



# TRAVEL POLICY

November 5, 2011

## Storm Travel Policy

The travel policy has been published in order to provide information to ensure clear and consistent understanding of travel policy and guidelines to the membership; to ensure parents understand fiscal commitment when going on trips; and to ensure that players and coaches are adequately covered from an insurance perspective in event of an accident while on club travel.

Participation in tournaments will depend on coaches and parents interest. Depending on the tournament some players may have to miss school to participate, this is a decision the parents and player will have to make. Players and their families pay their own way to tournaments as they are not mandatory. Coaches and Chaperones will accompany players on away trips. For the parents of our younger Atom players, parents will need to travel with their players and have them stay in the parent's hotel room for ALL tournaments.

Letters of authorization for travel internationally will be provided to all parents for completion prior to any trips outside of Canada. All Pacific Storm athletes travelling outside of Canada need to have a valid passport.

***Please note – players' accounts must be up to date to be considered "in good standing" in order to attend tournaments. Any accounts in arrears must be brought to a level of good standing prior to tournament registration in order for your child to attend.***

### **Team Policy**

To promote unity and to emphasize the need to focus on competition and minimize distraction when a tournament has been designated as **"team travel"**:

- All athletes, with the exception of Atoms, are expected to travel together as a team. This helps to unify the team and to ensure that if there are any schedule changes or last minute meetings, the athletes will be readily available.

Exceptions to this rule will be allowed to accommodate families who plan to use their Airmiles or the equivalent with the understanding that it is the expectation that bookings use Airmiles must be made on the same flights as the team. In the event that this is not possible, and families still want to use Airmiles, it is important to note that parents will assume full responsibility for all travel plans associated with travel bookings and transportation to the point that the child can meet up with the team. Team Managers will not be responsible for making special arrangements to pick-up children who are coming in at different times traveling separately from the group. In this circumstance – parents will also be required to sign a release form prior to time of airfare booking.

- All players will wear the team uniform when travelling
- All players will stay at the same hotel. Players will room with designated roommates as assigned by the coaches after discussion with the chaperones.
- Players will eat meals and travel to and from the pool as a team. While there will be occasions when the team will have free time, it will be at the coaches' discretion and

activities will be conducted as a team. If parents attend the tournament they should not plan on eating with their children or taking them on excursions.

- Travel plans including flights, hotels and ground transportation are made by the Travel Director in consultation with the Team Managers and Coaches for the best interests of the team and consider multiple and sometimes conflicting factors such as reducing costs, minimizing school missed, convenience for travellers and parents, and travel times.

### ***Conduct***

Athletes are expected to behave appropriately at tournaments and follow the rules laid out by the Coach and chaperones. All players must adhere to the player code of conduct (signed at registration) in order to participate and travel with the team. Violations of this code may result in the player being sent home at the parents' expense.

### ***Budget***

Pacific Storm Executive and travel planners work very hard to keep the costs associated with travel to a minimum. The Tournament and Travel Directors will establish a budget for each trip in advance of a tournament and advise the Team Managers. The budget amount calculated takes into account the estimated number of attendees which is then divided into the total estimated trip costs. The following items are considered when arriving at the cost of the trip:

- tournament fees
- airfares & hotel costs for players, coaches and chaperones
- vehicle rentals, gas and insurance
- daily per diems for coaches and chaperones
- snacks and meals if provided by the chaperone

Following the trip a reconciliation of actual expenses incurred will be completed by the Tournament Director, Travel Director, Team Managers and Treasurer and made available to the membership upon request via the Team Managers. A 5% levy will be added to the actual expenses total in determining the cost per player of a tournament to be charged to the player family account. Pacific Storm will retain these funds for general operation of the club in acknowledgement of the volunteer time and effort required to effectively manage travel arrangements.

### ***Timeline and Due Dates***

In order to obtain the best possible rates on airlines, rental vehicles and accommodations, travel arrangements are required to be made in advance. A deposit is required by the date as noted on the competition schedule or date as advised by the Team Manager in order to confirm who is attending and allowing the program to obtain the best deal on travel arrangements.

Travel deposit for tournament travel **not involving airfare** is required a minimum of 30 days in advance of the tournament. This is a **non refundable deposit** however **partial** refunds will be considered based on medical reasons at the discretion of the Club Executive.

Deposits for tournament travel **requiring airline travel** are mandatory prior to the booking of airline flights as communicated by the Team Managers. In the event an athlete does not attend the tournament they will incur all non refundable costs regardless of the reason for not attending.

### ***Flight Cancellation Insurance***

Pacific Storm purchases airfare on a group travel basis in order to obtain the best possible fares. As such, it is not possible to purchase flight cancellation insurance for individual athletes.

### ***Luggage***

Hand Luggage – when travelling by air each player should ensure that they have essential items such as medications, bathing suit, towel etc in their carry on luggage.

Given that athletes are required to be in uniform or in waterpolo suits for the bulk of their trip, they will not need to pack excessive amounts of clothes. There is limited space in each van or car for luggage when carrying a full load of passengers. Some airlines charge extra for each bag that is checked in. Because of the above, athletes are encouraged to fit all travel items in 1 carry-on bag. If necessary, each athlete can bring a maximum of 1 checked bag.

### ***Ground Transportation***

The Club will ensure that all rental vehicles used for transporting athletes, coaches and chaperones will be properly insured with the appropriate level of coverage. Ground transportation may include rental of cars, minivans, large vans as well as coaches and/or taxis based on team requirements, cost and availability.

