

GROUP TRAVEL PLANNING GUIDE



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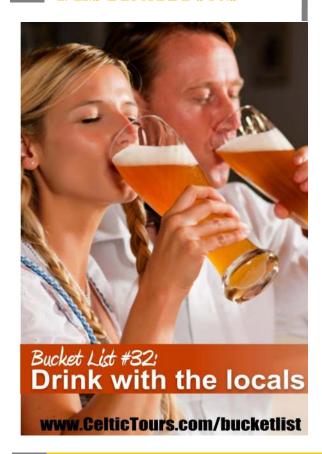
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WHY YOU NEED A TRAVEL AGENT

use a travel agent - whether you are booking a small vacation for yourself or a group trip. The bottom line is that using a travel agent to book your travel will save you time, money and hassle. Planning a vacation or group trip can be an exciting prospect. But when you really get into it there are logistics you might not know about. A good travel agent will help to guide you through all aspects of planning your vacation, leaving no stone unturned. Travel agents do their research and have often traveled to the

There are many, many good reasons to place you are going to. They know what to see, what is a waste of time and how to get the most out of your vacation. Having a top travel agent can also make you an instant VIP with free room upgrades, hard to get restaurant reservations, cutting lines, access to otherwise closed stores and exhibits, private guides and cheaper premium airfares. And after you have planned everything, they provide a safety net during your trip that you simply won't get by booking yourself or buying insurance.

CHOOSING A TOUR OPERATOR

Choosing a tour operator can be a difficult process. Who do you choose? What questions do you ask? How can you be sure that this tour operator will give you the right vacation at the right price with the right level of service? By asking the right questions, you will find out all you need to know in order to choose the right tour operator.

To get a more complete picture of how well a tour operator can meet your expectations, you should consider the following questions:

What is the tour operator's reputation? Find out if the company

HERE ARE SOME GOOD QUESTIONS TO START WITH:

What are your deposit and cancellation policies?

What happens if we do not get enough people on our group? Do you offer trip insurance? Tell me a bit about your demographics, who typically takes your trips?

Is the owner of your company involved in the day to day operations?

What is your company's satisfaction guarantee policy?

has memberships within reputable trade organizations such as USTOA.

How large is the company? Smaller companies tend to give a more personalized service, but larger companies usually have better financial backing and offer more services.

How long has the company been in business? A company that's been around for a long time is likely to be more stable and better connected within the industry.

ASK QUESTIONS ABOUT **TOURS & ITINERARIES:**

How long have you been running this trip?

What is not included?

Where do we start and end the trip? How do I get there?

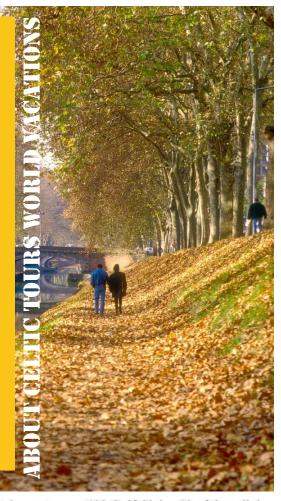
What is a typical day like?

Can you tell me about the accommodations and amenities?

Can you accommodate specific dietary needs on this trip?

What makes this trip special and why should I choose it and with you?

Welcome to Celtic Tours. Choosing the right vacation package can become a chore with so many packages offered by different companies. In choosing Celtic tours you will have taken a major step forward. Our expert staff brings you years of vast experience and you can be assured that we treat your vacation as our own. We are a family-owned company founded in 1972. Travel agents and individual passengers can attest to Celtic Tours reputation. As a Worldwide tour operator, we are pleased to offer you many destinations to choose from. Making Celtic your one stop for your travel needs. We are pleased to offer you Ireland, the United Kingdom, Italy, Germany, as well as many other European destinations, such as France and Amsterdam. We are also proud to provide you with top notch vacations to Australia, New Zealand and Tahiti too!





Ireland is home to over 408 Golf Clubs, 53 of them links courses, choosing can be difficult. So our golf experts, at Celtic Tours, have played the courses and tailored itineraries to suit the average and expert golfer alike. We would also be happy to customize an itinerary to suit your groups needs. Give us a call 1-800-833-4373 to start planning your group **Golf Trip to Ireland** today!

www.CelticTours.com

TOP 10 REASONS TO TRAVEL WITH US

1. EARN MORE

Earn up to 21% commission on group land for our scheduled tours.

2. CELTIC ASSURANCE

All Celtic Tours travelers advanced payments are backed with a \$1 million USTOA Travelers Assistance Bond. Now that is Assurance!

3. MORE EXPERIENCE

Established in 1972, providing quality and affordable tours world-wide, you know you're in good hands

4. CELTIC GUARANTEE

Celtic Tours World Vacations always offers a "No Hidden Costs" policy and

"Guaranteed Prices" will not increase 8. under deposit!

