, lag behind the group to make sure that slower people don't get lost, especially in crowded areas.

Also, on long bus rides make sure that the driver allows for sufficient rest stops. Inquire if there will be rest stops. Usually, the travel director and local guide are aware that this type of information is important and will make announcements as the bus departs.

Offer to take pictures of the participants. If possible, please arrange a group photograph. (The welcome party provides an excellent opportunity.) Send a copy of the group photo to the Carolina Alumni Travel Office as soon as you are able. We like to use them on social media or other outlets to promote our trips.

Problems With Participants

Most participant problems are personality related, often involving personality traits or difficulties such as inconsiderate behavior, complaining, anxiety, alcoholism, drug abuse or hypochondria, which cannot be solved in the course of a program. What the Carolina Alumni travel host must do, in concert with the travel director, is control the problem.

If someone is so difficult that the trip is being ruined for the rest of the group, appropriate action must be taken quickly, and the Carolina Alumni host can and should be involved in the resolution. The travel director will be well trained in handling these situations and should be leaned upon for consultation with a collaborative and team-oriented action plan as the goal.

Not dealing with these situations can have multiple negative consequences throughout the trip. While your and the tour director's actions may be perceived as unpleasant for the offender, take comfort that your actions will have just made the rest of the group much happier and secure in knowing they will enjoy the experience and service that they had expected when purchasing the tour. Said another way, don't give one person this much control over the ultimate experience and memories of the tour.

General Protocols

While each trip can have varying degrees of behavior expectations, here are some general protocols to keep in mind:

- 1) Departure time:** The group will not wait for latecomers. The bus will leave at the posted time. It is the individual's personal responsibility to get up on time, get to breakfast, etc. It is not the Carolina Alumni travel host's responsibility to awaken people. Repeated tardiness is a discourtesy to other passengers.
- 2) Courtesy to others:** Participants are expected to be gracious and courteous to one another and to the people with whom they come in contact, whether they are guides, wait staff, hotel personnel or customs and immigration officials. Unkind behavior is not acceptable, even if the other person is in the wrong.
- 3) Attention to guides and instructors:** They have a great deal of information to share with the group. When guides and instructors are speaking, group members should give them their full attention instead of chatting with a seat mate to a degree that disturbs others.
- 4) Appropriate dress and personal hygiene:** Members will be advised in advance as to what the expected dress code is for any program event, and they are expected to generally comply. As it is possible to be close together in warm weather, such as in small buses, careful personal hygiene is appreciated.
- 5) Dissatisfaction while traveling:** Sometimes group members may be unhappy or upset with something. They should go directly to the Carolina Alumni travel host or travel director with the complaint, rather than internalizing it or circulating it among other participants.
- 6) Hotel checkout procedure:** Each group member must check out individually to clear extra charges for laundry, bar, etc., with the front desk.
- 7) Carolina Alumni travel host and agency travel director availability:** Group members should know when and how to reach both of you.

Illness or Injury

It is a rare group that makes it to the end without some illness or injury. Fortunately, most are minor. Group members have been asked in advance to bring along necessities pertinent to their usual day-to-day needs, including prescription medicines and general medical-related regimens.

You should know where first-aid kits are and what the tour operator's plan of action is to address all levels of injuries and sicknesses should they occur. Each travel director, regardless of level of service being provided, will have a plan of action. Be sure you are familiar with the plan.

Exercise extreme caution in administering care and medicines, even over-the-counter drugs. You are not intimately aware of each person's possible drug reactions and/or personal medical situation. Further, unless you have been trained and are currently certified in first-aid techniques, limit your involvement but don't limit your action.

Responsiveness and involvement in administering medical care are two separate actions.

Of course, if an individual is seriously ill and needs hospitalization or surgery and must leave the program, the matter takes on a new dimension. Work with the travel director to outline a strategy. The agency's local contacts and resources will offer comfort in this stressful situation. While the rest of the group will continue to require your services, each emergency situation will require a different strategy (e.g., the sick participant may have no relatives, be extremely fearful of being alone in a foreign place and require your utmost personal involvement; or you may have a participant who is well traveled, has a traveling companion that feels very much in charge of the situation and wants to be left alone, etc.).

