



TOUR LEADER --- HANDBOOK

BYU PERFORMING ARTS MANAGEMENT

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2019



Performing Arts Management

Dear Tour Leaders,

The 2018-19 tour season has begun! This year, our outstanding performing groups will travel to China, Brazil, Cuba, Great Britain, and many more parts of the world. We are pleased to have you serve in a leadership role as we supervise nearly 300 students who will be traveling with one of our international tours this season. These performance tours offer countless “Inspiring Learning” opportunities to everyone involved. Together, your group will travel to some of the most beautiful places, interact with our wonderful students and administrators, and make new friends with individuals from all over the world.

Traveling on a BYU tour presents rewarding opportunities within a demanding schedule. Each tour promotes the values, goals, and objectives of both the University and The Church. By adhering to the guidelines given in this handbook you will contribute to the spirit of unity that will make all the difference as you travel together as a group.

Please take the time to read this handbook and refer to it often as a resource for tour-related information. It includes the BYU touring policies as well as practical information on traveling in a group. Thank you for representing Brigham Young University. May the Lord bless you to be an instrument in His hands.

Warmest Regards,

Rex L. Barrington
Director, Performing Arts Management

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INTRODUCTION

Mission Statement for Performing Arts Management

Our mission is to bring the BYU experience to the world through high-quality performing arts and create meaningful educational outcomes for BYU students.



Purposes of Church Educational System (CES) Tour Program

1. Provide student touring performance experiences that are necessary for strong university academic programs in the performing arts.
2. Prepare students for a lifetime of service by developing their artistic talents and cultivating a broader understanding of peoples, cultures, and languages.
3. Edify and entertain audiences with superb, uplifting performances.
4. Promote to worldwide audiences a greater understanding of the Church's purpose, members, and sponsored educational institutions.
5. Share with local members the faith, dignity, and esprit de corps of being part of the larger Church through association with the performing groups.

Purposes of the BYU Touring Program

Each year BYU schedules and promotes some of its finest student performing groups throughout the United States and various countries abroad. In supporting this endeavor, BYU hopes to achieve the following educational objectives:

1. To motivate students to develop artistic understanding and skill in preparation for a lifetime of service.
2. To entertain and edify audiences with excellent performances that will increase their sensitivity to the artistic experience and their understanding of our culture.
3. To broaden the student's knowledge and understanding of other peoples, cultures, and languages and to provide an opportunity for cultural exchange.



4. To advance understanding of and support for the values, goals, and objectives of Brigham Young University.
5. To increase the excellence and image of the program through which the performing group is developed.

Because of the commitment of BYU to the development of the total person, which results largely from its sponsorship by The Church of Jesus Christ of Latter-day Saints, other purposes also emerge. Performers whose lives are enlightened by the Spirit of the Lord and sustained by the moral virtues taught by living prophets will have power to further the worldwide work of the Church. Student performers should:

1. Lift the hearts of their audiences and fellow performers through sincere concern and personal righteousness.
2. Increase the dignity and self-regard of local Church members through the quality of their character and performance.
3. Improve the general perception and understanding of the Church and its purposes by their example of Christian living.

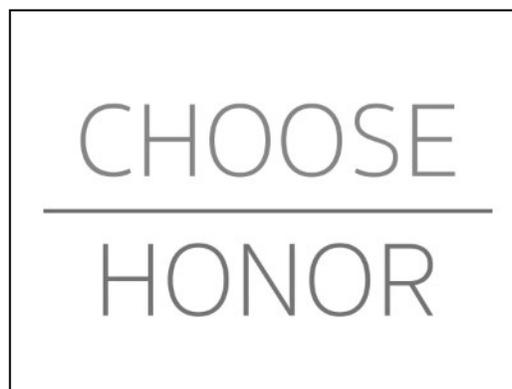
Each performing group and the individuals involved will realize their greatest potential as they successfully balance these educational and spiritual goals.



Tour Guidelines

Each student who travels with one of our university ensembles is approved through the BYU Honor Code Office. They have also received instructions regarding behavior during the tour, on and off stage, that reflects the Church standards, including cleanliness, modesty, behavior, and language. Institutions that sponsor performing groups are responsible for adequate student supervision and safety.

1. Performances will provide the highest quality entertainment adapted as needed for diverse local cultures and purposes.
2. On international tours, local Church members may be asked to assist with meals *only* when local priesthood leaders believe it is not a burden to the members
3. To enhance the potential for missionary work, BYU should communicate with CES, local Area Presidencies, and Public Affairs officers
4. Tours should be organized to maximize the educational experience of the students, support local church missionary and public affairs initiatives (as requested by local Priesthood leaders), and be financially viable.



Tour Leadership Roles:

Work as a Team

Several leadership positions are significant for the success of a tour. The number of tour leaders will depend on the size and nature of the group, duration, distance, and production needs. Tour leader positions may include:



1) Tour Manager

Responsible for tour management, logistics, accounting, general morale and group welfare, and our leader coordination. Serves as liaison with tour presenters and contacts. Liaise with media contacts, organize gift exchanges, VIP hosting, and gather news clips and local publicity samples. Completes the tour summary and performance report.

2) Artistic Director

Responsible for all of the creative aspects of the tour group's presentations including music, staging, costuming, and performing. Organize devotionals and other outreach activities.

3) Technical Director

Responsible for technical aspects of presentations, including set-up, strike, lighting, sound, staging, and equipment transportation.

4) Chaperone

Accompanies the tour to support, encourage, and uplift group members. Helps with security of valuables. Supports show preparation (such as ironing, backstage help, product sales, etc.).

5) Dance Trainer

Coordinates injury prevention, first aid, and treats injuries to any member of the touring group. Coordinates with local health care professionals to obtain treatment (i.e. stitches, broken bones, etc.).

CHAPTER 1: TOUR MANAGER

Tour Manager Responsibilities

The role of a Tour Manager is to develop the itinerary and overall tour program, stay on budget, work closely with key contacts, be an organized leader, and communicate tour details with the entire group. Tours are most effective when the manager is utilizing all the tour leaders in a combined, team effort. *(Checklist on p. 61)*



PRIOR TO TOUR

► Tour Orientation

At the beginning of the fall semester, an introductory presentation will be made to the group about the upcoming tour(s). To be coordinated with Performing Arts Management

► Initial Preparation

Become familiar with the responsibilities and expectations of the upcoming tour.

► Become Acquainted with Your Group

Meet and communicate often with the Artistic Director, visit group rehearsals/meetings, interact with the students, and attend local performances.

► Attend Tour Leader Luncheon

This luncheon usually takes place several months before tour departure and offers basic training/introductions for all tour leaders.

► **Meet With Your Tour Leadership Team**

Communicate with tour leaders regularly. Find time to meet together to discuss tour-related items such as:

- Group personnel and information: organization, rehearsal schedule, local performances, and more.
- Tour destinations and activities
- Culture class details
- Assign/discuss assignments and responsibilities for tour (see the sample “Division of Duties” list at the end of this chapter)
- Tour clothing

► **Attend Culture Class**

All international tours will have a culture class organized to help prepare tour participants for the people, culture, environment, and history of the areas to be visited.

► **Group Photograph**

Most tours will use a group photograph as a gift (in 8 x 10 size) to presenters and other important tour contacts. All tour leaders will be invited to be in the photo. This is organized by Performing Arts Management.



► **Obtain Recommended Immunizations**

Communicate with the University Security Advisor and Center for Disease Control for information regarding recommended immunizations for visits to various parts of the world (see chapter 7).

► **Passport & Visa Information**

For international tours, Tour Managers and spouse (where applicable) will turn in their passport information *as soon as possible* (valid for at least six months beyond the dates of the tour). For passport questions,

consult with Performing Arts Management (PAM). If the destinations visited on tour require a visa, PAM will advise and provide direction.

► **BYU Blazer (men only)**

Please pick up a BYU blazer at the office of Performing Arts Management 2-3 weeks prior to the tour. Return after the tour ends.

► **Interview the Students**

An interview between you and each student is encouraged prior to tour departure. These interviews can help you become better acquainted with participants, review tour requirements, goals, and more.



DEAR
PARENTS

► **Letter to Parents**

Tour Managers are asked to send a letter to the parents of each tour participant. Send this at least one month prior to the tour. Performing Arts Management will assist you.

► **Attend the BYU Tour Participants Meeting**

The official “kick-off” of the after-school performing tour season is a meeting for all groups and their leaders in April. Often the university president will speak.

► **Attend the Final Group Orientation**

The final orientation meeting will cover tour itinerary, rules, safety, health cautions, and other relevant issues. This will be conducted by the Tour Manager from Performing Arts Management.

► **Tour Finances: Withdraw the BYU Cash Advance**

Most tour expenses are anticipated as credit card charges or paid in advance. If you do not have a BYU Corporate Mastercard, you should apply for one before the tour departs. Please use this when possible. Cash expenses will be covered by the cash advance that will be directly deposited into the recipient’s bank and *will need to be withdrawn prior to the tour* (review chapter 8, How to Carry Money).

► **Review Final Tour Details**

Make sure all participants receive the tour itinerary (digital or printed), appropriate per diems, and their tour packet (includes passports, visas, thank you cards, etc.). This occurs *just* before tour.

