

ACIS USA EMERGENCY NUMBER AND RED CARDS



acis® Emergency Number Card

This card will allow you to access ACIS' 24-hour support network to resolve any issues, or in the unlikely event of an emergency, while on tour. Please keep this card with you at all times during your trip. Feel secure knowing you're connected!

If you have any problems before you meet your ACIS Tour Manager or while you are not with them, please call:

In the U.S. and Canada after hours 617 450 5678 (collect)
office hours: 10am-6pm local time office hours 800 888 2247



FRONT



FOLD

BACK

ACIS RED CARD

For Immediate Response While Traveling



ACIS RED CARD FOR IMMEDIATE RESPONSE (ACIS Group Leaders Only)

As part of our commitment to delivering on our Service Guarantee, ACIS aims to ensure that your overseas experience is first-rate. Your complete satisfaction is our goal, so if there is something less than perfect about your tour that we can fix, we want to know about it.

Hotels and Restaurants:

ACIS hotels and restaurants are carefully selected and continually monitored. In spite of the extraordinary efforts we make to keep these services up to ACIS standards, if you should find yourself in a hotel or restaurant that doesn't measure up to our standards or your expectations, please let us know immediately.

If your hotel or restaurant is unsatisfactory, pass this Red Card to your ACIS Tour Manager or call the 24-hour U.S. emergency number collect at 617-450-5678.

Tour Managers:

ACIS is proud of its team of tour managers. They are carefully selected and rigorously trained to be the best in the educational travel industry.

Nevertheless, they are individuals, and, in very rare cases, a chemistry mismatch with the group may occur. If this happens you should be honest in discussing the matter directly with your tour manager and fellow group leaders.

If the issue does not resolve, or if it is delicate, please call the 24-hour U.S. emergency number collect at 617-450-5678.

Don't wait until the tour is over. Contact us and we pledge to resolve the problem fast.

For ACIS use:

Group Leader Name _____

Group ID _____

Tour Manager's Name _____

City & Country _____

Comments _____