



# Zoni Tours Safety & Security Guide

2023



# CONTENT

03

About Zoni Tours.  
Your Zoni Tours Team.

05

Ground Transportation.  
Flights.

06

Activities.  
Meals & Accommodations.  
Communication on Tour.

08

The Zoni Safety Plan.

10

Liability.



## About Zoni Tours

Since 1991 Zoni has provided students with exceptional learning and travel experiences around the world.

As a family-owned global organization, Zoni Tours is revolutionizing the tour industry by eliminating top executive roles and passing the savings on to each traveler, allowing them to make the world their classroom!

Zoni Tours specializes in advising, planning, and customizing travel options to any destination. We offer fun, educational tours and field trips without sacrificing quality and safety or compromising on customer satisfaction.

Each Zoni tour is inclusive of flights or bus transportation, accommodations, on-tour transportation, most meals, and a dedicated full-time Tour Manager with expertise. Our support extends beyond the tour itself, with tour coordinators, customer care representatives, and a user-friendly website, ensuring assistance from your initial contact with us until you bid return from your travels.

### In terms of safety, our track record is outstanding.

Travel with confidence when you choose Zoni – your safety is our top priority. Drawing on decades of collective travel experience, we implement meticulous precautions to ensure the well-being of students on our tours. Our commitment involves rigorous training of staff in safety procedures and holding suppliers to the highest standards of quality and integrity. Zoni carefully selects skilled personnel and collaborates with reputable suppliers, attending to every detail with precision to surpass the expectations of our valued customers.

***Please take some time to read through this guide and familiarize yourself with our company policies regarding safety and security. If you have any further questions or concerns, please call us at +1-888-495-0680***

## Your Zoni Tours Team

We collaborate with you at every stage to guarantee that each detail of your tour aligns with your preferences, starting from the initial planning phase to ensuring the secure return of your students. Our committed team operates tirelessly, allowing you to focus on your core strengths – transforming lives, one student at a time.



### Tour Directors

Zoni Tour Directors are crucial contributors to the creation of memorable travel experiences for our clients. Their responsibilities include ensuring educational alignment, crafting tour designs, overseeing all facets of Zoni Tours operations, and prioritizing exceptional customer satisfaction with a keen emphasis on safety. The success of your tour is enhanced by their passion for travel, exemplary communication skills, and meticulous attention to detail.



## Tour Coordinators

Embark on a journey of excellence with our dedicated team of Tour Coordinators. These professionals are the logistical maestros behind your seamless travel experience, expertly coordinating transportation, accommodations, and all the intricate details that make your trip unforgettable. With a passion for precision, our Tour Coordinators ensure that every aspect of your journey aligns seamlessly, leaving you free to savor the adventure. From managing transportation logistics to handling complex arrangements, trust our team to elevate your travel experience with meticulous coordination. Discover the difference a skilled Tour Coordinator makes, transforming your trip into a stress-free and memorable adventure.



## Tour Managers

With Zoni, you never work alone. Our professional Tour Managers provide 24/7 on-tour support for our travelers, accompanying them every step of the way from arrival to departure. They live and work in the cities our tours visit, are fluent in the local languages and customs, and will advise travelers on how to ensure their personal safety and the safety of their belongings. Every Zoni Tour Manager is thoroughly trained in safety procedures and how to handle any situation that may arise. We maintain regular contact with all Zoni field staff to provide up-to-date information on local conditions.

### Requirements for all Zoni Tour Managers:

- Regular criminal background checks.
- Intensive annual trainings in safety and security.
- References before hire.

### Tour Manager Responsibilities:

- Advise students on safety practices, such as keeping hotel doors locked, securing valuables, locating emergency exits.
- Liaise effectively with Zoni's operations and emergency departments.
- Foster positive interactions with travelers, addressing queries and concerns.
- Enhance the overall travel experience by creating a supportive and engaging atmosphere.
- Facilitate cultural immersion by organizing activities and experiences that showcase the local culture.
- Encourage travelers to embrace and appreciate the diversity of each destination.



## Ground Transportation

Zoni's emergency department is available 24/7 and routinely works with other departments to assess and resolve issues.