5. TOP CUSTOMER SERVICE

Celtic Tours World Vacations is proud of its top customer service with professional, yet personal customer care and never a concierge fee.

6. GLOBAL TRAVEL HELP

No matter where you are on the planet, we are there for you!

. SPECIAL EVENT TOURS

We are a leading provided of Special-Event Tours including St. Patrick's Week, Sporting Events, Dance Groups, Musical bands and more!

MARKETING SUPPORT

We offer co-op marketing support, color flyers and a free booking webpage for group travel.

9. WORLD-CLASS TRAVEL PARTNERS

We only work with the best to ensure that you are always in the best hands.

10. SOMETHING FOR EVERYONE

No matter what your interests and where you want to go, we've got it!

[WHAT IS A GROUP?



TYPES OF GROUPS (AFFINITY GROUPS, FAMILIES, ETC.)

There are so many types of groups. Whenever you have "like minded" people who share an interest, hobby or affiliation, traveling together is fun. Here, at Celtic Tours World Vacations we have been catering to virtually every conceivable type of group to world-wide destinations for over 40 years! Here are some of the different types of organizations and activities that offer rewarding group travel experiences:

AARP **Business Professionals** Fraternities Medical Schools and Colleges Alumni Churches Garden Clubs Meetings Shopping Associations Community Events Gay & Lesbian Micro Beers Breweries Singles Golf Animal Enthusiasts Cooking Museums Sporting Events Artists Culinary Heritage Tours Photography Tennis Wedding Groups Bands and Musicians Educational Incentive Police **Bowling** Family Reunions Libraries Retired Teachers Wine or Whiskey **Brewery Tours** Fire Departments Literary Guild Organizations Women's Clubs



Here at Celtic Tours World Vacations, we have the experience necessary to plan groups of any type or size. From 20 to 300 or more, we will help you through the process from start to finish to ensure your group has a spectacular time!

Group Travel

makes an

amazing

Family Reunion!

GROUP TRAVEL CREATES COMMUNITY

The human being is a social animal. Very few of us choose to go through life as "loners." Instead, we prefer to share both our joys and sorrows with relatives, friends, neighbors or other individuals with interests similar to our own.

We are also fortunate to live in a society in which the freedom to travel can be taken for granted. Consequently, it is only natural that most people are happiest when they can visit new places and enjoy new experiences when surrounded by people with whom they know that they will be comfortable. Surely part of this situ-

ation can be attributed to a wish to remain safe and secure whenever venturing into new territory (the "safety in numbers" phenomenon), whether conscious or not.

But the desire to be with those whom we appreciate, and who in turn appreciate us, enhances the pleasure of enjoying new destinations and experiences together. Not only does group travel serve our existing "communities" (of relatives, friends, neighbors, etc.), but it also creates a stream of new "communities" as a bonus.

WILD ATLANTIC WAY

Out at the very edge of Europe, the Wild Atlantic Way stretches for 1500 miles along Ireland's western seaboard. From Malin Head in Co. Donegal to Kinsale in Co. Cork, through regions like Connemara, Galway Bay and Kerry, it's the longest defined coastal drive in the world.

Here, the ocean's force has carved a coast of wild, raw beauty. Huge Atlantic rollers crash and churn, shaping jagged ocean crags, archipelagos and inlets, sea loughs, surfing strands, and the sheer granite walls of cliffs that are amongst some of the highest in Europe. Rare sea eagles circle over glacial mountains, dolphins leap the waves, seals bask on the shore, puffins nest on cliff faces and geese gather in great estuaries.

You'll drive on routes that ring great peninsulas, reaching out into the ocean. Tiny roads hug the shoreline then switch back high above the Atlantic swell. Cloud-shadows race across sea and land, followed by shafts of sunlight. You'll probably see a lifetime's rainbows in just one trip!

You'll want to stop often at the many small settlements and towns along the route. Every few miles there are places to stretch your legs and have a bite to eat. Maybe you'll hunker down and stay a night or two to get to know the places and people...to climb cliffs, surf waves and ride bikes. You could join in the craic at sessions and festivals, go island-hopping and visit ancient sites or sit by turf fires in traditional pubs, where you'll eat the freshest seafood and hear the Irish language, songs and stories. Out here in the west coast's remote Gaeltecht regions, Irish is the mother tongue for many folk.

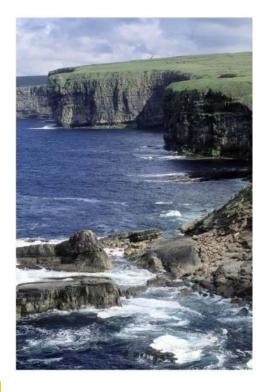
You could drive the whole route in one go - but you don't have to! Instead, you may want to slow down and dive in deep...For it's out on these western extremities -drawn in by the constant rhythm of the ocean's roar and the consistent warmth of the people - that you'll find the Ireland you've always imagined.

Book your next trip to Ireland with Celtic Tours World Vacations! www.CelticTours.com

Groups that travel are bound to connect with people of creeds, colors and lifestyles different from their own. Folks we meet and learn about as we venture outside our familiar home environment can significantly enhance understanding, tolerance and brotherhood on a "grassroots" level, both domestically and worldwide.

Most people, regardless of where and how they live, share many of our familiar goals: They want to be happy and attain a reasonable level of success, to have the freedom to choose how to conduct their lives, to make life's journey better for the next generation than it has been for the current one, etc. Or, as the "Vulcans" of Star Trek fame put it, to "live long and prosper."

WILD ATLANTIC WAY



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www.CelticTours.com

66 I can't say enough about Kathy Gordon. I have worked with her over the past seven years booking our tours and she has been fantastic to work with. ~NY, Group Leader

For those who love to peel back the layers of time

For those who love to peel back the layers of time, Ireland's Ancient East is a wonderful opportunity to experience 5,000 years of European history in a compact area. Get off the beaten track to see, hear, touch, and feel the imprints of the millennia of settlers of this land. Ancient man, Early Christians, Medieval Lords, Colonial Settlers, and their descendants have all been seduced by these most lush, green fertile lands. Hear for yourself their stories. Take your time to discover it all—the Stone Age art, the monasteries, the castles and fortresses.

Feel the ancient past as it echoes in the lives of the vibrant towns and villages od this lush landscape, especially at the festivals and events.

Here you can recharge and taste the harvest of this ageless land. You will leave not only refreshed but illuminated by these many ancient wonders and the stories od how they came to this rich land and how Irish life today has been shaped by their immensely powerful influence.

Book your next trip to Ireland with Celtic Tours World Vacations! www.CelticTours.com





An immersive journey of discovery of 5,000 years of Europe's history



There's an engaging authenticity to life in the local, bustling towns and villages. Take in a festival, try local fresh produce or tasty local specialties, many of which trace their roots to ancient times. Drive leafy roads through lush rolling valleys. Explore meandering rivers of mountains that once protected the original inhabitants.

SHARE THE EXPERIENCE



[GROUP LEADER INFO]



WHAT MAKES A GOOD GROUP LEADER?

Continued & up to date communication of all details of trip to all members of the group. Staying in close contact with Tour Company. ~EF, Group Leader

Open minded on locations, sights, willingness to listen ~BM, **Group Leader**

First and foremost communication skills, and the old adage to "keep your head while all others are losing theirs," is something to aspire to. Relaying to your group the feeling that you are in control so that they can relax and enjoy. Knowledge of the country you are touring, know things they may not easily read in a book or find on wikipedia. And always remember they are on vaca!! ~KM, Musician and Group Leader

Who Can Be

Knowledge of, and enthusiasm for subject/ places; ability to meld types of personalities into a congenial group; good organizational skills ~MH, Group Leader

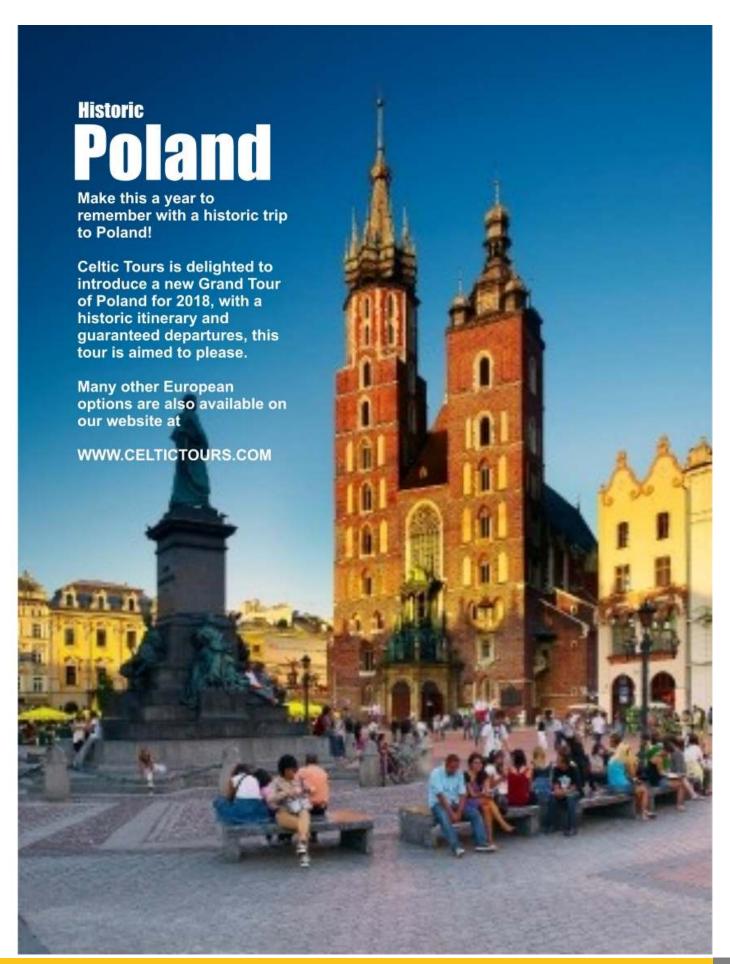
Someone who is organized, friendly, quickly gets to know their group and is able to evaluate their group and make the best decisions for the group. Every trip is a learning process. Resolve any issues as soon as they occur. Assess their needs with the experienced driver/ guide to come up with the best possible solution. A good group leader maintains good communication at all times with the tour operator, the driver/guide and with the passengers. Avoid major changes in your itinerary once it is set. Get to know the individuals on your tour by name, it will enhance the rapport you have with your group. ~KG, Group Leader

BE A GROUP LEADER

When you work with Celtic Tours World Vacations, being a group leader is easy. We'll work with you on every detail of the trip, provide rec-Leader? YOU ommendations, make reservations, give you tips on how to market to your group members and be sure that your group trip goes off without a hitch. As the group leader you will get people interested and excited and we will do the rest. The best part is that as a group leader you can travel for FREE! The amount of participants, or passengers, determines how many free spaces you get. It is really that easy! Give us a call to start planning your group trip 1-800-833-4373

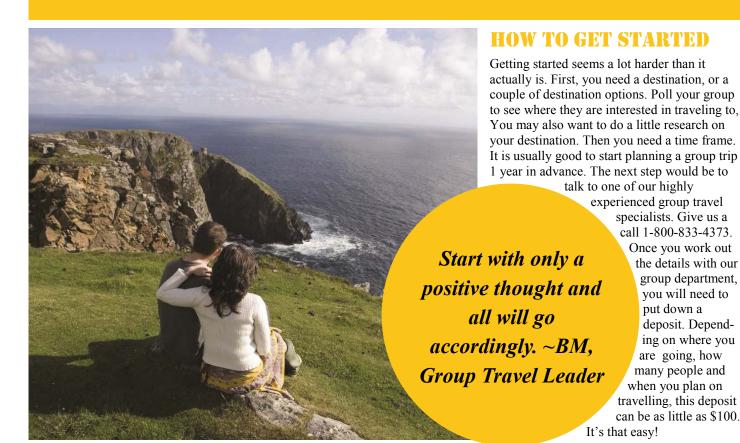
Where do you want to

a Group



[GETTING STARTED





WHERE DO YOUR TRAVELERS WANT TO GO?

Inexperienced group leaders can easily make the mistake of choosing their destination(s) based solely on their own desires or preferences. Instead, they would be well advised to do at least minimal research... speak with members of the targeted organization to see what trips might interest them, and find out what

potentially competing tours, if any, are already available in the marketplace. It is important to also allow as much lead time as possible — several months or longer to allow the group to build to a reasonable size for even a short trip — rather than offer a "last minute" trip that will be difficult to fill.

GROUP TRIP?

Plan a vacation for yourself (what interests you, what do you know and want to share with others) and invite the world to come along. ~KM, Group Travel Leader

Accommodating various interests; a good mix of planned activities and free time; providing info on towns/cities where staying overnight so people know what to do with free time; explaining WHY we are seeing what we are seeing...; be flexible! For me, always more than one night in each place. ~MH, Group Travel Leader

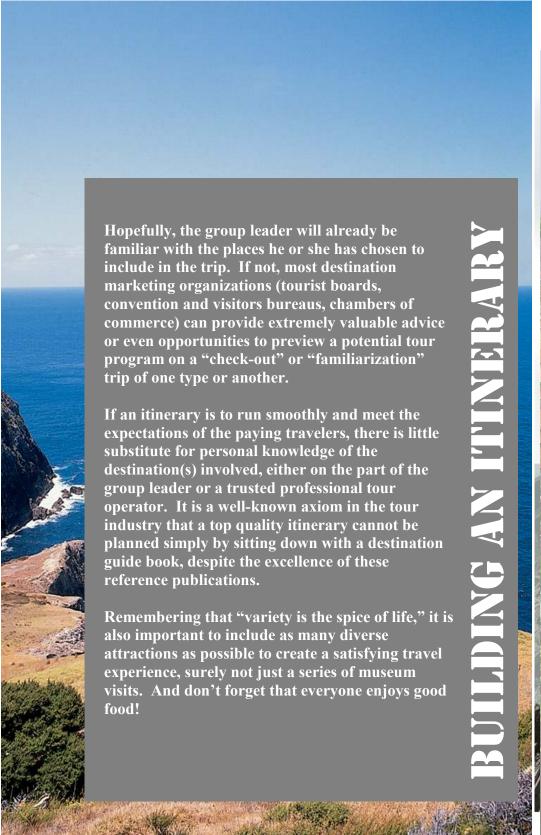
When strangers become friends on a group tour, it is the best feeling.

