

Dear Coach,

At Triple Crown Sports, we believe that sports and travel change lives. It's not just a slogan. Each of us has been inspired to greater understanding— of ourselves, of the world, of other people—through sports and travel. The opportunity to leave home and learn about the world first-hand is the most important gift we've ever been given. No matter which part of the country you come from, sports has the power to bring us all together. The opportunity to use sports to experience a different part of the country is truly amazing. That's why we feel coaches and mentors who give their athletes this gift are the most important people around. We commend you for what you do. We are continually inspired by your commitment and creativity.

At Triple Crown, we are only as good as our coaches. We recruit our coaches based on two criteria; the love of kids and sports, and a passion for education. Education is vital, since not only will you be making these kids better players, but you will be molding them into better people, as they represent their schools and communities, you and your program and Triple Crown as both competitors and ambassadors.

As a coach for Triple Crown, the benefits are numerous, and I will highlight a few. Build your resume leading teams to a different part of the USA. See the amazement in your kids' eyes, as they embark on a new journey in their lives. Watch your kids grow up right in front of your eyes. Gain a better understanding of our great nation and its history. See the USA the most efficient way possible – coaches' travel at no cost.

It is my hope you will take this opportunity to not only change your life forever, but you will also change the lives of countless kids too. Please take some time and read through this brief manual. We've designed this booklet to prepare you for your role as coach or assistant group leader. It is our pleasure to work closely with you in preparation for an outstanding and memorable trip.

To changing lives through sports,

Brigham Joy

Triple Crown – NYCE Director

Coach Expectations

1. Before Travel - Recruiting Players
2. On Tour - Chaperoning your Team

BEFORE YOU TRAVEL

Triple Crown coaches are selected for a variety of reasons, including their overall desire to see the world changed through sports. Clearly, our program would be limited without the dedication and enthusiasm of each of our coaching professionals. Triple Crown coaches are expected to work with their recruiter to help construct the team with qualified student-athletes. Below, the recruiting process is explained.

How to put the team together

Coaches Responsibilities

1. Provide list of players
2. Follow up phone call (we will remind you)
3. Welcome players to team

Triple Crown Responsibilities

1. Handle all travel questions
2. All accounting and invoicing
3. Manage player invitation and registration process
4. Provide information and materials to players and parents

ON TOUR

Coaches and assistant group leaders assume basic responsibility for the following:

- Preparing their group for the trip.
- Providing supervision, educational and coaching leadership and discipline on the trip.
- Handling emergency situations.

SETTING THE TONE

Our priority is to make your trip a success and to take care of every single detail. Your role is to supervise the conduct and oversee the well-being of the participants entrusted to you, and to set the tone for the group. That means giving your athletes daily cues on how to react to their new environment and learn from it. When participants return home, their impression of the trip will be a mirror image of your own. For example, although frustrating experiences sometimes occur when traveling, they need not prevent your group members from having the time of their lives. If there are delays caused by traffic conditions or long lines, your task as “morale officer” will be to help the group rise above the situation. By putting a positive spin on things and meeting frustration with humor, you can turn minor delays and mishaps into experiences that your participants will joke about for years to come.

WORKING TOGETHER WITH OTHER GROUPS

It is possible that you will be on a bus with other teams from other parts the U.S. It is important that you meet with the other coaches and group leaders and your tour manager on the day you arrive. Later, we describe arrival-day activities and the important Arrival Briefing that your tour manager holds on this day. We strongly suggest that coaches and group leaders get together for a Preliminary Group Leader Meeting before the group Arrival Briefing. The purpose of the Preliminary Group Leader Meeting is for group leaders to get to know each other and to make sure that everyone has a common understanding of the rules and the means of enforcement. (See the Student Behavior Guidelines). If occasions arise where you disagree with another coaches or group leader’s interpretation of the rules, it is important not to interfere with that coach’s relationship with his or her group. This could create ill feelings and affect the whole trip. Spare yourself future tensions by working out a “bus etiquette” with the other group leaders in advance. Try rotating seats rather than having group leaders take the front seats every day. The rules listed in the Student Behavior Guidelines are the minimum Triple Crown requirements for group travel. You might be traveling with other groups who wish to enforce additional rules for their participants. It is important that you and the other group leaders discuss and respect those rules so that everyone on the bus is aware and understands all of the rules that are in effect.

DISCIPLINE

Please note that you are the disciplinarian for your team. Discipline is not the tour manager's job. He or she will report any infractions to you and, of course, will intervene in an emergency situation. But, as the coach and group leader, you are the one responsible for discipline in your group. The crucial elements of discipline are:

Enforcing the curfew. We recommend that you check all the hotel rooms immediately after curfew.