### Public Transportation

While using public transportation, students are grouped with chaperones into sub-groups. Each group is accompanied by a Tour Manager who is well-acquainted with the cities visited and the respective public transit systems.

### Charter Bus Safety Features and Equipment

- Our charter busses come equipped with standard safety features designed to ensure the well-being of passengers.
- Seat belts, where available on the charter, are provided for both the comfort and safety of passengers.
- Fire extinguishers are typically positioned at the front of the vehicle, easily accessible in case of an emergency.
- Emergency exits are equipped with clear usage instructions. Additionally, most coaches are fitted with roof hatches that can serve as emergency exits.
- First aid kits are commonly stored in the overhead compartment above the first row of seats, housed in containers clearly marked with the Red Cross symbol.
- Strict adherence to current driving hours legislation is maintained to prioritize the safety of our passengers.



## Air Transportation

### Flights

Zoni Tours exclusively collaborates with renowned airlines to guarantee the punctual and secure arrival of all our tours at their destinations. Our airline partners encompass major carriers such as Delta Airlines, Air France, KLM, American Airlines, British Airways, Iberia, United Airlines, Lufthansa, Swiss International Airlines, Air Canada, and more.

### Flight Delays and Cancellations

Our dedicated emergency department operates 24/7 to address any unforeseen circumstances. The Seven Corners Travel Protection Plan offers comprehensive coverage for additional costs incurred due to flight delays and cancellations.



## Activities

### Water Safety (Swimming, Kayaking, Boating, Canoeing, etc.)

For all water-based activities, activity providers furnish life jackets. Additionally, groups are only directed to beaches that are Zoni approved, ensuring the safety of participants.

### Adventure Activities

Participation in adventure activities, including zip-lining, snorkeling, hiking, and others, requires the use of proper safety equipment such as helmets, belays, and snorkels. Activity providers may request participants, or chaperones for minors, to sign a waiver or release agreement in addition to the Zoni Tours waiver. Zoni emphasizes that participation is optional, and participants have the choice to abstain. Tour Managers are advised to inform Tour Leaders that non-participation may be the best option for students uncomfortable with heights, water, or specific activities.



## Meals and Accommodations

### Food Safety

Special attention is given to note and communicate all food allergies and requests to Tour Directors and program leaders. Restaurants are notified in advance about any allergies to ensure a safe dining experience.

### Hotel Safety

Zoni Tours prioritizes the safety of accommodations, and each provided hotel in the continental U.S. is equipped with security staff, and upon request, additional security or specific floor supervision can be arranged. Nighttime security is an additional inclusion in all our tour packages. To enhance supervision, teachers, chaperones, and students are accommodated on the same floors whenever possible.



## Communication on Tour

We assure the safety of our student travelers, recognizing the desire of parents to stay informed firsthand. To facilitate communication between students and their families, Zoni Tours ensures a variety of communication options. This allows students to share their adventures with loved ones, providing parents with the assurance that their children are safe and secure during the tour.

### Emergency Assistance

Preparedness for potential emergencies is paramount in travel. With Zoni Tours' extensive global network, international offices, and round-the-clock emergency support, we are equipped to address any issue at any time and in any country. In the event of a problem or emergency during your tour, our swift and appropriate response aims to minimize disruptions to your trip.



## Zoni Assist

Our dedicated 24-hour emergency contact lines, with country specific phone numbers, ensures a rapid response to any emergency during your tour.

### Zoni Assist Phone Numbers

- USA: +1-888-495-0680
- TH: +66-250-60406
- EC: +593-963-365891
- VN: +84-244-4582265
- CO: +57-333-6026224
- TW: +886-255-925088
- PA: +507-833-7632
- MX: +52-554-160-6058
- AR: +54-113-988-4015
- BR: +55-312-342-1247
- CR: +506-40014377
- PE: +51-17028606
- CL: +56-223683077
- CN: +86-108-524-1274
- KR: +82-707-4885131

## Travel Journals

Introducing our exclusive online Travel Journals, Zoni Tours offers a unique way for parents to stay connected with their students' daily activities. Tour Managers publish photos and journal entries at the end of each tour day, allowing families to keep track of their travelers' experiences from anywhere in the world.

## Calling Home

While caution is advised regarding expensive smartphones, having a functional phone can be a valuable safety asset. For international tours, consider using a prepaid international calling card or international cell phone to stay in touch with your group and family. We recommend purchasing international calling cards in the destination countries for the most effective communication.



## The Zoni Safety Plan

At Zoni Tours, our commitment to safety and security is rooted in proactive preparedness. While we strive to avoid crises, we meticulously prepare for any unforeseen circumstances that may arise during our tours. Zoni Tours has developed a comprehensive internal response plan, including a major incident response plan, to address a spectrum of emergency situations. The plan encompasses the following major incidents:

- Flight, bus, train, cruise, or ferry accidents.
- Fires.
- Terrorism.
- Natural disasters.
- Injury of a tour participant.
- Overnight hospitalization.
- Criminal charges.
- Lost student or adult.
- Allegations by participants.
- Pandemics.

Our entire organization collaborates to address and resolve each situation promptly. This involvement spans from the Tour Manager's direct engagement to communications with Tour Directors, the Emergency Department, the Tour Coordinator Department, and our Customer Care Department. A structured priority and escalation process is in place, and support is readily available with just a mobile phone call, ensuring 24-hour coverage.

### Emergency Management

At Zoni Tours, Tour Managers undergo comprehensive training to address emergency situations at the beginning of each travel season. Zoni Tours provides an emergency phone number to participants, parents, chaperones, Tour Managers, and other trip associates. Our emergency and operations staff conduct drills and training annually to rigorously test all processes and procedures.

### Minor Incidents

Tour Managers promptly report any minor accidents to our Tour Directors as soon as they occur. Depending on the situation, relevant personnel are notified through an internal communication system, facilitating a swift and efficient resolution. Incidents remain open until officially marked as closed in the system.





## Major Incidents

Similar to minor accidents, all details about major accidents are communicated through our internal system. In major incidents, our safety and security officer is immediately contacted to ensure proper communication with all parties involved. Tour Managers and ground representatives collaborate with the tour leader to ensure the safety and well-being of all parties throughout the remainder of the tour. We initiate contact with the insurance provider when necessary.

## Extreme Weather or Natural Disasters

In cases of extreme weather or natural disasters, Tour Managers report the situation via our internal communication system and notify our designated safety and security officer. Swift arrangements are made to guarantee the safety and satisfaction of the students on tour.

## Allergies

Zoni Tours informs the Tour Manager and relevant suppliers of allergies provided by the traveler. The Tour Manager collaborates with chaperones to ensure the safety of students with allergies.

## Prevention and Action Plan of Missing Students

Regular head counts are conducted at each meeting point and each time the group boards transportation. All students are equipped with the hotel's name, address, and phone numbers. In the event of a missing student, our emergency procedures are activated, with all on-site parties supporting efforts to locate the student. Teachers are also responsible for assisting in these efforts.

## Lost or Stolen Passports

Tour Leaders must promptly inform Zoni Tours in case of any lost or stolen passports and collaborate closely to address the situation. In the event of a lost or stolen passport, your group's Tour Manager, along with Zoni Tour Directors & Coordinators, will guide you through the proper procedures for obtaining a new one. Prior to departure, Tour Leaders are required to submit clear and legible copies of all participants' passports and visas to Zoni Tours. Zoni Tours will maintain a secure and centralized database of the submitted copies for reference and emergency purposes. Zoni Tours is not liable for lost or stolen passports. For coverage in such an event, consider purchasing one of our travel protection plans.



## Liability

We recognize the concerns of school officials regarding student travel, and we want to assure you that safety is the top priority at Zoni Tours. We have implemented comprehensive measures to safeguard students and all tour participants, and our policies are designed to protect the school, school board, teachers, and everyone involved in our tours.

Zoni Tours boasts an outstanding safety record. In the unlikely event of injuries or damages resulting from our negligence, we maintain a liability policy in partnership with Insurance Group. This policy provides protection to third parties, including the tour leader, chaperones, as well as the school and school board.

For more details on our liability insurance or to obtain proof of coverage, please reach out to a Zoni Tours Director or call us at +1-888-495-0680.

Your safety and peace of mind are our utmost priorities.