

<h1>Air Itinerary</h1>		Enquiry No	Booking No
		221257	D0221257
Tour To	LOS ANGELES	From	To
		12 February 2010	17 February 2010
Tour Leader	MR G FAY		
Institute	STRATTON UPPER SCHOOL EAGLE FARM ROAD BIGGLESWADE BEDFORDSHIRE SG18 8JB GROUP PICK UP POINT - AS ABOVE		
Tel:	01767 220000		

24 HOUR EMERGENCY TELEPHONE CONTACTS	
Contact Name	TO BE ADVISED
Contact Number	TO BE ADVISED
Contact Name	TO BE ADVISED
Contact Number	TO BE ADVISED
On Tour Mobile Name	GARRET FAY
On Tour Mobile Number	00447771924507 School Mobile Number

UK Airport Transfers:

Coach Operator:	CHILTERN TRAVEL THE COACH HOUSE BARFORD ROAD BLUNHAM BEDFORDSHIRE MK44 3NA
Telephone:	01767 641400
Emergency Tel:	01767 641400
Coach Type:	STANDARD COACH

Airline Operator:	BRITISH AIRWAYS GROUPS DEPARTMENT PIONEER HOUSE THE TOWERS BUSINESS PARK WILMSLOW ROAD DIDSBURY MANCHESTER UK M20 2BA
Telephone:	0844 493 0765 LYNN WILLEY 08705 222 999
Fax:	08705 332299
Emergency Tel:	LHR T1 02085627879 LHR T1 02085627589 LHR T1 02085627712 LHR T4 02085629190 LGW 01293 666 238

Flight Details:

	Date	Time	Airport	Terminal
Departure:	12/02/10	12:00	LONDON HEATHROW	5
Arrival:	12/02/10	15:10	LOS ANGELES	TBIT
Flight No:	BA283			
Airline:	BRITISH AIRWAYS			
Locator:			Passengers:	
YS3U8M			36	
4Y978U			4	

	Date	Time	Airport	Terminal
Departure:	16/02/10	20:35	LOS ANGELES	TBIT
Arrival:	17/02/10	14:50	LONDON HEATHROW	5
Flight No:	BA268			
Airline:	BRITISH AIRWAYS			
Locator:			Passengers:	
YS3U8M			36	
4Y978U			4	

Airport Transfers: ARRANGED BY OUR AGENT, FOCUS TRAVEL (TEL.: 001 212 972 9099 OR OUT OF HOURS/EMERGENCY: 001 718 426 0977)

Coach Operator:	TRANS PACIFIC COACH LINE LTD (RESERVATION #1262)
Telephone:	001 310 371 5363

Hotel:	SPORTSMEN'S LODGE HOTEL 12825 VENTURA BLVD STUDIO CITY CA 91604 LOS ANGELES UNITED STATES OF AMERICA
Telephone:	00 1 818 769 4700
Fax:	00 1 818 761 0350

TRAVEL DETAILS

Please note that an airport agencies representative might make contact with you on your allocated mobile contact number no later than 18:00 hrs the day prior to your group departure or whilst you are en-route to the airport. **Please ensure that your mobile phone remains switched on during this period.** Following this procedure will ensure that you agree a suitable meeting point prior to your flight check-in and avoid any subsequent delays in making contact upon arrival at the airport.

Friday, 12 February 2010

06:00 hrs TBC Coach to collect group at Stratton Upper School to load luggage ready for departure to London Heathrow Airport, Terminal 5.

Airport representative – check-in assistance service – available from 09:00 hrs.

In the unlikely event that the representative is not immediately identifiable upon arrival at the airport, please proceed to the British Airways zone and check in as normal.

09:00 hrs Airport representative to assist with check-in at London Heathrow, terminal 5, British Airways Check-in desk displaying flight number BA283 (3 hours prior to departure).

12:00 hrs Depart London Heathrow.

15:10 hrs Arrive Los Angeles, local time, where you will be met by your coach for transfer to the Sportsmen's Lodge Hotel. Joe Lemieux will meet you at the airport to assist with your transfer.

18:00 hrs Arrival expected at hotel. Here the group will spend the next 4 nights with room only accommodation.

Group will have free time this evening for independent exploration.

IT IS THE RESPONSIBILITY OF THE GROUP LEADER TO ENSURE THAT ALL MEMBERS OF THE TOUR HOLD A VALID PASSPORT.

Saturday, 13 February 2010

The group will depart.