► **Purchase Gifts**

Purchase and bring gifts to key contacts who have helped with the tour. Presenting gifts can be a valuable public relations and friend-shiping tool and standard practice in many cultures. Gift suitcases are available at Performing Arts Management.

► **First Aid Support**

Students are responsible for bringing any prescriptions/medications needed on the tour. Recommended medical items include: Sudafed or other decongestant (cold), Imodium AD (anti-diarrheal), Septra DS (Bactrim DS) or Cipro (traveler’s diarrhea), Benadryl (allergies), Tylenol (pain), laxative (constipation), and Band-Aids. Tour managers may have some of these things as a back-up or additional support to what individuals bring.

► **Day of Departure**

Tour leaders should arrive early at the departure location, and then assist in seeing that all tour participants are accounted for and the tour departs in a timely way.

DURING TOUR

► **Work as a Team**

Keep the tour running smoothly by communicating with the leaders and students. Hold a morning devotional, when possible, each morning. Pray, review the day’s schedule, include a spiritual thought, and review precautions.

► **Oversee Lodging Arrangements**

Getting a good night’s sleep on tour is critical. Organize hotel keys ahead of time with hotel. Follow BYU lodging policies completely (see chapter 9).

► **Reconfirm Arrangements**

Stay ahead of the itinerary by contacting presenters in advance of your arrival.

► **Attend All Performances and Help with VIP Hosting**

Attend all performances, devotionals, VIP events and similar activities. Greet guests as they arrive.



► **Financial Expenditures**

You are responsible for following the financial policies of the university, including:

- Record and give simple description of all expenditures
- Keep all receipts
- Record cash per diem given to students
- For all non-receipted expenses over \$10, provide a written explanation
- Convert foreign expenditures into US dollars

► **Give Reminders to “Keep Passport Safe”**

Remind participants to keep their passport safe. Weekly “passport checks” are helpful. Tour Managers are provided copies of each passport as backup. (If a passport is lost, an application will need to be submitted at the nearest US Embassy where the applicant will be asked to provide a passport photograph, evidence of the lost document, and payment (paid by student).

► **Assist International Students**

If your group includes any international students, they may be required to complete specific steps while out of the United States to be permitted to re-enter the U.S. at the end of the tour. Performing Arts Management will monitor this and advise.



► **Record Notable Events**

Collect names and addresses, comments, information regarding notable events on tour, such as meeting a high ranking government official, or being televised.

► **Oversee Public Relations Activities**

Oversee the distribution of press kits, taking of photos, media interviews, gather news clippings, marketing samples, and quotes (see Chapter 5).

► **Audience Estimates**

Record the number of attendees at each performance, workshop, fireside or other outreach activity on the Audience Report.

► **Monitor Health, Morale, and Honor Code Issues**

Keep aware of the health and morale of group members. Work with the dance trainer to ensure that any illness is treated immediately (see Chapter 7: “Tips for a Healthy Tour”). If a hospital visit is necessary, students should go with a leader. Be aware of and support the giving of priesthood blessings during your tour. If Honor Code issues arise, confer with the Artistic Director and talk directly with the student. If a problem persists, consult the other tour leaders, particularly the Artistic Director, regarding a proper response (see Chapter 6: “Participant Agreement”).

In cases of irreconcilable abuse of rules or extreme violation of standards, consider sending the student home. *First notify Performing Arts Management before finalizing such a decision.*

- ▶ **Take Good Pictures on Tour**
Follow the photography guidelines in chapter 6 to insure that pictures are taken of notable sites, important people, and interaction of the group members with the people they meet. Performing Arts Management will use these images in post-tour reports.

- ▶ **Report Weekly to Performing Arts Management**

At the conclusion of each week on tour, submit an *Encore on Tour* report through the Performing Arts Management website, accompanied by a few photos. These reports will be shared with BYU administrators and others. Always report tour accidents, injuries, or safety related issues as they occur.



POST TOUR

- ▶ **Turn In Tour Summary Report & Photos**
One week after the tour, promptly submit the Tour Summary Report which should include highlights regarding performances, people, places, and events (see document in this chapter).
- ▶ **Return Items to Performing Arts Management**
Promptly return the gift suitcase, blazer, etc., within one week.
- ▶ **Account for Financial Expenditures**
One week after the tour, complete an expense report in Y-Expense which will include credit card expenses, receipts, etc. The accountant from the Performing Arts Management office can assist you as needed (yexpense.byu.edu). Left over cash advance funds are also returned to the university, usually by check submitted with the receipts (please do NOT mix the reimbursement check with the receipts, however).

Tour Leader Assignments

SAMPLE:

Division of Tour Leader Assignments

Tour Manager

*Liaise with sponsors
Communication tour schedule
Lodging arrangements
Group finances
Gifts
VIP reception
Morale*

Artistic Director

*All aspects of performances
Devotionals
Discipline
Morale
Enforcement of standards*

Technical Director

*Performance set-up
Equipment movement
Truck maintenance*

Chaperones

*Audience totals report
Attend VIP reception
Take Photos
Hand out hotel keys
Backstage security
Group health
Costume repairs*

Dance Trainer

*First aid kit
Injury prevention
Treat tour members
Group conditioning
Monitor illness, injuries, and blessings*

My Tour:

Division of Tour Leader Assignments

Tour Manager

Artistic Director

Technical Director

Chaperones

Dance Trainer

CHAPTER 2: ARTISTIC DIRECTOR

Artistic Director Responsibilities

The Artistic Director is responsible for all of the creative aspects of the tour group's presentations including music, staging, costuming, rehearsing, and performing. She/he also organizes devotionals and other outreach activities.

(Checklist on p. 62)



PRIOR TO TOUR

► Initial Tour Orientation

Attend the presentation delivered by the Tour Manager or Artist Manager. This usually takes place at the beginning of the fall semester.

► Attend Tour Leader Luncheon

This luncheon usually takes place several months before tour departure and offers basic training/introductions for all tour leaders.

► Meet With Your Tour Leadership Team

Communicate with Tour Manager regularly and other tour leaders.

Find time to meet together to discuss tour-related items such as:

- Group personnel and information: organization, rehearsal schedule, local performances, and more.
- Tour destinations and activities
- Culture class details
- Assign/discuss assignments and responsibilities for tour (see the sample "Division of Duties" list at the end of this chapter)
- Tour clothing

▶ **Attend Culture Class**

All international tours will have a culture class organized to help prepare tour participants for the people, culture, environment, and history of the areas to be visited.

▶ **Performances, Devotionals, and Outreach**

Direct all creative aspects of the tour group's presentations, concerts, devotionals, and formal/informal outreach activities.



▶ **Attend Tour Leader Luncheon**

This luncheon usually takes place several months before tour departure and offers basic training/introductions for all tour leaders.

▶ **Review Performance Site Information**

The Artist Manager will obtain specific details about performance sites and provide information to artistic directors prior to tour. As needed, contact venue managers.

▶ **Instruments, Equipment and Costumes**

Working with the Technical Director, see that all instruments, equipment, and costumes are packed properly for tour travel.

► **Final Equipment and Baggage List**

Working with Technical Director, provide Performing Arts Management with a complete equipment list. This will be duplicated for use at border crossings, with airlines, and with customs officials.



► **Group Photograph**

Communicate with Performing Arts Managements to schedule a group photograph. Most tours will use the group photograph as a gift (in 8 x 10 size) to presenters and other important tour contacts. All tour leaders will be invited to be in the photo.

► **Obtain Recommended Immunizations**

The Center for Disease Control in the USA establishes recommended immunizations for visits to various parts of the world (see chapter 7).

► **Passport & Visa Information**

For international tours, Artistic Directors and their spouse will turn in their passport *as soon as possible* (valid for at least six months beyond the dates of the tour). For passport questions, consult with Performing Arts Management. If the destinations visited on tour require a visa, Performing Arts Management will advise and provide direction.

► **BYU Blazer (men only)**

Please pick up a BYU blazer at the office of Performing Arts Management 2-3 weeks prior to the tour. Return after the tour ends.

► **Attend the BYU Tour Participants Meeting**

The official university “kick-off” is a meeting for all university groups who will be traveling after the school year. It often takes place in April and the university president normally speaks.

► **Attend the Final Group Orientation**

The final orientation meeting will cover tour itinerary, rules, safety, health cautions, and other relevant issues. This will be conducted by the Artist Manager from Performing Arts Management.

► **Tour Finances**

Tour Managers are given the majority of the responsibility for group funds, though Artistic Directors may also have expenditures on tour (Review Chapter 8: “How to Carry Money”).

► **Day of Departure**

Tour leaders should arrive early at the departure location, and then assist in seeing that all tour participants are accounted for and the tour departs in a timely way.

DURING TOUR

► **Work as a Team**

The Tour Manager is to keep the tour running smoothly, communicate with the group regarding the tour schedule, and coordinate the efforts of the other tour leaders. Be supportive and a good team player. As needed, help to communicate decisions and information to the group. Be an example of a positive



attitude and encourage similar behavior from others. Jump in and lend a hand when you see the opportunity, including loading/unloading equipment and luggage, public relations support, or helping the

students. Tour Managers and Artistic Directors regularly call a morning leadership meeting to help keep the leadership united. Be supportive of morning devotionals.