Details such as visiting the participant in the hospital, arranging follow-up care, early travel home, packing luggage, gifts and flowers from the group, changing transportation, keeping in contact with family and giving group updates are all important items that the travel director can navigate.

Carolina Alumni must be informed of these type of situations immediately. While the travel director shares details with the Travel Office, we appreciate hearing of important updates as soon as possible, even if details are scant.

Insurance – Medical/Trip Cancellation/Evacuation

We have strongly encouraged all participants to purchase appropriate insurance. We have provided insurance information for their review upon their registration. We have also emphasized to our participants that an actual medical evacuation can cost as much as \$30,000 or more. Further, doctors, hospitals and all other medical-related services, especially when administered on a ship, may be costly and require payment in advance.

Your interaction with participants will most likely occur once the trip has departed and insurance decisions have been made. We will attempt to inform you of those participants who have purchased insurance, but that information is not always made available to us. These decisions are a private matter yet can become public if a serious illness or hospital care is needed abroad. Our and your goal should be to allow each participant the sufficient confidentiality yet accountability for their insurance purchase decisions.

Your involvement can vary. You are most likely to be more involved with participants who are traveling alone. You will take direction from the onsite travel director, who is well-trained in handling these situations.

Please do not let your genuine care and concern for travelers prompt you to do more than you should. Our operators and travel directors are well-trained to deal with medical care and medical-related matters. Take direction from your travel director, and seek advice from your travel director before making any statements to fellow participants.

A person's serious illness or injury can quickly become the centerpiece of the tour. Your goal will be to offer the appropriate updates to provide comfort, but to redirect the rest of the group to focus on the enjoyment of their trip. In these situations, the travel director and tour operator will enact appropriate measures

to ensure the sick or injured participant is attended to, but they also will want and need your support in moving the trip experience forward in a positive way.

Participants will likely be affected by your external reaction to these types of incidents. The ideal situation is to keep the group informed of the progress of the sick participant but also retain the relaxed and enriching atmosphere of this educational journey.

Naturally, let common sense prevail. If the group has become upset by any situation, trying to steer them forward too readily can seem uncaring and inappropriate. Travel directors have a vast degree of experience with these situations, so let the travel director advise you.

Special Instructions for Cruising

A practice ship evacuation is conducted aboard every ship. If one does not happen, question immediately.

Familiarize yourself with your ship services, such as elevators, exercise rooms, medical care and other amenities.

Depending on the ship line or tour, you may need to show more attention to getting your travel group serviced. If the ship is exclusive to the tour operator (e.g., AHI, Gohagan), you should not have a problem with uneven services. If the ship is run by another cruise line, our tour operator may not be the priority. Be interactive with your tour director along with the cruise line staff to make sure the group is being taken care of when problems or concerns arise.

Evening meals on ship may be designed by type of attire suggested. This will range from casual to formal dress. On occasion, the number of nights of formal wear may differ between what the tour operator has advised before the trip and what the ship's daily bulletin will have. To avoid surprises, check this schedule as early as you can and let travelers know if any information that they have been told in advance is incorrect.

Even though printed material addresses attire, tour participants regularly rely upon Carolina Alumni hosts for recall and guidance regarding attire.

Daily briefing sheets: Depending on the tour operator, a list of the next day's activities will be posted somewhere on board. Use this opportunity to communicate with your group information from the University (sports, events, etc.) or about special gatherings.

Tippling

Tippling policies specific to your trip will be addressed in your pre-trip departure information. Have this information, as well as all pre-trip communication sent by the tour operator, on hand in case tour participants rely upon you for guidance. As tipping is a highly personal matter, you should not offer or accept the suggestion to collect tips on behalf of the group.

Upon Return

Immediately upon return, please phone or email the Carolina Alumni Travel Office to give a very brief report. Please return any loaned materials to our office.

A link to the electronic Travel Host Report will be emailed to you and also will be available via the Host Resource page. We request that you complete and submit it within two weeks of the conclusion of your trip. Your report helps us in assessing our tour program. Please include constructive feedback and suggestions for future improvements.

