



AUSTRALIAN FUTSAL ASSOCIATION



www.australianfutsal.com

Dear Supporter

Thank you for registering as a supporter on our tour. There're a few things we'd like to clarify with you before confirming your position on tour. We find this is important so that there are no misunderstandings before or whilst on tour.

Firstly, when you accept a position as a supporter on our tour, you are accepting the whole package in which the levy covers. These are items such as transport, meals, gear, officials and accommodation. The only instance where the price is reduced is if you are organising your own flights. You will stay at the same accommodation, catch the same flights, do the same sightseeing, and do just as the players do from day to day on tour. If this does not suit your personal requirements, please feel free to make all your own arrangements and meet the tour group at their games so you can still support them.

Our tours are designed with our players and teams in mind. There will be days when you may wish to skip training and go and discover local towns etc. We recommend you do this as there's so much to discover that the players simply won't have time to cover as well as their training and other commitments to the team.

On some tours we will have big groups, others will only be small. The makeup of the group will often affect how much we do or where we eat etc., and this is based solely on what is best and most time efficient for each group. No tour is the same as the last that went to the same location, as we are always evolving our tours and making them better. However, you can be ensured it will be made up on the same components – games, training and sightseeing.

TOUR DATES

When you first receive the invitation letter, it will indicate the proposed dates for the tour. We are unable to confirm the dates until we book the tour flights. Just in case we are unable to fly on a certain day and need to go the next day.

The other factor is if our host postpones the tour by a day or two.

In either event, AFA endeavour to keep the original dates and if a change is necessary, it's usually only a day or two. Your tour coordinator will let you know as soon as possible if there is a change.

FLIGHTS

Unless it's a group over 50 people, your tours flights will generally be booked 1-2 months before departure. As soon as the flights are booked, we'll confirm the dates and times you need to be at the airport.

Specific flights times and flight numbers will only be available to everyone three weeks before you depart.

As we have tour members coming from multiple locations, sometimes we will fly you direct from Sydney, Melbourne, Perth or Brisbane, to the tour location or a stopover location. This may mean that it's not possible to have a tour official on each connection, however we will allocate a supporting parent to assist any group that doesn't have an official with them. And then our experienced officials will take over care of the tour members when they are together.



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ACCOMMODATION and ROOM SHARING

Please note that you will be sharing a room with another supporter or official of the same gender. It's often the case we have twin share rooms. Rooms may consist of two single beds or other various sizes; however, you will have your own bed. If you are travelling with another supporter for instance your wife, another child or relative, we'll put you in the same room as them. If you wish to have your own room, we can arrange this at an additional charge.

Tours for ten year olds and eleven year olds follow different rooming classification than tours for twelve years and above. Players aged ten or eleven years will be placed in rooms with their supporting person, where there are multiple supporters with the player, we will put you across two rooms, or connecting rooms. If players aged ten or eleven years are travelling without official supporters, the players will be placed in a room together with official's rooms next door. AFA do suggest that if your son or daughter is accepting a position on a ten or eleven year representative tour, that you accept a position as an official supporter or perhaps another family member can travel if you are unable to.

For players aged twelve and up you will be roomed in twin, triple or quad shared rooms with your team mates.

You tour coordinator will let you know the area of the hotel/s as soon as they are booked. Name of hotels will not be released until three weeks before departure.

INFORMATION PRIOR TO DEPARTURE

We are often asked why we don't relay information such as hotel names, and flight numbers as soon as we have this information. Unfortunately, past 'unofficial supporters' following our tours have set a bad precedent for future tours and the CEO has introduced policies relating to specific information for the safety of our groups and officials. Our tour officials have no control over supporters unofficially following the tours. Their focus must be on our official tour group, and we only provide enough officials for those on the official tour.

CHILDREN AS SUPPORTERS

Unfortunately, due to some of the demands of our tours, we do not accept supporters under the age of 6 years. If you are hoping to tour with family or young children, we suggest you make your own arrangements.

WORKING WITH CHILDREN CHECK

Any supporters over the age of 18 must complete a working with children check for their state or capital territory. We request you complete a voluntary check and send us the approval details. In most states it's an online application. Please see below for details on your state:

NSW - <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check/volunteers>

QLD - www.bluecard.qld.gov.au (applications must be sent to your tour coordinator to be submitted)

VIC - www.workingwithchildren.vic.gov.au

WA - workingwithchildren.wa.gov.au

SA - screening.dcsi.sa.gov.au

TAS - wwcforms.justice.tas.gov.au/RegistrationForm.aspx



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MEALS

On tour, AFA provide two meals a day except for when you are in transit and meals are covered by the airline. In most instances the two meals are breakfast and dinner. If you have something on in the evening where it is hard for us to provide the meal, we may provide the lunch instead. For the third meal of the day that we do not provide, we will ensure you are in a location where you can purchase your meals. On the very rare occasion, we may only be able to provide the breakfast on a single day but will then cover lunch and dinner another day.

