



SAFETY & SECURITY



HOTEL REQUIREMENTS



How are hotels selected?

Millennium Tours selects the hotels after careful consideration of the following key factors:

- Budget
- Service level
- Room size
- Location within the city
- Safe and centrally located
- Conveniently located near attractions, nightlife, restaurants, shopping, entertainment
- Proximity to sightseeing visits and institutions
- Close to public transportation
- Meeting space to accommodate all travelers
- Swimming pool / gym availability
- Free versus chargeable internet connectivity and daily breakfast

What are the minimum requirements hotels must meet?

Millennium Tours expects the following to be in place to meet our high-quality standards:

- Hotels comply with required governmental fire, health, safety, sanitation inspections and travel industry regulations. They must provide valid documentation evidencing compliance.
- All rooms have functioning locks, telephones, televisions with cable, safe deposit box, and air conditioning/heating.
- Each room has a private toilet, sink, and shower stall or bathtub and hair dryer.
- 24-hour room service.
- Must have handicap-access rooms.
- Good accessibility, including passenger elevator to all the floors.
- Offers hot breakfast or continental buffet and dining during restaurant hours.
- Offers luggage assistance and a secure luggage storage room in the lobby that is locked.
- Working smoke detectors, sprinkler systems and exit signs.
- Hotels are inspected at least once a year by staff and management.

MOTOR COACH SELECTION



How are vehicles evaluated to assure quality transportation?

Millennium Tours works with the largest & most reputable motor coach fleets in various countries and has had a great working relationship with them for many years.

We verify all vehicles must be registered with a valid vehicle license issued by the local Transportation Department.

We require motor coach audit forms to be completed and signed by our suppliers. They must provide motor coaches with the following:

- Tidy upholstery
- Big windows
- Excellent air-conditioning to ensure good air circulation
- Spacious center aisle
- Ample under cabin stowage
- Clearly marked emergency exits
- Three-point seat belt for each passenger
- Working sound system

How are vehicles evaluated to assure quality transportation?

Millennium Tours require all motor coach vehicles & drivers to have valid Third-Party Risk Insurance with a minimum policy of USD \$5,000,000.

Motor coaches are well-maintained as all records, insurance policy, and certificates are inspected at least once a year by management and staff.

A copy of valid insurance policy should be available upon request.

Drivers must have a valid commercial driving license with a minimum of 5 years of prior commercial vehicle driving experience.

Drivers must have knowledge of major highways and familiarity with tourist destinations in the country.

Drivers are selected if the following are cleared:

- Yearly accident records
- Drug test and agree to random testing if requested
- Pass additional training such as driving course
- Pass background check with prior employer

TOUR GUIDE REQUIREMENTS



What are minimum standards tour guides need to demonstrate?

Most cultural guides have worked with us for many years and have received excellent feedback from our clients. Our guides must have the following:

- Citizenship of the country
- Speak advanced English
- Have an official tourism guide certification
- Excellent social skills
- Demonstrate enthusiasm
- Knowledge of touring location (history, culture, art, current events, etc.)
- Exhibit good manners
- College education or prior tour-guiding experience
- Certified in first aid
- Clear criminal and drug background checks

Millennium Tours practices sustainable tourism.

To ensure the longevity of tourism, as tour operators we are concerned with the impact of our tours and activities abroad.

For this reason, Millennium Tours is committed to partnering with suppliers around the world that operate in a manner that makes a positive contribution to the natural, social and cultural environment.

We are committed to:

- Protect the natural environment and cultural heritage of all destination visits.
- Co-operate with local communities and people, and ensure they benefit from the visits of our customers by encouraging our customers to respect the local way of life.
- Advocate for local businesses.
- Conserve plants and animals by reducing waste emission.
- Respect the integrity of local cultures and their social institutions.
- Comply with local, national and international laws and regulations.
- Oppose and actively discourage illegal, abusive or exploitative forms of tourism.