09:00 hrs Coach and guide (Joe Lemieux) to meet group at hotel. Transfer to Hollywood where group will have a four hour duration guided tour. A voucher will be provided by Focus Travel.

Proceed to Santa Monica where the group will have free time for shopping and sightseeing.

19:00 hrs Coach to drop group off at Universal City Walk for free time.

22:00 hrs Arrive back at hotel by this time. Coach services terminate.

Sunday, 14 February 2010

The group will depart.

10:30 hrs Coach to meet group at hotel and transfer to Getty Center, 1200 Getty Center Drive, Los Angeles, CA 90049 where a visit has been arranged for the group. A voucher will be provided by Focus Travel.

Coach to transfer group to Citadel Outlets shopping mall. Coach driver needs to ring ahead for parking permit.

18:30 hrs Arrive back at hotel by this time. Coach services terminate.

Monday, 15 February 2010

The group will depart.

09:30 hrs Coach to meet group. Transfer to New York Film Academy (LA Base), Gate 4, Barham Boulevard at the corner of Forest Lawn, Universal City, CA 91608.

10:00 hrs A two hour duration Director's Craft workshop has been arranged for the group this morning.
A voucher will be provided by NST.

14:00 hrs Arrive at Warner Bros. Studios, 3400 Riverside Drive, Burbank, CA 91522 and check in for tour.

14:45 hrs Group will be taken on a two and a half hour VIP tour around the unique studios. Walk onto a stage or set from one of the many TV shows or movies. Take a behind-the-scenes look at actual work in progress throughout the studio. See the costume department, the scenic department and the Mill that create backdrops, drive through exterior sets and step inside the world's most famous on-lot museum. Guests are welcome to bring still cameras but please no video cameras or tape recorders. Due to space restrictions backpacks and large bags are not permitted on the tour.

A voucher will be provided by Focus Travel. Confirmation #21009.

17:30 hrs Arrive back at hotel. Coach services terminate.

Tuesday, 16 February 2010

Group will vacate rooms.

09:00 hrs Coach to collect group at Sportsmen's Lodge Hotel. Load luggage and transfer to Sony Picture Studios, 10202 W. Washington Boulevard, Culver City, CA 90232.

10:00 hrs Arrive at Sony Picture Studios and check in for 10:30 hrs reservation. Please bring photo ID for persons 18 years and over. Please do not bring video cameras inside the studio – still cameras only.

The Sony Picture Studios tour is a fascinating, historic 2 hour walking tour, located in Culver City in the studio lot. You will hear the history and will be able to see some of the sets of the shows that are currently produced on the lot. Visitors are not allowed into sets when shooting is taking place, but the possibility of an outdoor location shooting may happen. You'll also see the Academy Award display and the area where the "Scenic Artists" paint backdrops for film and television. Accessibility to the stages depends on the daily shooting schedule, so the tours vary according to schedule changes. All guests must be 12 and older.

To comply with the current security measures we advise participants carry a government issued photo ID – i.e. driver's license or passport. NO CAMERAS, STILL, DIGITAL OR VIDEO are allowed on the lot. NO TOTE BAGS, SHOPPING BAGS OR BACKPACKS ARE ALLOWED. These items will be locked up in the office for the duration of the tour. Small purses are allowed. A wallet that fits into your pocket is best to carry for your ID and cash. The studio does not accept any responsibility for any items that must be locked up. As this is a walking tour that takes place both outside and inside please wear comfortable shoes and weather appropriate dress. Tours will not take place if it is raining heavily.

A voucher will be provided by Focus Travel. Confirmed by Marianne.

Transfer to Farmers Market following the above visit for last minute shopping and sightseeing. Continue on to Los Angeles International airport for check in.

17:35 hrs Check-in at Los Angeles, British Airways Check-in desk displaying flight number BA268 (3 hours prior to departure).

20:35 hrs Depart Los Angeles.

Wednesday, 17 February 2010

14:50 hrs Arrive London Heathrow.

After clearing customs the group leader will go outside of the arrivals terminal and speak to the coach person who will release your coach from the coach park to collect your group.

IMPORTANT TRAVEL INFORMATION - Please read the following notes carefully:

SUPERVISION

May we respectfully remind Group Leaders that a condition of your booking with NST is that you are fully responsible for the good behaviour and discipline of your group throughout the duration of the tour. Any damage to coaches, hotels etc please contact the Insurance Claims Department direct before any monies are paid. If the damage is of an accidental nature please complete the "Without Prejudice" form, which was included in your final details, leaving a copy with the Third Party concerned ie Hotel Owner. The appropriate claim form can be obtained from NST on your return.