Creating an atmosphere that fosters good camaraderie and respect for each other.

Making sure everyone understands the importance of being "on time" and of letting you know ahead of time if they are not planning to join you on your tour that day. ~KG, Group Travel Leader

Have more than one option, location in which to travel. Set a price range that will accommodate the people and numbers you are looking for. Be flexible as you can be in all areas. ~BM, Group Travel Leader

Call Your Local Travel Agent or Give Us A Call at 1-800-833-4373





Experience

Small Group
Tours to
Italy!
Maximum of
16 passengers
Perfect for
Family, Friends
and the perfect
intimate
group!



www.CelticTours.com

I am very pleased with my interactions with Celtic. ~MH, Group

[TIMELINE



GROUP TRAVEL TIMELINE

1 YEAR & Beyond

- Determine timing and duration of trip
- Finalize group itinerary & optional activities, tours, etc.

11 MONTHS

Book air

4 MONTHS

- Final Passenger List
- Release any extra air seats (usually 125-95 days)

3 MONTHS

• Submit Visa applications (if applicable)

2 MONTHS

- Final payment due
- Determine meeting point for start of the trip

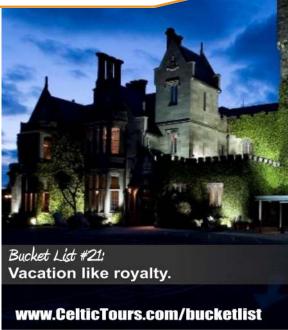
1 MONTH

- Travel documents mailed, review complete itinerary
- Schedule a document meeting

2 WEEKS

- Distribute copies of emergency contact info
- Put together a pack list and purchase remaining items







Let the spirit of Ireland get under your skin and into your heart.



WWW.CELTICTOURS.COM



[PRICE POINTS]



Group Travel Planning Guide

PLANNING THE PRICE

There are many different formulas that are used for pricing tour programs, but the specific process employed is not nearly as important as the tour planner simply making 100% sure that he or she has all the "bases" covered when calculating selling prices.

First, there are the per capita expenses: Admissions, hotel accommodations, meals, etc., that will be the same regardless of the number of participants. The per person share of fixed

costs, however, can vary substantially depending on the number of tour guests.

call for more information

1-800-833-4373

As a result, it is very important to have a

many travelers can reasonably be expected, as well as how many people constitute the "break even" point. Fixed costs can include such items as the motorcoach charter, driver accommodations, tour director compensation and/or expenses, step-on guides, expenses for any "complimentary" fares, and "per coach" fees such as parking, tolls or National Park admissions.

Other items that need to be considered somewhere in the equation include: desired profit margin (if any); contribution (usually a percentage or per-person amount) to a sponsoring organization; projected promotional, printing or mailing costs; finally, an allowance for miscellaneous expenses or unexpected cost increases. One must certainly also keep in mind the prices being charged by others for competitive tours.



Book into a scheduled escorted tour for the best package price, commission and free spaces. Celtic **Tours offers** guaranteed departures and no hidden extras on all tours!

NOT SURE YOU NEED TRAVEL INSURANCE

Encountering the unexpected is often a part of travel; ranging from the inconvenient to a truly serious emergency. Travelex Insurance Services offers comprehensive travel protection coupled with extensive 24-hour emergency assistance services to meet the challenges of today's travel and help you enjoy a worry-free trip.

Consider these reasons to purchase a plan before departing, for a true sense of security on your journey.

TRAVEL INVESTMENT

You work hard for the money and time invested in planning your vacation. Unfortunately even the most careful preparation doesn't avoid life's surprises if you need to cancel or interrupt your trip. Purchasing a Travelex protection plan will help make sure you don't TRANSPORTATION, PERSONAL BELONGINGS, TRAVEL walk away empty-handed.

