



▶ Service



▶ Safety



▶ Savings

Carlson Wagonlit
Victor Travel

Student Group *Travel*

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Service Safety Savings

CWT Victor Travel considers every travel experience a learning and growing experience. Travel experiences help us to appreciate the Earth's diversity and the common threads that bind us together with other people and places.

Group travel, whether with family members or business colleagues or classmates in a school group, has special considerations. The goals of the group must be understood and met.

Service is key to making the experience meaningful and uplifting and, most importantly, safe. Safety, Service, and Savings are our primary objectives.

Service

Experienced and knowledgeable travel experts provide staff, students, and their families with a full range of services designed to meet all of their travel needs. Groups receive support for their trips throughout the whole process, from design to booking and return.

Expert support

Staff, parents, and students receive extensive support and training, including help with fundraising. Presentations are made at schools, and training and resources are given to staff and students that detail how to prepare for trips and how to fundraise. In addition, information and documents can be found on and through our website, including Power Point presentations.

- ◆ Domestic/International transportation reservations, issuance and delivery of tickets including traveller's itineraries, for air, rail, or bus, and where possible, advance boarding passes and advance seat assignments which meets the requirements of the traveller at the most economical cost to our client
- ◆ Advice regarding lowest fare availability, applicable restrictions and cancellations, penalties, airport taxes, and other miscellaneous charges
- ◆ Where applicable, assistance obtaining passports, visa, and advice or documents regarding health requirements
- ◆ Free school or office ticket delivery and/or web access to electronic ticketing
- ◆ Training/orientation sessions as required
- ◆ Prompt notification to travellers of airport closings cancelled or delayed flights, trains, buses or voyages
- ◆ Prompt notification to travellers of Travel Warnings and Reports by Foreign Affairs Canada
- ◆ Complete, concise and clear itineraries and invoices

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Safety

Safety is paramount at **CWT Victor Travel**. Our 24-hour hotline combined with our high level of experience ensures immediate action should a critical situation arise. Our tours and expeditions are run at the highest levels of health and safety.

Risk Management

Suppliers that we partner with are all hand-picked for their high quality products and services. We want to be sure that the people that work with your students and staff have the professional qualifications, licences and every requirement of their positions locally or internationally.

Policies ensure that members of the leadership team who have unsupervised contact with participants have been checked for their suitability to work with participants under 18 years of age and vulnerable adults. This includes Criminal Background Checks/ Vulnerable Sector Checks.

Risk analyses associated with each destination and activity, as well as project-specific situations have all been covered under our Risk Management Plans.

Safe operating procedures for each individual activity are indicated.

Of particular note are the high security standards built in to Operation Wallacea programs which often operate in remote parts of the world.

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Savings

Experienced and highly competent in responding to our clients budget considerations and committed to providing exceptional service in everything we do, our travel counsellors will help you select products and programs which offer the highest value, taking into consideration all associated costs. Student Group Travel clients always receive VIP pricing and treatment.

Value Added

Negotiated preferred or corporate rates with travel providers

Through our associations and relationships with wholesale travel providers, **CWT Victor Travel** has the power to negotiate preferred rates for our clients. Student Group Travel clients become members of the **CWT Vacation Club**, which has numerous benefits.

Discounts and Benefits

Negotiated rates can be discounted up to 25%.
Free membership to the **CWT Vacation Club** with all its benefits for students and staff.

As members of the **CWT Vacation Club**, our corporate and group clients take advantage of VIP perks such as:

- A \$75 introductory travel certificate to use towards your next vacation package, tour or cruise (restrictions apply)
- Exclusive member pricing with Air Canada Vacations on packages to Mexico, the Caribbean and Europe
- Exclusive member savings on a hand-picked selection of vacation packages, cruise and tours
- Exclusive extra value offers on hundreds of holidays year-round such as free hotel room upgrades at select resorts, shipboard credits and tour discounts
- Price Match Guarantee and VIP service levels at dedicated VIP Carlson Wagonlit Travel offices across Canada
- Exciting “Hot Deals”- travel specials that are negotiated by CWT and only available for a limited time; accessible only when visiting our website

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Outstanding Tours

CWT Victor Travel operates truly amazing educational tours. Some of the tours that we especially proud of, tours which we offer exclusively are:

Canadian Legacy Tours

Military history, battlefield tours

Normandy and WW1 - key Canadian Battle sites
Italy and the Canadian Campaign - key Canadian Battle sites
Knights Templar – Medieval castles in Southern France
The Great Patriotic War – Russia in WW2
South Africa and the Boer War – The Canadian Perspective

Operation Wallacea

Biodiversity and Conservation Management Research Programs

Expanding from our first research project in Indonesia in 1994, **Operation Wallacea** currently runs annual terrestrial expeditions from June to August in Honduras, Mexico, Peru, Guyana, Egypt, South Africa, Madagascar and Indonesia, with March expeditions to Peru, Guyana and South Africa. In addition to the terrestrial projects, we concurrently operate marine research programs in Honduras, Cuba, Egypt, Mozambique and Indonesia.

Mei International Academy

Full-year, Semester, Summer, and March Break Experiences combine online and on-site studies with international travel.

MEI and **CWT Victor Travel's** exclusive and successful partnership has been fuelled by the desire of both entities to create and promote student travel as the ultimate learning experience. A brief glance at the options and possibilities offered suggests that opportunity for adventure and knowledge comes packaged in a variety of ways. Our efforts to give young people the chance to see the world from a different perspective remains paramount and we do everything in our power to ensure their safety and wellbeing while at the same time providing added credence to the slogan - "The World Is Our Classroom".

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Destinations

CWT Victor Travel operates truly amazing educational tours.
Some of the places our Student Groups travel to are :

Europe

CWT Victor Travel specializes in:

Italy, France, Spain, Portugal,
Scandinavia and Eastern Europe

Russia

South Africa

Tanzania

Mozambique

Madagascar

Indonesia

Hong Kong

Beijing

Honduras

Peru

Belize

Costa Rica

Guyana

Egypt

Cuba

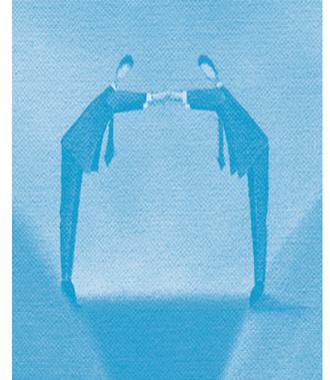
Mexico

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OUR MANAGEMENT

Cecilia Rossos, President, CEO and General Manager of Carlson Wagonlit Victor Travel and Victours, has been in the travel business since graduating from the University of Toronto in 1970 with a BA in History and French. She took over the running of the business when her mother Mary Vecchiarino, who founded Victor Travel in 1959, retired in 2003. Ms. Rossos is responsible for the daily operations of the office and all contract negotiations. Due to her skills and level of professionalism, she has maintained a high profile not only in the Carlson Community but within the Canadian travel industry as a whole. In past years she has been a member of the Carlson Wagonlit Advisory Board as well as the Galileo Advisory Board and has represented CWT Victor Travel in the very select Air Canada's Circle of Excellence. In 2012, Air France/Atout France appointed Cecilia Rossos to their International Advisory Board.



KEY PERSONNEL

Eric Moe, Manager, Student Group Travel, has been arranging educational tours for over 20 years. Working with an impressive array of schools and colleges, Eric ensures that every aspect of the trip is perfectly planned and executed while taking into account the educational needs, desired outcomes and individual travel policies of each institution. Lucky to have been an avid traveler his entire life, Eric's firsthand experience of Europe, Asia, Africa and South America serves him well as he endeavors to give students the most exciting and memorable experience of their lives.

Mirella Policciardi, Senior Travel Planner, Student Group Travel, provides exceptional service and personal attention to hundreds of students and their families every year. Mirella is detail-oriented and passionate about travel, offering the same high level of service and support to her school groups as she does to her portfolio of discriminating luxury travellers. Mirella brings the expertise gained by over 30 years in the Travel Industry and more than 15 years of Student Travel experience to the CWT Victor Travel team, along with a friendly and professional personality.

THE REST OF THE TEAM

The rest of the team consists of a multilingual group of highly professional individuals with expertise in all facets of the travel industry. We are a truly international office where more than 14 languages are spoken fluently. Our goal is to serve the travelling public by offering exceptional customer service through the collaboration of our highly professional, dedicated, expert team.



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