► **Performance Preparations**

After arriving at the venue, do a quick walk-thru with the Tour Manager and Technical Director, locate the rooms needed, identify needs, and communicate them with the house manager.

► **Fulfill Assignments**

Be diligent in fulfilling your other tour assignments as agreed in discussion with the Tour Manager.

► **Financial Expenditures**

The Tour Manager is primarily responsible for tour finances. He will advise on financial matters if needed.

► **Monitor Health, Morale, and Honor Code Issues**

Keep aware of the health and morale of group members (see Chapter 7: “Tips for a Healthy Tour”). If a hospital visit is necessary, students should go with a leader. Be aware of and support the giving of priesthood blessings during your tour. If Honor Code issues arise, talk with the tour manager and handle appropriately.

POST TOUR

► **Account for Financial Expenditures**

The Tour Manager is largely responsible for tour finances. If you do have expenses to report, complete an expense report in Y-Expense *one week after the tour*. The accountant from Performing Arts Management or Tour Manager can assist as needed (yexpense.byu.edu).

► **Return Items and Records to Performing Arts Management**

Promptly return the BYU blazer, any contacts/names for future correspondence, and carnet within one week. Also, please turn in any additional records, information, or pictures of the venue.

CHAPTER 3: TECHNICAL DIRECTOR

Technical Director Responsibilities

The role of the Technical Director is to help coordinate and run the technical aspects of each performance, including load-in, set-up, staging, sound, lighting, and strike/load-out. Additional responsibilities include transporting and monitoring equipment. *(Checklist on p. 63)*



PRIOR TO TOUR

► Initial Tour Orientation

Attend the introductory presentation at the beginning of the fall semester.

► Become Acquainted with Your Group

Meet with the Tour Manager and Artistic Director regularly. Become acquainted with the students and other tour leaders.

► Attend Tour Leader Luncheon

This luncheon usually takes place several months before tour departure and offers basic training/introductions for all tour leaders.

► Technical Rider Update

Ensure that technical information (rider) is accurate and complete, including load-in, set-up time, stage requirements, sound, lighting, and load-out time.

► Review Performance Site Information

Tour coordinators will obtain specific details about performance sites and promptly provide information to technical directors prior to tour.

► **Equipment and Baggage List for ATA Carnet**

Provide Performing Arts Management with a detailed list of equipment and costume items to be listed in the carnet application (if an ATA Carnet is recognized by the customs officials in the countries to be visited). This includes a description of goods (including serial numbers), number of pieces, weight/volume, approximate size, value, and country of origin. This list must be obtained a minimum of two weeks before the equipment departs in order to obtain the carnet for tour.



► **Equipment Ready for Travel**

See that all technical equipment is packed properly for tour travel.

► **Final Equipment and Baggage List**

Working with Artistic Director, provide Performing Arts Management with a complete equipment list. This will be duplicated for use at border crossings, with airlines, and with customs officials.

► **Meet With Your Tour Leadership**

Communicate with Tour Manager regularly and other tour leaders. Find time to meet together to discuss tour-related items such as:

- Group personnel and information: organization, rehearsal schedule, local performances, and more.
- Tour destinations and activities
- Culture class details
- Assign/discuss assignments and responsibilities for tour (see the sample “Division of Duties” list at the end of this chapter)
- Tour clothing

► **Group Photograph**

Most tours will use a group photograph as a gift (in 8 x 10 size) to presenters and other important tour contacts. All tour leaders will be invited to be in the photo.

► **Contact Performance Sites**

Make direct contact with the local facility managers to finalize timing for load-in, stage set-up, lighting, etc.



► **Attend Culture Class**

All international tours and some domestic tours will have a culture class organized to help prepare tour participants for the people, culture, environment, and history of the areas to be visited.

► **Obtain Recommended Immunizations**

The Center for Disease Control in the USA establishes recommended immunizations for visits to various parts of the world (see chapter 7).

► **Passport & Visa Information**

For international tours, Technical Directors and their spouse will turn in their passport *as soon as possible* (valid for at least six months beyond the dates of the tour). For passport questions, consult with Performing Arts Management. If the destinations visited on tour require a visa, Performing Arts Management will advise and provide direction.

► **BYU Blazer (men only)**

Please pick up a BYU blazer at the office of Performing Arts Management 2-3 weeks prior to the tour. Return after the tour ends.

► **Attend the BYU Tour Participants Meeting**

The official university “kick-off” is a meeting for all university groups who will be traveling after the school year. It often takes place in April and the university president normally speaks.

► **Attend the Final Group Orientation**

The final orientation meeting will cover tour itinerary, rules, safety, health cautions, and other relevant issues. This will be conducted by the Artist Manager from Performing Arts Management.

► **Tour Finances**

Tour Managers are given the majority of the responsibility for group funds, though Technical Directors may also have expenditures on tour (Review carefully chapter 8, How to Carry Money).

► **Day of Departure**

Tour leaders should arrive early at the departure location, and then assist in seeing that all tour participants are accounted for and the tour departs in a timely way.

DURING TOUR

► **Work as a Team**

The Tour Manager is to keep the tour running smoothly and coordinate the efforts of the other tour leaders. Be supportive and a good team player. As needed, help to communicate decisions and information to the group. Be an example of a positive attitude and encourage similar behavior from others. Jump in and lend a hand when you see the opportunity, including loading/unloading equipment and luggage, public relations support, or helping the students. Tour Managers and Artistic Directors regularly call a morning leadership meeting to help keep the leadership united. Be supportive of morning devotionals.



► **Performance Preparations**

Oversee performance preparations, including the following: arrival, set up, lighting, sound, interfacing with house technical personnel, and other issues related to performances.

► **Logistical Movements on Tour**

Help with movement, storage, and maintenance of equipment, costumes, programs, and personal belongings of the group. Some tours will invite the technical director to drive an equipment truck, others will involve a hired driver, with whom the technical director will want to work closely to insure timely movement occurs.

► **Oversee Backstage and Performance Safety**

The Technical Director is considered the university employee responsible for safety and security backstage. You can invite chaperones or students to help with these issues.

► **Fulfill Assignments**

Be diligent in fulfilling your other tour assignments as agreed in discussing with the tour manager.

► **Financial Expenditures**

The Tour Manager is primarily responsible for tour finances. Budget items must be discussed prior to purchase.

► **Monitor Health, Morale, and Honor Code Issues**

Keep aware of the health and morale of group members (see chapter 7, “Tips for a Healthy Tour”). If a hospital visit is necessary, students should go with a leader. Be aware of and support the giving of the priesthood blessings during your tour. If Honor Code issues arise, talk with the tour manager.

POST TOUR

► **Account for Financial Expenditures**

The Tour Manager is largely responsible for tour finances. If you do have expenses to report, complete an expense report in Y-Expense *one week after the tour*. The accountant from Performing Arts Management or Tour Manager can assist as needed (yexpense.byu.edu).

► **Return Items and Records to Performing Arts Management**

Promptly return the BYU blazer, chaperone log, any contacts/names for future correspondence, and carnet within one week. Also, please turn in any additional records, information, or pictures of the venue.

CHAPTER 4: CHAPERONE



Chaperone Responsibilities

The role of the chaperone is to provide needed support and personal attention to tour members.

(Checklist on p. 64)

PRIOR TO TOUR

► Become Acquainted with Your Group

Meet the Tour Manager, Artistic Director, students, and attend local performances.

► Attend Tour Leader Luncheon

This luncheon usually takes place several months before tour departure and offers basic training/introductions for all tour leaders.

► Meet With Your Tour Leadership Team

Communicate with tour leaders regularly. Find time to meet together to discuss tour-related items such as:

- Group personnel and information: organization, rehearsal schedule, local performances, and more.
- Tour destinations and activities
- Culture class details
- Assign/discuss assignments and responsibilities for tour (see the sample “Division of Duties” list at the end of this chapter)
- Tour clothing

▶ **Attend Culture Class**

All international tours and some domestic tours will have a culture class organized to help prepare tour participants for the people, culture, environment, and history of the areas to be visited.

▶ **Group Photograph**

Most tours will use a group photograph as a gift (in 8 x 10 size) to presenters and other important tour contacts. All tour leaders will be invited to be in the photo. This is organized by Performing Arts Management.

▶ **Obtain Recommended Immunizations**

The Center for Disease Control in the USA establishes recommended immunizations for visits to various parts of the world (see Chapter 7).

▶ **Passport & Visa Information**

For international tours, all chaperones need to turn in their passport *as soon as possible* (valid for at least six months beyond the dates of the tour). For passport questions, consult with Performing Arts Management. If the destinations visited on tour require a visa, Performing Arts Management will advise and provide direction.

▶ **BYU Blazer (men only)**

Please pick up a BYU blazer at the office of Performing Arts Management 2-3 weeks prior to the tour. Return after the tour ends.

▶ **Attend the BYU Tour Participants Meeting**

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▶ **Attend the Final Group Orientation**

The final orientation meeting will cover tour itinerary, rules, safety, health cautions, and other relevant issues. This will be conducted by the Artist Manager from Performing Arts Management.