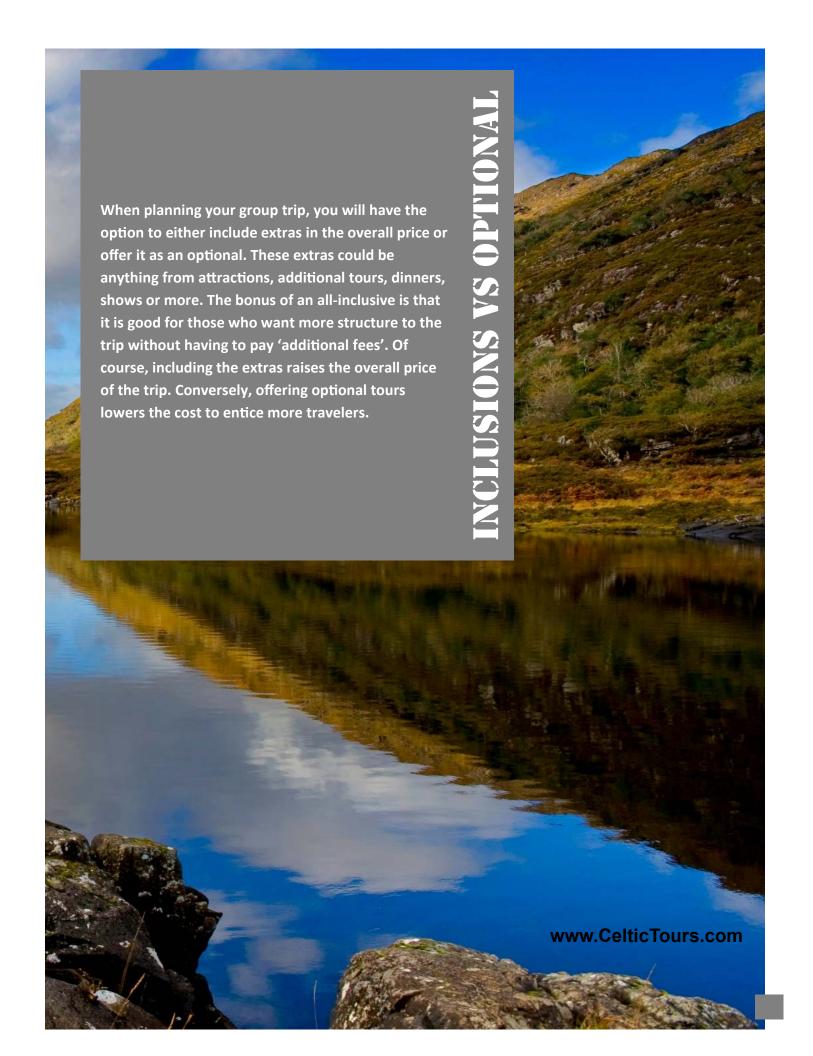
PEACE OF MIND

* Whether you lose your job, a hurricane blows through your destination, or you get scheduled for jury duty, our comprehensive plan benefits help get you back on track and find the peace of mind your trip deserves. *with cancel for any reason insurance

CREDIT CARD SHORTFALLS

Chances are your credit card may not protect you in cases of travel delay, trip cancellation or emergency medical coverage overseas. These plans tend to have highly limited benefits - always do your research to ensure you're fully protected.

PLUS...MEDICAL EXPENSES, EMERGENCY ASSISTANCE & CONCIERGE SERVICES AND MORE...