### ***Accommodation***

Hotel accommodations will be reserved for the teams, coaches and chaperones in advance. Consideration will be given to booking a hotel that will include a breakfast in the price, is within a reasonable distance from the event facilitating driving back and forth during the day if necessary, in a safe neighborhood, and close to amenities if possible. Rooms with 2 beds (queens if possible) will be booked with the expectation that there are 4 players to a room.

### ***Meals***

Unless advised that breakfasts are included in the hotel room costs, each player will be responsible to pay for their own meals and incidentals. The club recommends a minimum of \$35 CAD per day be allocated.

### ***Phone charges***

Player rooms will not have access to long distance phone calls therefore athletes will need to be provided with calling cards or personal cell phones for this purpose. In the event a call is made from an athlete room, parents will assume financial responsibility for payment.

**Insurance**

Policy being developed.

**Personal Vehicles used to transport athletes**

When local team travel is required and athlete families volunteer to transport non family members on Pacific Storm business all drivers

- Must have a current valid Canadian drivers license; and
- Must have personal Liability coverage for a minimum of \$2,000,000; and
- Must provide a copy of their declaration of liability insurance cover prior to the commencement of the trip.

**Out of Province Emergency Medical Care**

**<http://www.health.gov.bc.ca/msp/infoben/leavingbc.html#outsidebc>**

Most clinics and hospitals in other Canadian provinces and territories (except Quebec) will bill your MSP plan for services provided if presented with a valid B.C. CareCard number. The provinces recover the funding monthly between each other.

When travelling in Quebec or outside of Canada, athletes will probably be required to pay for their medical services and seek reimbursement later from MSP. Note when travelling to other Canadian provinces, parents may want to purchase additional coverage to cover the cost of services not included in the reciprocal agreement between provinces.

For travel outside of Canada, all athletes are required to obtain their own travel insurance. Proof of insurance for each athlete must be provided to Team Managers 30 days prior to commencement of travel for each trip. Failure to provide proof of insurance within the published time limit may result in the athlete not being allowed to travel and will result in the forfeiture of all payment associated with the trip.

## **Frequently Asked Questions**

**I have decided not to attend the tournament which begins in 2 weeks. Why can't I get my deposit *back*?**

- *Non refundable expenses have been incurred and the cost per player established and therefore resulting in increased costs having to be incurred by the rest of the team.*

**My son has injured his hand and cannot attend the upcoming away tournament. What refund am I entitled to?**

- *Many costs are non-refundable even if a doctor's note is supplied. Any non-coverable costs relating to your son's travel arrangements will need to be paid.*

**For away tournaments I would like to use my airmile account to purchase my son/daughters plane ticket. How will this impact my trip costs?**

- *If identified in advance that you will not require Storm to purchase the airline ticket and with the condition that your son/daughter is flying on the **same flights**, the cost of the flight will be deducted from the overall trip cost from your account.*
- *If a parent is travelling with their son/daughter on air miles then they will not be required to fly on the same flight as the rest of the team. The player will be under the responsibility of the parent in this instance not the chaperone or coach.*

**I do not understand the cost I am required to pay for away tournaments. What am I paying for when I send my son/daughter on an away tournament?**

- *Expenses such as tournament fees and player airfares, rental vehicles & hotel costs. Additionally coach and chaperone costs for daily per diems, flights, and accommodations are included in the costs.*

**Why can't my son/daughter stay in our hotel room during the tournament, it would reduce the cost of tournament expense for me?**

- *Keep the team together, bonding,*
- *Team Managers are in charge - not the parents*

**Who sets the curfew for the players at away tournaments?**

- *The Coach sets the curfew for the team*

**If the code of conduct is not followed what are the repercussions?**

- *The coach and chaperone will decide on the severity of the situation. Depending on the severity of the infraction, a decision will be made that could include a range of discipline including benching the player for one game, multiple games, or possibly sending the player home immediately at the parents' expense.*

### **How are hotels chosen by the club?**

- *Many things are considered when booking a hotel for the team, hotel availability, past experience with the hotel, costs, location – can the pool be reached from the hotel in a reasonable amount of time, is it a good area of town. For safety of the players no individual room access directly to the outside of the building*

### **What are the Chaperone's responsibilities to the players at an away tournament?**

- *Responsible for the safety, well being and in conjunction with the team coach be responsible for the behaviour of players during the times they are not under the control of the coaches*
- *Responsible for meeting all athletes and travelers at the hotel/pool at the pre-determined time and making sure all are together*
- *Make sure players are aware of their schedule each morning and any changes throughout the day.*
- *The Chaperone (& Coach) will be responsible for coordinating transportation to and from the hotel, pool, airport and restaurants (including driving athletes in a rental car/van), making sure all athletes and travelers arrive together at the specified designation.*
- *Responsible for making sure the athletes have water with them, and snacks as appropriate depending on the tournament schedule, at the cost of the athletes.*
- *Responsible for scheduling quiet hours*
- *Chaperones **are not** responsible for athlete's possessions, including electronic equipment, cameras, etc.*
- *Together, in consultation with the coach, chaperones are responsible for deciding upon any disciplinary action needing to be taken as the result of misbehaviour.*

### **My son lost his wallet while at an away tournament and had no money to pay for meals. He didn't eat and shared others food. What should he have done?**

- *The Chaperone should have been informed and would have worked out a solution to ensure your child was taken care of. More than likely the Chaperone would have purchased meals for your child after which all costs associated with this expense would be expected to be reimbursed by the parent to the Chaperone.*

### **I received a parking ticket while for the purpose of Storm business at the tournament, how do I get refunded for this?**

- *You don't!*

### **Who is in my room? I want to stay with my friend why can't I?**

- *Coaches will establish room assignments. Certain things are taken into consideration when doing this, for example players who are double rostered will bunk together as this will minimize the disruption to the players who may not be required to be up and out as early as another.*