► **Day of Departure**

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DURING TOUR

► **Work as a Team**

The Tour Manager is to keep the tour running smoothly and coordinate the efforts of the other tour leaders. Be supportive and a good team player. As needed, help to communicate decisions and information to the group. Be an example of a positive attitude and encourage similar behavior from others. Jump in and lend a hand when you see the opportunity, including loading/unloading equipment and luggage, public relations support, or helping the students. Tour Managers regularly call a morning leadership meeting to help keep the leadership united. Be supportive of morning devotionals.

► **Encourage Good Behavior and a Positive Attitude**

For some, traveling away from home can be a lonely experience. Chaperones can greatly help students overcome this by giving encouragement, compliments, and positive support. Be thoughtful and considerate of those on tour, especially those who may need your care and concern.



► **Protect Valuables**

Help protect valuable items (money, jewelry, passports, etc.) during performances and outreach activities. Be on the lookout to remind students never to leave their valuables unattended.

► **Assist at Performances**

Seek for ways to offer willing assistance where needed as the group prepares for performances, performs, and strikes the equipment afterwards. Possible ways to help include backstage security, repairing costumes, selling CDs, etc.

► **Give Encouragement, Monitor Health and Honor Code Issues**

Keep aware of the health and morale of group members (see chapter 7, Tips for a Healthy Tour). If a hospital visit is necessary, students should go with a leader. Be aware of and support the giving of the priesthood blessings during your tour. If Honor Code issues arise, talk with the tour manager.

► **Fulfill Assignments**

Be diligent in fulfilling your other tour assignments as agreed in discussing with the tour manager.

► **Attend All Performances and Help with VIP Hosting**

Attend all performances, greet guests as they arrive, and assist in hosting VIPs.



POST TOUR

► **Return Items to Performing Arts Management**

Promptly return the BYU blazer (if applicable), chaperone log, and any contacts/names for future correspondence within one week. If you prefer to keep the chaperone log for your own records you will then be responsible should it be requested by the university or IRS at some future time.

CHAPTER 5: DANCE TRAINER

Dance Trainer Responsibilities

The role of the Dance Trainer is to perform and coordinate injury prevention, first aid, and treatment of injuries of the performers, technical crew, and tour leaders. *(Checklist on p. 65)*

PRIOR TO TOUR

► Become Acquainted with Your Group

Meet the Tour Manager, Artistic Director, students, and attend local performances.

► Attend Tour Leader Luncheon

This luncheon usually takes place several months before tour departure and offers basic training/introductions for all tour leaders.



► Meet With Your Tour Leadership Team

Communicate with tour leaders regularly. Find time to meet together to discuss tour-related items such as:

- Group personnel and information: organization, rehearsal schedule, local performances, and more.
- Tour destinations and activities
- Culture class details
- Assign/discuss assignments and responsibilities for tour (see the sample “Division of Duties” list at the end of this chapter)
- Tour clothing

► Prepare First Aid Kit

For all dance tours, prepare a well-stocked first aid kit.

▶ **Attend Culture Class**

All international tours and some domestic tours will have a culture class organized to help prepare tour participants for the people, culture, environment, and history of the areas to be visited.

▶ **Group Photograph**

Most tours will use a group photograph as a gift (in 8 x 10 size) to presenters and other important tour contacts. All tour leaders will be invited to be in the photo. This is organized by Performing Arts Management.

▶ **Obtain Recommended Immunizations**

The Center for Disease Control in the USA establishes recommended immunizations for visits to various parts of the world (see Chapter 7).

▶ **Passport & Visa Information**

For international tours, dance trainers need to turn in their passport *as soon as possible* (valid for at least six months beyond the dates of the tour). For passport questions, consult with Performing Arts Management. If the destinations visited on tour require a visa, Performing Arts Management will advise and provide direction.

▶ **Attend the BYU Tour Participants Meeting**

The official “kick-off” of the after-school performing tour season is a meeting for all groups and their leaders in April. Often the university president will speak.

▶ **Attend the Final Group Orientation**

The final orientation meeting will cover tour itinerary, rules, safety, health cautions, and other relevant issues. This will be conducted by the Artist Manager from Performing Arts Management.

▶ **Tour Finances**

Tour Managers are given the majority of the responsibility for group funds, though full-time Dance Trainers may also have expenditures on tour (Review carefully chapter 8, “How to Carry Money”).

► **Day of Departure**

Tour leaders should arrive early at the departure location, and then assist in seeing that all tour participants are accounted for and the tour departs in a timely way.

DURING TOUR

► **Work as a Team**

The Tour Manager is to keep the tour running smoothly and coordinate the efforts of the other tour leaders. Be supportive and a good team player. As needed, help to communicate decisions and information to the group. Be an example of a positive attitude and encourage similar behavior from others. Jump in and lend a hand when you see the opportunity, including loading/unloading equipment and luggage, public relations support, or helping the students. Tour Managers regularly call a morning leadership meeting to help keep the leadership united. Be supportive of morning devotionals.

► **Monitor Health of Individuals**

Keep aware of the health and relevant injuries of group members. Provide instruction and mentoring in principles and practices of dance conditioning, injury treatment, and recuperation for student performers, technical crew, and tour leaders. If a hospital visit is necessary, students should go with a leader. Keep accurate records of all evaluations and treatments.



► **Coordinate and Assign Conditioning**

Ensure that warm-ups and cool-downs are happening consistently during rehearsals and performances.

► **Help With Rehabilitation**

Provide rehabilitation to dancers who have sustained an injury prior to or while on tour.

▶ **Holding Out an Injured Performer**

Working together with the Artistic Director, determine whether or not a performer is too injured to perform.

▶ **First Aid Kit**

Ensure that the kit is fully stocked and replenished when needed.

▶ **Visiting a Doctor on Tour**

The Dance Trainer is responsible for soliciting assistance and coordinating with local healthcare professionals to obtain necessary treatment (x-rays, stitches, etc.). If a hospital visit is necessary, students should go with a tour leader.

▶ **Protect Valuables**

Help protect valuable items (money, jewelry, passports, etc.) during performances and outreach activities. Be on the lookout to remind students never to leave their valuables unattended.

▶ **Assist at Performances**

Seek for ways to offer willing assistance where needed as the group prepares for performances, performs, and strikes the equipment afterwards. Possible ways to help include backstage security, monitoring doors, ironing, repairing costumes, selling CDs, etc.

▶ **Fulfill Assignments**

Be diligent in fulfilling your other tour assignments as agreed in discussing with the tour manager.

CHAPTER 6: PUBLIC RELATIONS

Public Relations Responsibilities

The Tour Manager acts as the lead public relations specialist for the tour – communicating and building relationships with concert presenters, media, alumni, church leaders, community organizations, and other stakeholders. Below are some items to be handled by members of the leadership team:

► Promotional Press Kits

Press kits contain news releases, handbills/flyers, facts, and additional information on both the performing group and University. Digital images, videos, and audio recordings are accessible through the Performing Arts Management website (pam.byu.edu).



► Gifts

Gifts are given to community leaders, sponsors, tour guides, hotel managers, bus drivers, and other individuals who contribute to the success of the tour. Presenting gifts can be a valuable public relations and friend shipping tool. It is recommended to have students

present the gifts. Prior to the tour, Tour Managers generally work with Artistic Directors and Performing Arts Management to determine what gifts should be purchased (i.e. gifts from Guest Relations, BYUStore).

Gifts may be acquired from BYU Guest Services (Performing Arts Management will be billed) or purchased at the BYUStore. Purchases made with personal funds are not reimbursable by BYU. Consider how the gifts will be transported on tour. Technical directors may have suitable containers set aside for this purpose. Performing Arts Management will provide gift suitcase.

► **Photography**

Good photographs on tour are *essential* and can be done by a few individuals. These pictures will be used in post-tour publications and reports (see “Tour Photography Guidelines” in this chapter).

► **Newspaper Clippings**

Collect as many newspaper clippings as possible and submit them to Performing Arts Management at the end of the tour.

► **VIP Quotes and Audience Comments**

Gather quotes and comments from people who attend the performances. Obtain titles and correct spelling of names. Submit them to Performing Arts Management at the end of the tour.

► **Report to Performing Arts Management**

The Tour Manager provides a tour summary at the conclusion of the tour. This summary gives information that can be used in creating news releases and future publicity. It includes audience estimates, details of tour activities and significant events, newspaper clippings, and quotes from VIPs and audience members. Other tour leaders can be asked to fulfill specific assignments related to this report.

► **Hand Out Programs / Flyers**

Group brochures are designed to inform and invite individuals to our performances. Use them frequently to distribute to the public, leave at a restaurant, sign/leave for host families, etc.

► **Media Interviews**

Radio, television, and newspaper interviews often occur on tour. The students interviewed should be prepared in advance (see “Preparation for Media Interviews” in this chapter). If television



tapings occur, ask for an archival copy in exchange for the permission to record. Obtain the name of the station and their estimated audience. Local television companies are responsible for copyright and the acquisition of other rights for telecast.