[BENEFITS OF GROUP TRAVEL



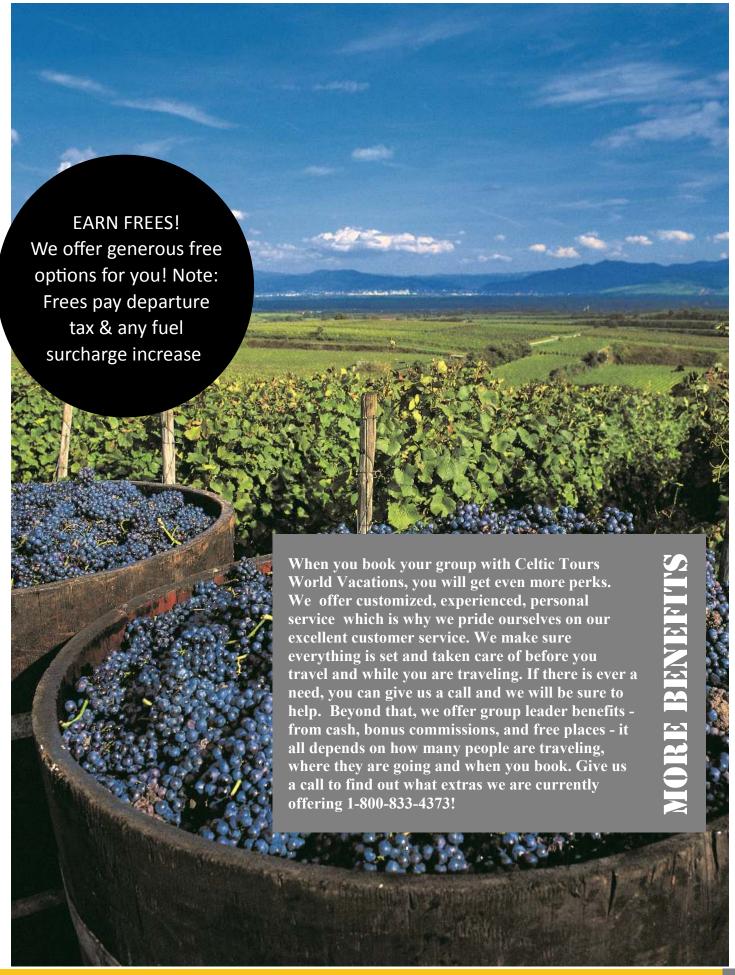
Group Travel Planning Guide

We've already seen how group travel addresses an individual's social needs, but several studies conducted by industry organizations have also shown that those who travel regularly gain measurable health benefits. Travelers as a whole are statistically happier, healthier and live longer than those who "stay put." Individuals with disabilities have opportunities to travel with others who can assist them with their needs.

There are special extras for group travel leaders. Although the planning, promotional and administrative work required of a group leader could never be characterized as "easy," there are advantages for those individuals willing to accept the challenge. If nothing else, having the opportunity to travel to exotic (or at least very attractive) destinations free of charge, or at a greatly reduced rate, can prove highly attractive. Furthermore, depending on the individual or organization involved, it can also be possible to earn a modest amount of income for your efforts.

Group travel can also make a lot of financial sense for your fellow travelers. Many packaged tours include elements such as hotel stays, meals and transportation, sold together at a discounted price that individuals could not get if they were traveling alone. Group travel harnesses the power of buying in bulk, and spreads the cost of guides, ground transportation and other items across the whole group, giving people more experience for each tourism dollar that they spend.





[MARKETING



Group Travel Planning Guide

4 KEYS TO MARKETING YOUR GROUP

Okay, so you have put together a stellar tour with an amazing theme, your price is right—what now? Now it is time to get the word out. Remember these 4 Keys when marketing your group.

1. BRAND YOURSELF AS A GROUP LEADER

This may be your first group trip but it won't be your last. Let people know how you make a great group leader and why this is a great group trip. This will help when you go to advertise your next group trip. Think of your group trips as an entity that will

2. GIVE YOURSELF AMPLE TIME TO ADVERTISE

Another big key to marketing your group is to give yourself ample time to advertise and get the word out. We recommend giving yourself at least a year. But even before that, let people know that you are thinking about planning a group trip. Then when you have an itinerary set, just give them a call or drop them an email to let them know.

3. HIT THEM AGAIN

Studies show that the more times and ways someone sees your advertising, the more likely they are to purchase. This means that you need to hit them again and again. Advertising to the same group of people in a couple different ways is the most effective way to advertise.

4. NETWORK, NETWORK, NET-WORK

Tell EVERYONE you meet about the fantastic trip you are planning. Find ways to drop it into the conversation, or add it to an email or post it on Facebook. Even if the person you tell about it doesn't want to go on the trip, they know people who might.

think about raffling it your group trip by

GET THE WORD OUT!

gain more interest

By creating a buzz, you wil

Make sure as many people know about the program as possible.

Create marketing materials that have all the key information on them and are visually appealing. Pictures are the great way to capture interest.

Facebook: Start an event, page or group for your trip. Invite your friends. Post pictures of your destination, informational tidbits and so on. If you start a page, you can continue to use the same page for every trip.

write an article for the local paper

Hold

Make sure people have materials with all the important details such at the locations, dates, price, and deadlines.

Ask to be a guest speaker at an organization or club. If you are catering to adventure travelers, find a rock climbing group in your area and show pictures of regions you cover as a group travel organizer. Discuss tips on equipment, physical requirements, and how to make a trip

Use your resources wisely

hand out flyers after an event

sion for participants an information see put an advertisement in the local newspaper

send emails

display posters

Send flyers, proposals, emails and call groups in your area. Start with senior citizen centers, Mom groups, alumni associations, adult recrea cater to single parent travel, post flyers at recre groups and community centers. ational centers, day cares, libraries, support tional sports leagues, businesses and churches Focus your flyer on your niche. If you want to

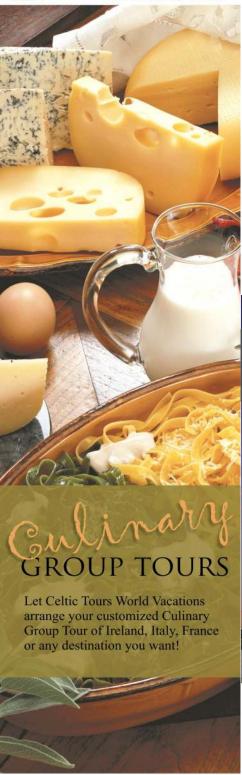
Partner with a local organization such as a museum, police or fire department. You can build a small donation into the trip price for the local organization. In return, the organization will help to promote your group trip by including it on their website, in newsletters and through email. They may even let you send a flyer to their mailing list. This type of partnership often leads to future trips, too!

