

EPL Sports Tours FAQ's



1) Where will we meet our EPL Sports Rep?

Upon arrival in your chosen city an EPL Sports representative will be waiting to greet you at the airport. There will be an EPL Sports rep with the group at all times.

ACCOMMODATION

2) Can we receive hotel details prior to the tour?

The group leader will receive a web link to each tour hotel. This information will be shared with the group beforehand.

3) How will the group be allocated hotel rooms?

Hotels are usually based on 2 – 3 person sharing a room. EPL Sports will send a rooming list to the group leader prior the tour and the group decide on the rooming allocations. PLEASE NOTE: There may be a supplement charge for anyone requesting a single room.

TRANSPORTATION

4) How will the group travel during the tour?

We will be chartering a bus/coach for the group. The driver will also reside with the group at each hotel.

MEALS

5) Meals during the tour?

EPL Sports will provide meals during the tour as specified in your tour proposal. Breakfast will be served at the hotel daily and all other meals will be at either at the hotel or restaurants nearby.

6) What if I have dietary requirement/allergy?

Before the tour the group leader will confirm with EPL Sports any dietary requirements or allergies within the group. EPL Sports will then delegate with hotels and restaurants and ensure all requirement are catered for.

SPORTS EVENTS

7) How do we obtain tickets for the live sporting events?

EPL Sport and the group leader will identify which live sporting events work best within the tour schedule. The group will then receive information on each event and the cost. It is not mandatory to attend these sporting events and EPL Sports will only purchase tickets for official group members.

8) How do we pay for the live sporting events?

Once the live events have been identified, payments will be required either prior to the tour or to an EPL Sports staff member during the tour. This will be agreed upon as a group prior to the tour.

9) Watching friendly matches/training sessions?

Any supporters who are part of the official tour will have entry to watch all friendly matches and training sessions (even at professional academy facilities). Anyone not officially on the tour cannot be guaranteed entry to these events/facilities.

OTHER

10) What if my child is travelling without parents/guardians?

It is totally fine for children to travel without parents/guardians. As a company, we need to be notified in writing of another tour member (adult) that is responsible for that child should there be an emergency. Also, children travelling without parents/guardians can not room on their own.

11) What if my child gets ill or injured during the tour?

As a company, the safety of our customers is our main priority. The EPL Sports rep will have all contact information for all hospitals/Dr's in each tour location. EPL Sports recommend that each tour participant carries extra medical insurance to cover against sports injuries.

12) Sightseeing and Excursions?

The group will decide beforehand if they wish to participate in any group excursions. We will pre purchase tickets and payment can be made prior to the tour or during the tour to an EPL Sports representative. This will be agreed upon as a group prior to the tour,

13) How can I make contact with the group during the tour?

The group leader will receive emergency contact details and this will be sent to all family members. These details will include hotel addresses, phone numbers and a contact number for the EPL Sports rep with the group at all times.