► **Preparing for Media Interviews**

As representatives of Brigham Young University, the LDS Church, and American youth in general, you need to be prepared to answer a wide variety of questions. Look nice. Be positive. Act professional. Wear your nametag. You do not need to memorize the facts below, but should become acquainted with them.



A) Purpose of BYU Performing Tours

- To develop students' artistic skills
- To entertain and edify audiences
- To broaden students' knowledge of other cultures/people
- To promote world friendship and goodwill

B) BYU Facts

- BYU was founded in 1875 by Brigham Young. Mascot is a cougar.
- BYU is one of the largest private, faith-based universities in the US
- Just about 30,000 students on campus (30,411)
- About 2,000 international students from over 105 countries
- 70% of students speak a second language
- 65% of students have lived outside the US
- Avg GPA is 3.81; Avg ACT is 28

- Over 400,000 alumni
- BYU athletic teams compete in all major NCAA Division I sports

C) Your Performing Ensemble

Become familiar with the itinerary, the countries/cities you will visit, and info about group members:

- Are all members of your ensemble from the United States?
- What majors are represented in your group?
- What year in school are represented?
- Is anyone in the group a returned missionary?
- Does anyone in the group speak a second language?

D) Sample Questions

- Q: Is there a relationship between “Mormonism” and singing, dancing, and music?
- A: Yes. The Church of Jesus Christ of Latter-day Saints teaches the importance of educating the whole person, which includes expanding knowledge, ability, and talent. The Church endorses BYU entertainment in general for its membership because of these benefits (see D&C 136:28).
- Q: Do you proselyte on your performing tours?
- A: No. Our purpose is to provide quality entertainment and make friends. We love sharing our talents with others.
- Q: How large is the LDS Church in the areas where you will be performing?
- A: I believe our Tour Manager has that information. Worldwide, the LDS Church has over 15 million members. Hopefully the local members will come see our show and bring their friends
- Q: Do you have to belong to the LDS Church to attend Brigham Young University?
- A: Most students at BYU are members of the LDS Church, but not all are. Lots of students attend BYU who are not LDS because they have similar values and lifestyle. All students agree to follow the Honor Code.
- Q: How can I learn more about the Church, which sponsors BYU?
- A: By visiting Mormon.org. Or talk to local members or missionaries.

► Photography Guidelines

The tour manager is responsible to see that photographs are taken on tour and returned to Performing Arts Management for use in future publications and reports. This duty can be assigned to other tour leaders or students. Submit the photos to Performing Arts Management. Copies are available if tour participants want them.



► Guidelines for Good Photos

1. Look for these type of photo ops:
 - the group in front of important landmarks or historical sites
 - gift presentations
 - impromptu performances (focus on audience/performer interaction)
 - post-performance activity (audience/performer interaction).
2. Review *Encore* or other publications for examples of taking effective photos.
3. Good quality, close-up photographs are best.
4. Frame the picture properly - a group photo needs to be taken at some distance from a large building or landmark, with the group close to the camera so that faces are recognizable and the landmark or building is in the distance behind.
5. Take photographs of important individuals with the group. Be sure to obtain the title and correct spelling.
6. Candid rather than posed shots are best.
7. Shoot both vertical and horizontal photos.



CHAPTER 7: POLICIES & PROCEDURES

Student Commitments

Each student who travels with one of our university ensembles is approved through the Honor Code Office and has agreed to follow the Honor Code on tour.

Culture Class

In order to prepare BYU groups for their international experience, a culture class is developed to provide them with a basic understanding of the people, worldview, language (where applicable), and culture of the foreign setting in which they will be traveling. Each student will need to register for the class: IAS 201R, 1 credit hour. The instructor is asked not to assign busy work for the sake of giving assignments, keeping in mind that these students are spending many hours rehearsing, developing, and perfecting their music and dance presentations. It is important that there be a balance between background knowledge and the practical “how to’s” of culture. Topics include: history, politics, geography, economics, religion, sociology, customs/tradition, recreation/leisure, fine arts, architecture, language, and cultural sites.

Finances

BYU tours are funded from four distinct sources:

1. Students contributions (\$1,500 per student).
2. Performing group income (many groups perform locally during the school year and raise funds for extended tours)
3. University funds (BYU contributes funds through an endowment/donor gifts to cover tour expenses such as flights, ground transportation, meals, etc.)
4. Tour presenters/sponsors (presenters/sponsors are asked to support group lodging, meals, and local transportation).



Financial Budgets

Budgets are created for each tour by Performing Arts Management. These are modified throughout the scheduling process as more information is obtained. Tour managers (and other leaders) should follow these budgets as closely as possible. Tour leaders are not authorized to incur large expenses outside of what was planned for without conferring with the

director of Performing Arts Management.

Financial Records

Tour leaders are expected to follow university policies in accounting for their financial expenditures on tour. Use of the *Tour Leader's Ledger* (p. 47) should be used to record expenses *daily*. Relevant policies include:

- Obtain a receipt for all expenses
- Record all expenditures in the Ledger as they occur (listing date, category, and expense)
- Funds distributed to students as a food per diem are not given until each recipient has “signed off” on a per diem list
- Number each receipt in chronological order
- Write a detailed explanation if you do not have a receipt for an item (applicable only for items over \$25)
- Convert foreign monies into US currency when returning leftover cash.
- Upon return, complete an expense report in Y-Expense which will include credit card expenses, receipts, etc. The accountant who works in the office of Performing Arts Management can assist as needed (yexpense.byu.edu). Left over cash advance funds are also returned to the university, usually by check submitted with the receipts (please do NOT mix the reimbursement check with the receipts).

Child Care Allowance

Tour leaders can claim reimbursement for child care expenses. This is due to the extended length of a performance tour for mid-semester, national, and international tours. Having husband and wife teams serve as tour leaders and chaperones also contributes to this benefit. Reimbursement requests can only be approved when both husband and wife are serving as tour leaders.



Reimbursement will be \$60/day for the first child and \$30/day per child for the second and third. Maximum child care per day is \$120. Generally, eligible children must be 18 years of age or younger and living at home. The child care allowance is arranged by Performing Arts Management working with Financial Services. Tour leaders should be aware that the

IRS considers this allowance as income. The University is required to add it to the individual's yearly income and to deduct taxes for it. Allowance funds are received by deposit into the individual's bank account used for payroll deposits.

Tour Clothing

Because BYU performing groups are constantly in the public eye, students and leaders are required to wear coordinated clothing while on tour. This provides a way to present a positive image of the University and to represent standards of dress indicative of our values. Tour clothing should be chosen after considering the climate of the area that will be visited on tour.

As stated in the Honor Code, "the dress and grooming of both men and women should always be modest, neat, and clean."



For men, blazers are provided by Performing Arts Management and can be picked up at their office (306 Hinckley Center). The blazer must be returned 10 days after you return from tour. If not, a late fee will be assessed (\$15); if lost, you will be charged the cost of replacing the blazer (\$95).

Artistic Directors should have tour clothing approved by their department chair at least three months prior to the tour. Tour leaders are expected to wear clothing that is similar in color and type with the students. This may be the same as the students or something purchased separately that is more appropriate. Costs for the tour leader's clothing are covered by Performing Arts Management.

Baggage Insurance

Tour members are provided baggage insurance under certain conditions, after a claim is made with the airline or common carrier. If the tour arrangements have involved use of the University's JP Morgan Chase Travel Card, tour members are insured for lost baggage and certain personal effects in case of physical loss, theft, damage, or destruction while traveling on a common carrier. To access this insurance, a claim must be made - contact JP Morgan Enhancement Services at 1-800-356-8955. Musical instruments, owned by a tour participant and used on the tour in performance, are covered by BYU's self-insurance policy.

Proselyting on Tour

BYU performing tours are a significant public relations tool for the University and the Church. As such, the group's primary role on tour will be to entertain and edify audiences at each performance. Participants will likely be asked questions about the Church by



people of other faiths who are curious to know why a university would sponsor such performing ensembles. Do not hesitate to answer questions directed to you, but in general it is inappropriate to *initiate* gospel discussions with audience members. Group members should not pass out Church literature at performances *unless* it is requested by an audience member or the performance is clearly under LDS Church sponsorship.

There are two reasons for this policy:

1. Presenters/Sponsors not affiliated with the Church are assured that BYU ensembles will *not* proselyte audience members. To do so in spite of these assurances damages the relationship with the entity and hurts the image of BYU and the Church. It could also force cancellation of the contract and/or part of the tour.
2. In some nations proselyting is prohibited. Those who engage in it can face fines or imprisonment.

Where questions arise, play it safe.



Interacting With Fellow Americans at Performances

Whether the Church is directly involved in presenting a performing group or not, there are often Americans and American missionaries in the audience. It is easy for group members to gather around these people to discuss familiar things and unintentionally

ignore other audience members. Too much time spent with Americans, however, will inadvertently exclude other audience members waiting to meet performers, perhaps offending them and lessening the group's impact. Performers should consider the following:

1. Avoid grouping together
2. Spread throughout the auditorium
3. Approach those who are not engaged with other performers in conversation
4. When visiting with missionaries, focus on the investigator/guest they brought to the show
5. Know when to end a conversation when it becomes too lengthy. Meet, greet, change, and help load equipment.