Celtic Tours provides marketing materials such as color flyers, a FREE booking webpage and even co-op marketing dollars to group leaders.









www.CelticTours.com

(Celtic Tours World Vacations is an) excellent tour company. ~EF, Group Travel Leader

[DESTINATION INFO



WHERE DO YOU WANT TO GO?

Choosing where to go for your first group trip can be exciting, yet daunting at the same time. Start by asking yourself these questions

- Where do I want to go?
- Where do I think this group of people would like to go? If it is an
 affinity group, you may have better luck with a specific destination. For example, an art club may want to travel to Paris or Rome;
 whereas a Rugby Team may want to catch a game in Ireland.
- Is there a specific event, such as St. Patrick's Day in Ireland, that I want to structure this group around?
- What destination will sell better than others? This could be somewhere exciting a once in a lifetime trip or it could be price led.
- What destination is suitable for my group? Is it family-friendly, accessible, etc.
- Does my tour operator offer scheduled tours to this destination?
 Booking your group into a scheduled tour is an excellent option for
 your first group trip. With Celtic Tours World Vacations, when
 you book your group travel into our scheduled tours, you will get
 more free spaces, earn more money and a host of other goodies.





This stunning island offers a landscape of fascinating and dramatic beauty. Mt. Etna, rising in the center of a volcanic area of Sicily, is the highest active volcano in Europe. The isles of Stromboli and Volcano are also active volcanoes. Along with breathtaking scenery, Sicily welcomes you with delicious cuisine as well as the warmth and hospitality of its people.

www.CelticTours.com

JUST A COUPLE OF THE DESTINATIONS WE SERVE

1. IRELAND

When it comes to Ireland, trust the experts at Celtic Tours World Vacations to bring you the best of Ireland; put our 45+ years of experience to work for you

2. ITALY

Our exciting Italy programs are sure to provide you with many superior vacation options. We can arrange the perfect Italian get-a-way for your group. From Villa stays to luxury hotels to custom service, our Italy tours are aimed to please.

3. GREAT BRITAIN

Your Britain Experts at Celtic Tours are delighted to being you the best of Britain with fabulous tours. From The highlands of Scotland, to the Heart of England and spectacular Wales, we offer small group tours with guaranteed departures and can also customize an itinerary to suit your groups needs.

4. CROATIA

Beautiful coastlines and cruise options for your group to choose from.

5 GERMANY

Enjoy the essence of Germany as you experience its fascinating history visiting King Ludwig's fairytale
Neuschwanstein Castle, walking through the medieval streets of charming Nuremberg, or simply enjoying the magnificent scenery on a Germany escorted tour.

6. CZECH REPUBLIC

Prague, the capital of the Czech Repulic is a hot destination. Nicknamed "the City of a Hundred Spires," it's known for its Old Town Square, the heart of its historic core, with colorful baroque buildings, Gothic churches and the medieval Astronomical Clock, which gives an animated hourly show. This historical city will ensure that your groups tour will be impressing and unforgettable!

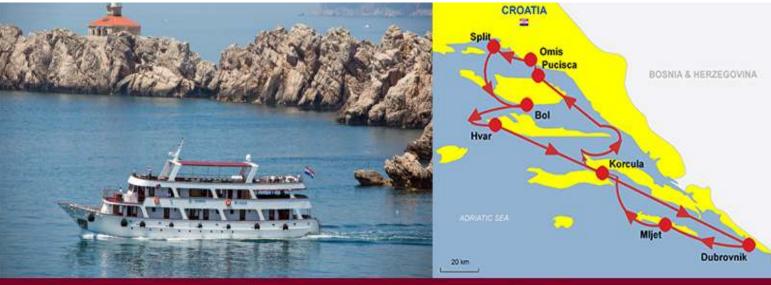
7. POLAND

Rich in history and cultural richness, your group will love what Poland has to offer. When you start planning a trip of a life time - call us at Celtic Tours, the experts!
Endless possibilities.

8. AND MORE!

Celtic Tours World Vacations offers a wide range of touring options for you client. Let our experts help you and your group to experience the best in travel services. There is no limit to what we can do for you!





Unique Crusing and Touring - Endless Possibilities



FEATURED CRUISING CROATIA:

CRUISING CROATIA

Discover the beauty and scenery of the Croatian Coast, with our unique cruising and touring option! Step on board luxury "small"cruise ships (max 38 passengers) and enjoy this coastal region in luxury. Another option for your group to choose from.





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