We encourage the players to sit together at meals to increase bonding between players. We ask that supporters sit with each other and get to know each other as well.

It's important to understand that in different countries, they won't eat the same items as we do. If your tour is to China, or Malaysia, you won't eat western food every day. If your tour is to Italy, they predominately eat pasta and pizza. If you have an allergy to any food stuffs, we'll work with the chefs to ensure you have a suitable meal.

Given some days are very busy, sometimes the group won't eat until late at night. Officials will let you know when this is going to occur, so you can purchase some snacks in advance and not go hungry between meals.

AFA endeavour to pre-arrange meals, particularly with larger groups as it saves time in the evening.

Not all hotels we stay at have restaurants and we will choose somewhere suitable for the group to eat.

BEHAVIOUR

For our tours to be successful, all members must work together, players need to respect their officials, officials need to work with parents to obtain the best experience for all.

We understand that there will be some instances on tour that you may disagree. Please go direct to your tour leader and speak to them about your concerns. They will do their best to provide an outcome where everyone is happy. Please don't wait to tell us your problems as it may get too late for us to fix them. If you feel your concerns are still not addressed, contact your tour organiser immediately so they can try and sort the problem.

We understand that as a supporter you have taken time off work and want to relax. We encourage you to relax and enjoy yourself, but please keep in mind our tours are based around the players and are not a family holiday. We have no problem if you want to go and see or do something that is not in the itinerary, but this is at your own expense and most times, players will need to stay with the tour group.

AFA do not tolerate loud, rude or offensive behaviour. If you are approached by an official, AFA staff member, hotel staff or a member of the public to control your behaviour please take notice. If your tour leader deems your conduct as unreconcilable they have the right to stop you from attending games, sightseeing or even request you leave the tour altogether. If this occurs, any additional costs will be your responsibility.



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DAY to DAY

Within a week of your departure, you'll receive your tour itinerary. This itinerary is a guide to what will happen on tour. Sometimes our host or tour leader needs to make changes from day to day for the benefit of the group i.e. it's raining, and we are scheduled to have an outdoor activity. Or another game has been arranged for the group.

Your tour leader will do their best to keep you informed. There will be regular meetings, often each evening to discuss times and activities of the next day, or information will be posted in the tours Facebook page the night before.

Some days you'll leave the hotel early in the morning and not return until late at night. Your officials will give you notice on what days this will occur and ensure you have everything you need for the day.

Some of our tours require walking up to 3-5 kilometres to venues or sightseeing. This won't be everyday but keep this in mind when you accept a position on our tours, as you must be capable of walking this distance.

NON-TOUR MEMBERS FOLLOWING THE TOUR

AFA understand that there will be instances where you want to support your child but are unable to commit to a supporter's package or wish to travel as a family. The following information outlines further information if you are looking to follow the tour unofficially.

Please acknowledge that specific flight details and names of accommodation will not be released until three weeks before departure. This does not mean you cannot book flights and accommodation in advance, it just means you may not be on the same flight or accommodation as the player involved.

Tour itineraries are only available within the week of your departure. This allows our host time to confirm scheduling of games etc. Your child's tour coordinator and tour leader will do their best to make available to you, the times and locations of games.

In the lead up to departure no preference is given to providing information to non-tour members making personal arrangements. All information for tour members and non-tour members is provided at the same time in fairness to allow us to make the best arrangements for those players and supporters who are experiencing the tour with Australian Futsal. While the group is away we also ask anyone that is not a part of the tour to give the tour leaders and officials enough space and understanding that first and foremost their responsibilities are with looking after the tour group and they should not be expected to provide constant updates on the movements and arrangements of the tour to non-tour members. It is best in this instance you contact the player you are supporting to relay the information to you, as the officials are very busy looking after the group.

Non-tour members cannot catch any of the group transport on the tour. Please do not ask if you can get a lift on the tour bus, or even try to, as officials will remove you.

If you are making your own flight and accommodation arrangements, AFA take no responsibility for changes in dates and any fees you may incur due to a change in date.

Please keep in mind that it is not only a hotel room, a seat on a bus, a meal or airline ticket. Official tour members receive, the services and knowledge of our staff, and representatives as part of tour levy.



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CONCLUSION

I hope this brief has helped you as a supporter understand what you can expect from AFA and what AFA expect from you.