Traveling in Host Family's Vehicle

Student performers are *not* allowed to drive vehicles belonging to presenters or local Church members. Whenever riding in a host's car, always wear a seat belt. And, if tour members obtain permission to leave a tour group, such as to travel with family members, the student must complete either the *Post-Tour Travel Request* form (link below) or an *Assumption of Risk and Release Agreement* form (obtained by Tour Manager) and submit it to the Artistic Director or Performing Arts Management.

Avoid Public Displays of Affection, Dating, and Flirtations

Tour participants should not separate from the group. They are to be with at least one other tour member, always. When sightseeing, students should be in groups of three or more. This is an important safety precaution.

Dating while on tour is *not* allowed. Avoid public displays of affection, pairing off as couples, or separating yourselves from the group. Avoid flirtations with those you meet on tour. These suggestive actions are often misunderstood and can lead to dangerous situations.



Returning To a Different City

If tour participants desire to return home to a different city than Salt Lake at the end of the tour, Performing Arts Management must be notified at least three months prior to the tour departure. This allows sufficient time for flight schedules to be changed. Students will be responsible for any additional costs incurred for changes in flight plans. Payment is required before day one of the tour.

Post-Tour Travel (By Students)

Post-tour travel by students is discouraged but allowed. They are required to fill out the application by the January deadline.

Post-Tour Travel (By Tour Leaders)

Tour leaders are expected to remain with the student group for the entire tour, including the return flight to Salt Lake City. Any exceptions must be approved in advance by Performing Arts Management.

CHAPTER 8: TOUR HEALTH & SAFETY

Health & Immunizations for Tour

The risk of illness depends upon the area of the world visited. The most up-to-date health and safety information for every country is provided on the CDC website:



<https://wwwnc.cdc.gov/travel/destinations/list/>). Just select the country you will be visiting. This site should be referenced often. *In general, just be careful and practice good hygiene. Eat only washed or freshly prepared food and drink only safe water.* Remember that most diseases are related to the sanitary conditions of the country visited. You can thus help protect yourself from illness by practicing good sanitation. In developing countries, food and drink should be carefully monitored. Food should always be washed carefully and prepared fresh. Water should be adequately chlorinated or boiled. Generally, only drinks made with boiled water or that are canned or bottled should be considered safe. Where there's doubt, play it safe.



Be Current and Complete the Recommended and Required Immunizations for Tour

Travelers to developing nations are at greater risk than those visiting urban areas/developed nations. The majority of U.S. international travelers should be current with their vaccines, including Tetanus-Diphtheria (Td or Tdap), Measles-Mumps-Rubella (MMR), Hepatitis A and B. This means, you should have received a TD injection within the past 10 years. MMR and Polio immunizations should have been received earlier in life. (A booster is not recommendations for those above 18.) All of the following vaccines are available for students through the Student Health Center (801)422-5156. Most of them are also available at the Utah County Health Department (801)851-7043.

Hepatitis A and B immunizations are usually recommended specifically for developing areas of the world and generally for international travel. Performing Arts Management will inform tour leaders of recommended immunizations for their tour. Tour leaders: strongly urge students to

obtain all necessary immunizations before tour.

Illness/Disease

One of the least desirable things to occur when you are in a foreign country is to have an illness. Unfortunately, it occurs too often. The purpose of this section is to discuss common illnesses and how you can treat them. But first, some guidelines on preventing illnesses:

- Use bottled water whenever possible or a filtered water bottle
- Be very careful about your hygiene. Always wash your hands
- Do not drink or brush your teeth with local water, unless it has been properly treated/boiled
- Peel all fruits and vegetables before eating. Wash them with treated water
- Make sure your food is properly prepared and well-cooked before eating
- Do not eat vendor foods from the streets, no matter how good it may look
- Never use another person's utensils or drinking glass.
- Most bacteria will enter your body through the mouth.

Medications Recommended for Each Participant to Bring

Sudafed (colds). Take 1-2 three times a day.

Azithromycin (traveler's diarrhea) or Pepto-Bismol (2 tablespoons every 4 hours).

Benadryl for allergic reactions. Take 2 every 6 hours.

Tylenol for pain. Take 1 or 2 every 4-6 hours, if needed.

Antibiotic ointment (optional) for scrapes and cuts. Apply after washing well with soap and water.

**Note: these are suggested medicines. You should consult your physician for specific recommendations. Individuals should supply their own on-going medications.*

Tips For a Healthy Tour

Drink plenty of fluids and rest as much as possible. Use good hygiene, frequently washing your hands, covering the mouth when coughing, use sanitizer, and don't share utensils, drinking glasses, or other personal food-related dishes.

1) Obtain Safe Water

Water in some countries can be of concern. Consider purchasing bottled water to have accessible.

2) Jet Lag/Travel Stress

Jet lag is a condition that leaves some travelers feeling tired, wired, and simply out of sync. When you fly overseas, crossing several time zones in the process, you may find yourself eating lunch when your body expects you to be getting ready for bed. You thereby force your body clock to begin adjusting to a new cycle. It can cause irritability, drowsiness, headaches, and other physical discomforts.

3) If You Are Robbed on Tour

If possessions are lost or stolen, tour leaders should contact the local police. Keep a copy of the police report for insurance claims. Report the lost credit cards to the issuing company and passports to the nearest U.S. embassy or consulate.

4) Culture Shock

Nearly everyone recognizes differences between cultures. The more different one's own culture is from the visited culture, the greater the potential for culture shock. Take a positive attitude and open mind with you on the tour. Do not judge the other culture on the basis of your own, but accept it for what it is and look for the unique or positive.

5) Seeing a Doctor

If illness or injury requires visiting a doctor, the local presenter and LDS contacts should work with the Tour Manager and Dance Trainer to identify an appropriate physician. The cost of doctor visits is the responsibility of the individual, who will be covered for such through the HTH Worldwide insurance coverage applicable to international tours. However, the tour manager's funds can be used for these types of emergencies as well, if necessary. Tour leaders should not allow anyone to go untreated because of lack of personal funds or insurance.



6) Restricting Activity

It is appropriate for ill tour members to forego the day's scheduled activities in order to get enough rest to recuperate. Evaluate the situation and determine if other tour participants or leaders should remain with the sick individual. It will be more important for the individual to miss sightseeing in order to be prepared to perform.

7) Informing BYU and Parents

It is critical to inform Performing Arts Management of serious health concerns, accidents or problems which may occur on tour. This can be done by telephone or email. If desired, contact can also be made to inform parents.

8) Student/Leader Can Remain Behind

If necessary, it is appropriate for tour leadership to split up so that the tour group can move on, leaving a sick participant behind with an accompanying tour leader to recuperate. These situations are clearly not desirable, but can be arranged if necessary. Notify Performing Arts Management if this occurs.

BYU Insurance Coverage - Accident & Death Coverage Provided

BYU has secured certain insurance policies that may cover tour participants, according to their terms, while traveling with the performance company, but limited to the following:

- a. \$10,000 primary coverage for accidental injury during activities coordinated by Performing Arts Management
- b. \$250,000 for accidental death or dismemberment, while actually traveling through the university.
- c. If air arrangements have been made through one of the authorized university travel agents, \$200,000 through American Express for accidental death as a ticketed passenger in a common carrier or airport or while traveling to and from an airport by public conveyance.
- d. If the student is covered by BYU student insurance (DMBA), \$10,000 catastrophic coverage may also apply.

Any additional accident, life or health insurance coverage is the sole responsibility of the tour participant.

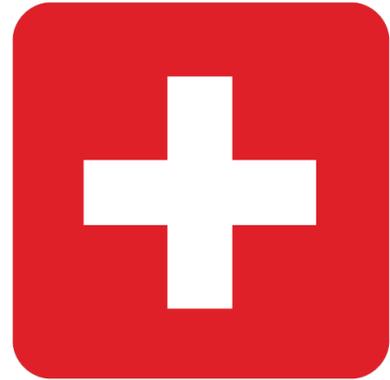
Health Coverage

BYU itself **does not** provide medical insurance to cover treatment of illnesses contracted by tour participants before or during participation with the tour. Except for the treatment of very minor illnesses, BYU cannot provide or pay for medical services during a performance tour. BYU requires tour participants to maintain adequate medical insurance while on tour, just as students on campus in order to meet this need. BYU has contracted with GeoBlue International Travel Insurance to provide

insurance and medical coverage for tours outside the United States for a fee.

GeoBlue International Health Coverage

In addition to personal insurance, BYU requires students (and tour leaders) traveling internationally to have international health insurance while on tour and away from the United States. BYU has contracted with GeoBlue to provide this service. GeoBlue provides comprehensive international health insurance for BYU tour participants abroad, which includes coverage for medical expenses, accidental death and dismemberment, and medical evacuation. Participants on an international tours receive a policy number and access to online services form GeoBlue. Upon receiving an access code by e-mail, participants will need to register and print off an insurance card. On this website they can also view benefit plans, view available doctors and hospitals, specific to the country and location, download claim forms, check claim status, etc. GeoBlue insurance requires no deductible and covers you 100%. Your GeoBlue insurance coverage begins and ends according to the dates of your tour schedule.