Knowing participants' whereabouts. During free time, you should know where your participants are and when they will return. Students must always stay in groups of three or four when they're on their own.

Enforcing appropriate behavior in hotels.

Enforcing punctuality and maintaining schedules. Our tours run at a fast pace, so just one person being late, throws the entire group behind and it is tough to catch back up.

Maintaining attentiveness. Participants should not talk, sleep or use headphones during commentary or announcements.

Taking precautions. Remind your participants to carry a copy of their hotel list at all times in case they get separated from the group.

Monitoring hotel rooms, especially on check-out day. This way, you can spot any room damage or any belongings left behind.

Keeping participants together. You might take a combined group on an evening walking tour in exchange for the other group leader's taking a combined group to an art gallery.

RULES FOR COACHES AND GROUP LEADERS

Triple Crown must have standard procedures in the unlikely event that a group leader neglects his or her duties. Although such events are extremely rare, this workbook would not be complete without a brief reference to such a possibility. In less serious cases, the tour manager will seek to rectify the matter on the spot. In a more serious case in which the safety or well-being of the group may be jeopardized, the tour manager will contact the Triple Crown corporate office. A serious infraction could result in a group leader's temporary suspension from the group or being removed from the trip and returned home at his or her expense.

STUDENT BEHAVIOR GUIDELINES

Triple Crown student athletes review the following Student Behavior Guidelines prior to departure. It is important that you adhere to these guidelines so everyone may have a safe time on tour.

Behavior Guidelines

1. Alcohol. No drinking...period!!!

2. Visiting Friends or Relatives. If such visits involve temporarily leaving the program, you will need a letter of permission from your parent or legal guardian. The letter must be given to your event coordinator no later than 14 days prior to your departure. Guests or friends may not under any circumstances ride on the Triple Crown bus with you or spend the night in your hotel room.

3. Attendance at Meals. You are expected to be with your group at breakfast, lunch and dinner, unless special permission has been obtained from your coach.

4. Weapons such as knives, firearms or firecrackers may not be carried or bought by students.

5. Drugs. Possession or use of illegal substances (as governed by USA laws) is absolutely forbidden, and will result in dismissal from the group and a return home at the parents' or guardians' expense.

6. Motor Vehicles of any kind may NOT be rented or driven by students.

7. Curfew. A general midnight curfew applies to all Triple Crown tours. Unless there is a coach supervised activity running past midnight, you must be in your hotel room from midnight until the next morning. Respect other hotel guests by keeping noise to a minimum after 10 p.m. Different curfew restrictions may apply on homestay programs. You are expected to respect the wishes of your homestay family.

8. Sexual Misconduct. You may be sent home at the parents' or guardians' expense for inappropriate sexual conduct.

9. Hotel/Bus Behavior Guidelines. Be especially careful with your room and your bus. You will be held personally responsible for any damage you cause, and you will not be allowed to leave the hotel until the damage is paid for. When a Triple Crown hotel reports damage to a room, Triple Crown will investigate as best it can, but will ultimately consider the hotel's report to be definitive.

- You will be responsible for phone calls made from your room and any extra hotel expenses (for example, items from a room mini-fridge). Under no circumstances may you consume alcoholic beverages from the mini-fridge.

- Stealing towels, ash trays, etc. as souvenirs is forbidden, since waiters and maids are required to pay for any missing items.

10. Included Group Activities require your participation. These include sight-seeing and local excursions, which are among the very reasons for your taking a Triple Crown trip!

11. Free Time Periods. Even when no organized group activities are scheduled and you are on your own, your coach must know where you are, whom you're with, and when you will return. You must be in groups of three or four when you are not with your group. Student athletes are never to go off on their own. Be sure to carry the name, address and phone number of your hotel or homestay family with you at all times. You are expected to be mindful of your own safety and well-being at all times. Take caution in whatever you do or wherever you go, especially in unfamiliar areas.

12. Respect for Local Culture. The local people you meet are not "tourist attractions." This is their city, their home; remember to act like a guest. Monuments are made for admiring; please do not climb on them. Toss gum wrappers in public wastebaskets (or put them in your pocket). Behave in cathedrals or royal residences the way you would want visitors to behave at the White House or the Vietnam Memorial.

13. Dress. Your attire is an important way of showing respect for your host culture. Particularly in Italy and Spain, you will not be allowed into cathedrals wearing shorts or skirts above the knee, sleeveless blouses or T-shirts, no matter how hot it is. Keep your attire neat. Many interpret a neat appearance as a sign of respect.

14. Adaptability. You should be courteous and congenial at all times, even when encountering things you don't like. Since the time of Marco Polo, travel has involved certain inconveniences. Places may get crowded, traffic may be busy, busses may be delayed. Pack tolerance and a sense of humor in your suitcase!