



**PRINCETON
UNIVERSITY**

Group Travel PLANNING

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Group Travel / Office of Finance & Treasury

Checklist for Tour Operator/DMC Proposals

When selecting a tour operator or destination management company (DMC) that will be handling your group, here is a checklist of items you'll want to see included in their proposal, along with some questions you may want to ask your potential tour operator.

We will be happy to find a tour operator for your group in any destination if you have not secured one yet. If you do have one in mind, you can utilize the following information to contract their services. Please send any tour operator/DMC contracts to our office for review prior to signing. Contracts can be sent to sgodfrey@princeton.edu.

HOTELS

To include:

- Names and locations of hotels being used
- Number of room nights at each hotel
- Number of rooms at each hotel and what level of accommodation (Standard, Deluxe, Jr. Suite, etc.)
- Indication as to how many of each accommodation (singles, doubles, triples or quads)
- Number of beds needed in each room

Questions to ask:

- Are we getting the named hotel or are substitutions permitted?
- If there is a problem with the hotel or an inability to stay there, is the DMC handling the relocation of the group?

TRANSPORTATION

To include:

- List of transportation that is being provided (e.g. airport transfers only or transportation services throughout entire tour)

Questions to ask:

- If driver is staying with group, are driver accommodations included?
- If there is a train portion, are train tickets included?
- If there is a domestic air portion, are domestic air tickets included?

- Will the bus be available to the group in the evenings?
- If we add additional hours once we are there, how will we be billed?

MEALS

To include:

- List of meals that are included in the itinerary

Questions to ask:

- If meals are not included in the itinerary, is breakfast included at the hotel?
- Are beverages included with the meals (many group meals require the group to buy their own beverages at every meal)

EVENTS

To include:

- Any special events that are part of the program
- Details on the special events such as location/venue and any included meals or entertainment

LUGGAGE

Questions to ask:

- Is baggage handling is included to and from the airport or do they handle their own bags?
- Is baggage handling is included at each hotel or do they handle their own bags?
- Are gratuities included for the bellmen or should the travelers tip individually?

TOURS

To include:

- A list of tours in the itinerary
- If there a tour leader who will be with the group at all times

Questions to ask:

- If the tour leader is staying on site, are accommodations included?
- If there are tours included, do they also include all associated admissions fee to the attractions, and any park fees?
- If the group will have any step-on guides (specialists in a particular tour such as a museum or designated historic site)

FEE PAYMENT SCHEDULE & CANCELLATION POLICIES

To include:

- Fee payment schedule
- Cancellation policies (Usually they are date-banded, such as “before 90 days,” 31-90 days out,” and “30 days out – day of departure.”)

Questions to ask:

- If a single event or tour is cancelled or a subcontractor fails to meet obligations, what is the refund policy?
- Change fees – Are there change fees and if so, how long do we have to make changes in an itinerary without charge?

GRATUITIES

Questions to ask:

- Are tour guides/group leader gratuities included?
- Are driver gratuities included?
- Are gratuities included for the housekeeping staff?
- Are gratuities included for the bellmen?
- What are the customary tipping guidelines in the country you are visiting?

NOT INCLUDED

Tip:

- It’s always good to ask for a list of what is not included as well.

To set up a consultation to discuss a new or potential group, please contact Susan Godfrey:
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