Please note that the Carolina Alumni Travel Office will send a different travel evaluation survey to travelers via email upon the group's return.

Maintaining Your Connection With Travelers

A contact list for the group will be shared with you prior to departure. This list, upon the group's explicit consent, is made available to the group either while on tour or upon return. We encourage you to email the group to share photos (via the photo-sharing website), memories and the contact list when you have arrived home.

Sometime during the November or December that follows your trip, the Travel Office will approach you regarding emailing your travelers the Carolina Alumni holiday postcard. This kind gesture is appreciated very much by our travelers.

As the opportunity arises, our Carolina Alumni hosts enjoy facilitating "traveler reunions" approximately a year after the tour. Typically, these are virtual gatherings or simply an email thread in which photos and memories are exchanged.

Have a Good Trip!

Carolina Alumni's Tar Heel Travel program provides a variety of services to our Carolina alumni and friends who prefer the comfort, security and congeniality of group travel. Alumni travel also can provide a bond between the participants, the association and UNC. We wish to thank you in advance of your trip for the time and effort you are giving to further these objectives. We hope this will be a rewarding experience for all!

Note: We welcome any suggestions you have regarding this Host Manual. Please share with us anything you find missing or anything you find that is not consistent with your experiences. Thank you.

Carolina Alumni Travel Host Checklist

- Familiarize yourself with the names and relationships of all travel participants.
- Wear your name badge and encourage others to do the same.
- Study the tour itinerary and know the arrival and departure times. Have a good working knowledge of the cities/hotels/ports of call on the itinerary.
- Arrive at the airport early before departure and become acquainted with as many of the travel participants as possible as they check in.
- Welcome the group and make necessary housekeeping announcements when appropriate.
- Upon arrival at hotels, do not be the first to receive your key and go to your room. Stay to see that everyone has a hotel key and share your room location number with your fellow travelers. If travelers arrive at different times, try to be in the lobby to greet those arriving after you.
- Become well acquainted with your travel director(s) and set up a daily briefing with them to discuss the plan for the day and any problems.
- Familiarize yourself with a list of special days, e.g., birthdays and anniversaries of travel participants. Arrange something to recognize that person's special day.
- If local alumni are invited to your get-acquainted cocktail party or a special gathering during the trip, be sure you (or your designated representative) are at the door to greet them and introduce them to members of the tour.
- Many alumni will approach you, rather than the travel director, with problems. When you receive a complaint, be sure that it is passed along immediately to the travel director(s) and let the traveler know that you are doing everything possible to correct the situation. Follow up with the traveler to make sure they are satisfied.
- As soon as you establish yourself in hotels or aboard ship, become familiar with the layout and services. Ask for a rooming list of travel participants immediately upon arrival.
- Try to be visible at scheduled meals or excursion departure times so people will know you are on the job and are interested in their welfare.
- Make an effort to be friendly to everyone on the tour and to introduce participants who don't know one another.
- Check to find out what the medical facilities are in the area: Is a doctor on call? Is there a hospital in the area? Familiarize yourself with the list of medical professionals participating in your travel program, if any. While they are there to enjoy their vacation, they are usually most willing to help in an emergency.

- Familiarize yourself with appropriate emergency procedures. Your travel director(s) are professionals and will handle emergency procedures; however, you are to be knowledgeable of the procedures to ensure travelers are safe and looked after.
- Carolina Alumni has been assured that there will be no questionnaires or evaluations distributed by the travel agency. If any are distributed, please remind the agency escort and ask that they not be completed.
- After the travel program is completed, access the online Travel Host Report and submit your report. Please be sure to list your creative ideas implemented during the tour.
- Write a short note to all tour participants telling them of your pleasure in getting to know them, you hope that they enjoyed the trip and wish to get together with them again – perhaps a reunion of tour participants.
- As the Carolina Alumni travel host you are UNC’s goodwill ambassador. The things that you do, or neglect to do, reflect directly upon the association and the University. We know that you will do the best job possible, and it is for this reason you were chosen for this important assignment.

NOTES:
