



2008
Famtrips/educationals guidelines & form for agents.

The Aruba Tourism Authority together with the Aruba Hotel and Tourism Association would like to thank you for accepting our invitation to join an educational trip to Aruba. Our main objective is to make this trip an educational and fun event to facilitate selling the island as vacation destination.

In order to make it a great activity for all participants, following please find the guidelines. In case of any questions or concerns, please refer to the group leader, the Aruba Tourism Authority representative.

1. The total fee for a famtrip/educational, worldwide is US\$ 60,- per travel agent. This amount covers the following items: an ATA guide, 2 breakfasts, 2 lunches, 2 dinners, all scheduled transfers, some service charges, an island tour, hotel site inspections and one water-sport activity. A famfee of US \$ 70 (for Canada) has to be paid by groups staying for longer periods to cover extra meal functions and room nights. Weeklong/charter fams will be charged an additional US\$ 25 per room per night.
2. The famtrip program involves quite some walking and requires that the agents be in reasonably physical condition as the site inspections are mandatory.
3. Travel agents will only be accepted on a famtrip/educational, if they have been working as an agent for more than one year.
4. All agents must have **travel insurance**. Also have cash for doctor or hospital emergency. Please bring your insurance policy with you in case of any emergency. It is the agents responsibility to purchase his/her own travel insurance. ATA is not responsible a/o will not cover any medical expenses.
5. The airport facility charge (airport tax) is of US \$ 34 per person, for non-US bound departures and US \$ 37.00 per person for US bound flights. If this tax is not included in the airline ticket, then each participant is responsible for this. This tax is due upon departure from Aruba.
6. The Aruba Tourism Authority rep will provide all agents with a travel agent survey that should be completed and returned to the ATA rep before or upon departure.
7. The ATA rep has arranged for transfers for all agents **only** to and from the scheduled functions. Any other transfer needed during this trip is at the agents's own expense.

8. Accommodations for all agents attending a famtrip are based on double occupancy.
9. It is **mandatory** for all agents to attend **all** site inspections and functions scheduled on the itinerary and to be **on time**.
10. Agents should be in the lobby **15 minutes** prior to the scheduled pick up time in order to avoid any delays. Agents left behind are responsible for their **own** transportation to the scheduled function.
11. During the hotel site inspections, presentations or when either the ATA rep or the hotel rep is giving an explanation on the product, please give them your full attention and refrain from creating distractions.
12. It is highly recommended to wear comfortable clothes and shoes during site inspections and activities. Casual elegant outfit is recommended for evenings.
13. Gratuity of at your own discretion.
14. **Excessive** alcohol consumption is **not permitted** during scheduled functions. A limit of 2 alcoholic beverages per person is included. Any additional orders will be at the agent's own expense.
15. Smoking is only permitted in the designated areas.
16. Inappropriate behavior such as the use of foul language, failure to attend functions, excessive drunkenness etc. will not be tolerated. In case of such behavior, ATA will request the agent concerned to take the first flight back home at their own expense.
17. Please be considerate to your roommate, do not schedule late phone calls, etc.
18. Single rooms, if available, must be arranged directly at the hotel UPON arrival and are at the agent's own expense. ATA nor AHATA is responsible for this.

If you have read, understand and agree to the above mentioned guidelines, please sign below and fax this form back to the ATA office concerned. Keep in mind that this form should be signed & faxed to the ATA office before your departure to Aruba.

We look forward to welcoming you in Aruba!

Agent signature

date