ON-THE-SPOT PROBLEMS

NST, together with our coach operators and accommodation suppliers try very hard to give you the best possible service and we usually succeed. If, however, you encounter any small problems whilst you are away, please take these up on the spot. If hoteliers or coach drivers are advised of any little problems or niggles then they have the opportunity to improve things and, in our experience, they usually do.

BAGGAGE SECURITY

We recommend you observe the unloading of suitcases from the coach and safe transportation of each case into the hotel on arrival.

We have had a few instances of opportunist theft of suitcases from city coach tours and we therefore feel we should point this out to groups to avoid the obvious inconvenience and distress this causes.

We recommend the same procedure is followed when loading suitcases for the return journey.

ACCOMMODATION

- Security against damage payment of approximately £5 per student or passport/credit card left with reception is required on arrival at **Sportsman's Lodge** This is returned at the end of your stay providing there is no damage. In order to avoid misunderstandings, we suggest all Party Leaders undertake an inspection of all rooms with a hotelier/centre staff member on arrival and immediately prior to departure. In addition, a receipt must be given to the group leader when the money is left at the reception.
- Although towels are generally provided, they may be of an inferior quality to those used at home and you may wish to take extra supplies.
- Packed lunches have been ordered for your group. However, it is necessary to re-confirm your requirements with your hotel/centre reception/management **at least 24 hours in advance**.

ADVICE FOR EXCURSIONS AND VISITS

NST carry out safety assessments on all the visits. We assess that your visits are either inherently safe or with risk within a reasonably normal and known range. Where providers of specialist services or activities are used we assess their competence.

Where there is inherent danger, unusual or risk outside normal experience we will tell you.

NST's School Travel Forum assured membership status is independent evidence that these requirements are met.

ADVICE FOR WATER-BASED ACTIVITIES

NST strongly recommend that you refer to your own employer's guidelines for water-based activities.

PRE-BOOKED VISITS / GUIDES

If for any reason you are unable to attend a pre-booked visit, please advise NST (prior to your tour departure) or the visit centre directly (whilst on tour) as in many cases full payment may be passed on to your group for a no-show.

Should you anticipate a late arrival, please advise the visit centre directly to avoid the possible non-provision of your planned visit. This is particularly important for guided visits where the guide may have other scheduled commitments.

COMPLAINTS PROCEDURE

In the unlikely event of any discrepancies, errors or omissions with your tour programme or any of the services booked, please take the following action:

- **Talk to the local NST Travel Group agent at the contact address indicated on your itinerary or talk to the supplier concerned directly.**
- **In the event of continued dissatisfaction, telephone NST during office hours if possible (09.00 - 17.00 GMT) on 01253 833833, outside of normal working hours please use the emergency telephone numbers as detailed below.**

For tours travelling or currently on tour up till and including Sunday 31/05/2009

Within UK: - 01795 519329 /Outside UK: - 0044 1795 519329

For tours travelling on or after Monday 01/06/2009

Within UK: - 01253 833501 /Outside UK: - 0044 1253 833501

A TRAINED OPERATOR WILL ANSWER YOUR CALL AND SHOULD YOU INDICATE THAT URGENT ASSISTANCE IS REQUIRED YOUR DETAILS WILL BE FORWARDED TO THE NST OUT OF HOURS DUTY OFFICER, WHO WILL CONTACT YOU WITHIN 10 MINUTES.

PLEASE NOTE THE OUT-OF-OFFICE NUMBERS ARE MANNED BY NST STAFF AT THEIR HOMES AND THEREFORE IF THE CALL IS OF A NON- SERIOUS NATURE AND DOES NOT WARRANT IMMEDIATE ACTION, PLEASE WAIT AND CONTACT THE OFFICE DURING NORMAL WORKING HOURS.

It is essential to follow this procedure to resolve any failure of service whilst on your tour. If this procedure is not carried out, it is difficult for NST to enter into correspondence on any areas of dissatisfaction after the tour. Please refer to the NST Booking Conditions for further details of the system for dealing with complaints.

DISCLAIMER

NST CANNOT BE HELD RESPONSIBLE FOR ANY CHANGES IN
OPENING TIMES AND ENTRANCE FEES -
ALL PRICES ARE QUOTED IN GOOD FAITH.