Who do I contact at BYU if I have additional questions?

For coverage, enrollment and reimbursement: International Study Programs: 801-422-3686; 801-422-6192; 801-422-8687, hthinsurance@byu.edu or isp@byu.edu.
ISP/GeoBlue Enrollment Manager: Lauren Chung-Hoon, 801-422-8687, isp_registrar@byu.edu

For medical emergencies: Contact your ISP Director or Coordinator, BYU International Security 801-422-5357; 801-422-4302, international_security@byu.edu

GeoBlue Emergency Support

To contact GeoBlue in the event of a security emergency, call 855.481.6647 or collect to +1.610.254.8771 for help and support.

What to do in a MEDICAL EMERGENCY:

Go to the nearest reliable medical facility (GeoBlue contracted or not). Take a valid debit/credit card or cash and your GeoBlue Card. Be prepared to pay up front for your medical care. Contact GeoBlue at

855.481.6647 as soon as possible and follow their instructions. They will also notify BYU International Security. As soon as possible (after receiving initial treatment), contact your BYU Tour Manager. Inform him/her of your current situation, location, and a number to contact you at. If you pay for your medical expenses, keep all of your receipts so you can file a reimbursement claim later.

What to do in a MEDICAL NON-EMERGENCY:

Contact your BYU Tour Manager and inform him/her of your situation. You can find a GeoBlue-contracted doctor or hospital near you using the “Doctors & Hospitals” under Member Services on www.geobluetravelinsurance.com. If you do not have an GeoBlue-contracted hospital or doctor in your area, go to the best possible hospital, clinic or doctor available. After choosing a doctor or hospital, contact GeoBlue (855.481.6647) for additional help, instructions, and information. Take a valid debit/credit card or cash to guarantee payment if required and your GeoBlue Card. At the end of your visit, the clinic or hospital you attended should bill GeoBlue directly. If you are required to pay, obtain receipts for any and all services, including medications, so you may complete the reimbursement process later.

Accidents on Tour

Take care of the immediate problem. Take advantage of a physician. Should an emergency room visit or hospitalization be necessary go there as quickly as is expedient. Charges for emergency room or hospital visits may be covered by the individuals’ medical insurance (personal, BYU, or GeoBlue) or by tour funds if necessary. Be sure to keep all paperwork and receipts.

Accident report forms must be filled out as soon as possible. Two forms will need completed: the BYU accident form and the ACE USA Life Insurance Company. Both can be obtained from the Tour Manager. If forms are not available on tour, they should be obtained and left with Performing Arts Management after tour.

Depending upon the seriousness of the injury, tour leadership may need to resolve the following:

- a. Does the schedule of the tour need to be altered? (communicate with administration)
- b. Does a tour leader need to stay behind with the injured person?
- c. Does the injured person need to be sent home? Who will accompany them?
- d. If injured person continues, how will they be taken care of?
- e. In the above circumstances, communicate/inform Performing Arts Management



General Safety on Tour

“O be wise; what can I say more.” Use common sense and good judgment when traveling. Be especially cautious in, or avoid areas where you are likely to be victimized. Use the buddy system. Keep matters private and don’t be trusting to strangers. Beware of

pickpockets. If you are confronted, don’t fight back—give up your valuables. Soften your speech. Keep your passport out of sight.

Safety in Your Hotel

Keep your hotel door locked at all times. Meet visitors in the lobby. Do not leave money and other valuables in your hotel room while you are out. Use the hotel safe.

Safety on Public Transportation

Taxis: Only take taxis clearly identified with official markings. Beware of unmarked cabs.



Trains: Well organized, systematic robbery of passengers on trains along popular tourist routes is a problem. It is more common at night and especially on overnight trains. Criminals have been known to drug food or drink offered to passengers. Where possible, lock your compartment. Do not be afraid to alert authorities if you feel threatened in any way.

Buses: the same type of criminal activity found on trains can be found on public buses on popular tourist routes. For example, tourists have been drugged and robbed while sleeping on buses/station.

Lost on Tour

If tour members become lost while on tour, they should either contact the person on their tour itinerary, a local Church office, or the U.S. Embassy or Consulate. It is wise to carry the itinerary at all times.

Tour Emergency Procedures and Plan

After learning of the emergency, and as time permits, the tour manager will be the key coordinator and consult with tour leaders regarding the best solution to the emergency. Caution should be taken to explore every possible solution. The tour manager will inform the group members of the severity of the emergency and discuss with them security, safety, and health protocols. Performing Arts Management should always be informed and updated regarding what is happening in emergency situations.

The Tour Manager should notify the University Security Advisor immediately:

Landes Holbrook, (801) 594-2986; (801) 369-0430
landes_holbrook@byu.edu

The University Security Advisor will contact the U.S. Embassy, local authorities, and local LDS Church leaders to gain information concerning the emergency and discuss possible solutions to the emergency crisis. This information will be coordinated with Performing Arts Management and University administration. Tour leaders should provide tour participants with positive support, assurance that measures are being taken to insure their safety.

In the event of a natural disaster, tour leaders need to first determine the health condition of each group member. Second, find a safe, secure location to wait for additional help. Locating food, water, and sanitation will be most important.

As time permits, the Tour Manager and University leaders (University Security Advisor, Performing Arts Management, International VP) will determine the real risk to tour participants and what action plans to implement. If deemed necessary, a Crisis Committee will be convened by the University President to consider what plan of action to take.

Death of a Tour Member

Though it is highly unlikely, in the event of a death to a tour member, tour leaders should immediately notify the University Security Advisor and Performing Arts Management. The Security Advisor will assist in working with the US Embassy. BYU Administration will inform family members.

CHAPTER 9: TRAVEL TIPS

Lodging

Your lodging arrangements may include staying overnight with host families, hotels, youth hostels, and dormitories.



Hotels & Dorms

When arrangements are made in a public facility (hotel, dorm, hostel), please adhere to the following:

- The location should be in a safe part of the city
- Each student is provided a separate bed (unless married)
- Each student is provided with towels, soap, and sheets/blankets
- Private bathrooms/showers are preferred
- In-room hotel costs are paid by the individual (laundry, mini-bar,)

Personal Luggage

It is advised to travel as light as possible as individuals may have to carry bags several blocks, through airports, on subways, etc. Usually a single bag per individual will be checked as baggage. In addition, one carry-on bag and one personal item are allowed. Airlines generally allow a carry-on to be 22" x 14" x 9". For checked luggage, bag should not weigh more than 50 pounds or be larger 62" in total dimension.



Group Equipment

One of the more difficult tasks on tour is moving the costumes, props, and technical equipment from city to city. Whenever possible this equipment is moved by air as checked baggage.

The Technical Director contacts the airline a few days in advance to make final arrangements for the time and location of the equipment delivery to the airline. If an ATA Carnet has been purchased for use on tour, remember it must be signed by customs officials both entering and exiting each country. The carnet document must be returned to Performing Arts Management after the tour.

Packing Tips

Always travel light. Never pack valuables in baggage that will be checked. Do NOT lock your checked luggage. Bring a copy of your prescriptions and the generic names of the drugs for replacement purposes. If a medication is unusual or contains narcotics, carry a letter from your doctor attesting to your need to take the drug. Put your name, address, and telephone number inside and outside each piece of luggage.

SAMPLE PACKING LIST

Clothing

Women

Tour clothing
2 skirts
3 blouses
1 sweater
1 polo shirt
1 pair of pants
tour shoes
nylons
extra pair of comfortable shoes
3-4 sets underclothes
pajamas
swimsuit

Men

Tour clothing
1 sweater
3 shirts
3 pairs of pants
2 ties
1 polo shirt
tour shoes
4-5 pair of socks
extra pair of comfortable shoes
3-4 sets underclothes
pajamas
swimsuit

Personal

Women

hairspray
make-up
perfume
sanitary supplies
lotion
plug-in adapter

Men

hair product
comb
razor/shave cream
lotion and aftershave
cologne
plug-in adapter

Women and Men

toothpaste/brush	shampoo/conditioner	hairbrush/comb
deodorant	aspirin	nail clippers
soap	band-aids	kleenex
personal medication	vitamins	

Other

alarm clock	watch	scriptures
journal/pen	camera	jacket
towel	adapter	name tag
spending money		

Bringing Money on Tour

Meals, lodging, and transportation will be provided. Individuals should bring some personal money for souvenirs, postage, snacks, and phone calls. Spending money could be in cash or credit/debit cards.

Credit Cards

Tour leaders: use the BYU credit card whenever possible. BYU Corporate Mastercards are to be used for expenditures on tour by all tour leaders. They should only be used for legitimate tour expenses and come with a monthly maximum of \$20,000. Receipts for all transactions should be obtained. Keep good track of your card and report the loss of your card immediately to BYU Financial Services (800) 270-7760 or (847) 488-3748 (intl).



Cash

The biggest advantage of taking cash is that it can be exchanged more quickly and easily than traveler's checks. The biggest disadvantage to cash is that if it is lost or stolen, it is gone. Some countries, especially former communist countries, are cash-only economies. In these countries traveler's checks and credit cards are difficult to use.

Where to Exchange

Do not exchange money at places other than legitimate businesses, such as hotels, exchange offices, merchants, and banks. Hotels, airports, and merchants usually give a less favorable rate than banks or exchange offices.

Keep Your Money Safe

Plan a place or places to conceal your valuables. Your passport, cash, and credit cards are safest when locked in a hotel safe. When you have to carry them on your person, you may wish to conceal them in several places rather than putting them in one wallet or pouch. Avoid handbags and fanny packs.

Electricity Abroad

If you are taking electrical appliances (cell phones, blow-dryers, electric razors, etc.), make sure that you have the correct electrical adapters and transformers for the countries to which you are going. For most countries the standard is 220 volts, so it is necessary to have a transformer that will convert this to 110 volts (U.S. standard).



Purchasing Gifts and Souvenirs

You are welcome to buy items abroad, but please remember that there are limits to the amount you can pack in your checked luggage. If you have purchased more than \$800 worth of items, you may be assessed customs duty of up to 10%.

Communicating on Tour

Check with your cellular provider to learn your best options for using your phone overseas. You can also purchase a calling card. Tour Managers are asked to call or email Performing Arts Management weekly during the tour to check in and provide updates of the tour.

Student Phone Calls on Tour

Students may call home. Check with your cellular provider to learn about your best options. You can also purchase a calling card. Hotels will often charge a service fee to make calls (even on a calling card).

Important Contacts

University Security Advisor

Landes Holbrook: (801) 422-4302, (801) 594-2986, (801) 369-0430
landes_holbrook@byu.edu

Performing Arts Management Office

Karla Schmidt, Office Manager; (801) 422-3576, (800) 432-3576, karla_schmidt@byu.edu

Rex Barrington, Director, (801) 372-1733; rlbarrin@byu.edu

Shane Wright, Assistant Director, (801) 360-8952; shane_wright@byu.edu

Justin Smith, Artist Manager, (801) 310-2784; justin_smith@byu.edu

Karson Denney, Artist Manager, (801) 787-9373; karson_denney@byu.edu

TOUR MANAGER CHECKLIST

Prior to Tour

Dec

- Get acquainted with the group (rehearsals, local performances, etc.)
- Turn in passport and visa photos to PAM
- Attend luncheon/training session conducted by PAM

Dec-Jan

- Meet with the tour leadership group to become acquainted
 - Discuss tour clothing
 - Learn of the group organization
 - Make assignments among the tour leadership for:
 - Tour photography
 - Record keeping (audience totals, news clips, quotes)
 - Health issues (first aid kit, illness follow up, etc.)
 - Backstage security
 - Meeting the media and preparing for interviews
 - Gift presentations
 - Housing and room assignments
 - Product sales

Jan-Apr

- Attend culture class

Feb

- Group photograph
- Obtain immunizations for tour
- Check out a BYU blazer
- Interview students (become acquainted, plan for tour)

Mar

- Send letters to parents with itinerary and mail information
- Purchase gifts for tour, plan to transport them
- Review the first aid kit, add items specific to your group and tour

Apr

- Attend the BYU Tour Participants meeting
- Attend final group orientation by PAM
- Review final tour details with your PAM tour coordinator
 - Press kits, tour leader binder, and review financial plans
- Tour finances: withdraw the BYU cash advance (directly deposited to your bank account by BYU).
- Day of departure
 - Receive the group's tour packet (passports, visas, itinerary, etc.)
 - Account for all group members on departure

During Tour

Work as a Team and Utilize Tour Leaders

- Reconfirm arrangements one to three days in advance
- Attend all performances
- Assist with VIP hosting as needed
- Complete audience estimates at each performance
- Monitor the need for Priesthood blessings
- Finances: obtain receipts for all expenditures
- Monitor health, morale, dress standards, etc.
- Insure passports and visa documents are protected
- Insure international students have necessary visa documentation
- Report weekly to PAM by email (provide summary and photo)
- Record notable events, happenings, and activities
- Take good tour pictures for later publication

After Tour (1 week after)

Turn in the following:

- Tour summary report: statistics and highlights report
- Photos
- Contact names for future BYU visits/performances
- First aid kit (if borrowed from PAM)
- Gift suitcase (if borrowed from PAM)
- Tour blazer
- Submitting an Expense Report accompanied by receipts

ARTISTIC DIRECTOR CHECKLIST

Prior to Tour

Ongoing

Develop the performance/concert including music, staging, costuming, rehearsing, and performing
Organize a program for devotionals and other outreach activities

Dec

- Meet with the tour leadership group to become acquainted
- Attend luncheon/training session conducted by PAM

Dec-Mar

- Review the performance site information provided by PAM; advise as necessary
- Turn in passport and visa photos to PAM

Jan-Apr

- Attend culture class

Feb

- Pose in a group photograph
- Obtain immunizations for tour, check out a BYU blazer

Mar-Apr

- Contact performance sites to clarify needs

Apr

- Attend the BYU Tour Participants meeting
- Attend final group orientation by PAM
- Day of departure. Arrive *early* at the departure point.
- See that all instruments and baggage is packaged properly for tour travel
- Provide PAM with a complete instrument/costume list
- Day of departure. Arrive *early* at the departure point. Assist in moving equipment from BYU to the departure point.

During Tour

- Work as a Team and Utilize Tour Leaders
- Venue walk-thru
- Fulfill assignments as made within the tour leadership group
- Monitor health, morale, dress standards, etc.

After Tour (1 week after)

Turn in the following:

- Photos
- Contact names for future BYU visits/performances
- Tour blazer
- Additional performance site information, records, and pictures

TECHNICAL DIRECTOR CHECKLIST

Prior to Tour

Oct-Dec

- Get acquainted with the group (rehearsals, local performances, etc.)
- Ensure PAM has correct Technical Rider for the group (site specifications, set up time, etc.)

Dec

- Meet with the tour leadership group to become acquainted
- Attend luncheon/training session conducted by PAM

Dec-Mar

- Review the performance site information provided by PAM; advise as necessary
- Get acquainted with the group (rehearsals, local performances, etc.)
- Turn in passport and visa photos to PAM

Jan-Apr

- Attend culture class

Feb

- Pose in a group photograph
- Obtain immunizations for tour, check out a BYU blazer

Mar-Apr

- Contact performance sites to clarify technical needs

Mar

- If an International Carnet will be used, provide all necessary information to PAM for application

Apr

- Attend the BYU Tour Participants meeting
- Attend final group orientation by PAM
- Day of departure. Arrive *early* at the departure point.
- See that all technical equipment is packaged properly for tour travel
- Provide PAM with a complete equipment list
- Day of departure. Arrive *early* at the departure point. Assist in moving equipment from BYU to the departure point.

During Tour

- Work as a Team and Utilize Tour Leaders
- Aid in logistical movements of equipment and luggage
- Oversee performance preparations: arrival, set up, lighting, sound, interfacing with house technical personnel
- Fulfill assignments as made within the tour leadership group
- Oversee backstage and performance safety
- Monitor health, morale, dress standards, etc.

After Tour (1 week after)

Turn in the following:

- Photos
- Contact names for future BYU visits/performances
- Tour blazer
- Carnet (if used)
- Chaperone log
- Additional performance site information, records, and pictures

CHAPERONE CHECKLIST

Prior to Tour

Dec

- Get acquainted with the group (rehearsals, local performances, etc.)
- Meet with the tour leadership group to become acquainted
- Turn in passport and visa photos to PAM
- Attend luncheon/training session conducted by PAM

Jan-Apr

- Attend culture class

Feb

- Pose in a group photograph
- Obtain immunizations for tour, check out a BYU blazer

Apr

- Attend the BYU Tour Participants meeting
- Attend final group orientation by PAM
- Day of departure. Arrive *early* at the departure point.

During Tour

- Work as a Team and Utilize Tour Leaders
- Encourage good behavior and a positive attitude
- Help protect group valuables during performances, outreach activities, and while traveling
- Fulfill assignments as made within the tour leadership group
- Attend all performances, assist with VIP hosting, backstage security, product sales, programs, and/or help with costumes
- Monitor health, morale, dress standards, etc.

After Tour (1 week after)

Turn in the following:

- Photos
- Contact names for future BYU visits/performances
- Tour blazer (men only)

DANCE TRAINER CHECKLIST

Prior to Tour

Dec

- Get acquainted with the group (rehearsals, local performances, etc.)
- Meet with the tour leadership group to become acquainted
- Turn in passport and visa photos to PAM
- Attend luncheon/training session conducted by PAM

Jan-Apr

- Attend culture class

Feb

- Pose in a group photograph
- Obtain immunizations for tour, check out a BYU blazer
- Prepare First Aid Kit

Apr

- Attend the BYU Tour Participants meeting
- Attend final group orientation by PAM
- Day of departure. Arrive *early* at the departure point.

During Tour

- Work as a Team and Utilize Tour Leaders
- Fulfill assignments as made within the tour leadership group
- Attend all performances, assist with VIP hosting, backstage security, product sales, programs, and/or help with costumes
- Complete the chaperone log indicating tour-related activities
- Monitor health of participants.
- Coordinate conditioning
- Help with rehabilitation

