



Coach Recruiting Packet

Recruiting Process Outline - We take each player through the same recruiting process to insure everyone receives the same information at the same time and in the same order.

America's Team Official Invitation – The invitation is full of information. It contains 4 parts...The Tripsite and Registration Booklet, College Recruiting and Testimonials from past players, Fundraising programs and Registration Instructions. All of this will be emailed to the players.

America's Team Follow Up Calls and Texts – After sending out the invitation, we will text the players to make sure they received all the information. One week after sending out the invitation, we will call each player invited. The goal of this call is to answer any questions the player or their parents have about the team and tour. As the registration deadline approaches, we will reach out to the players again to offer to answer any final questions and remind them of the deadline. These communications will be done both by calls and texts.

America's Team – Coach Role in Recruiting – Your role as the coach is critical. You will be expected to act as the local representative for America's Team, and follow up with each player to visit about the team, find out if they want to be on the team, and if they are unsure, what is holding them back from traveling. We are here to help you overcome any obstacles the players have from being on the team, but you will be the main point of contact for your players. You are their coach. They know you and they will feel confident talking to you. Any time the players or their parents want to visit with us, we are always here to help. The best way to chat with us is to use our online schedulers to set a time to visit. This is the most efficient way to communicate, as it removes the back and forth of calling at random times...i.e., phone tag.

America's Team – Registration Deadline - The deadline for everyone to sign up will be located on their Tripsite. This will show the date to which the guaranteed cost of the tour is valid through. After this deadline, ACIS will reprice the tour, based on current airline projections, and a new cost will be shown. This is why it is critical to have all the players and their families sign up before that deadline. By signing up prior to the deadline, they lock in that specific cost for the tour. The tour cost will not go up once they have completed the registration and paid their deposit

Player/Parent FAQ's – Good info for coaches to know and understand

1. Question from Player – I want to be on the team...now what?
 - a. When a player verbally commits to the team that's great...but they must sign up online to make it official. Just telling you they want to be on the team is not good enough. They must sign up online. They are not on the roster and we will not hold their spot until they are signed up online. We will provide the coach with registration instructions and the player has also been sent those instructions.

2. Question from Player/Parent – Player is already signed up, and now other family members want to travel. How do we sign up family members?
 - a. That's awesome they want to travel with the team. To secure their spot on the travel roster, they will need to complete the same registration process as the players. If they have multiple family members traveling, they will need to complete a separate registration for each person. For example, if they have 3 family members traveling, they will need to complete 3 separate registrations...1 for each person. Each person will have their own account id and password. The coach will have registration instructions., or they can call our office if they need help signing up.
 - b. As far as ACIS is concerned, every passenger is the same. There is no difference between a player and a parent/family member. So, therefore the registration process is the exact same. It's important that they know they must complete a separate registration for each person, as one person could sign up and think that takes care of all 3 of their family members, so we try to make it clear that each individual person needs to register and will get their own id and password.

3. Question from Player/Parent – General Safety and Security

Below are detailed answers of each layer of protection and safety.

- a. US State Department – Before we even travel, if the State Dept puts any kind of warning on a specific destination, we heed their advice and do as they instruct. So, if they tell US citizens not to go to a particular part of the world, we don't go. Or if they put a travel warning because of sickness or disease, we again do what they tell us.
- b. # Of Chaperons – Depending on sports. For softball, lacrosse and baseball, we guarantee a minimum of 3 chaperons for the team. There will be 2 coaches and 1 tour manager. For basketball and volleyball, we guarantee 2 chaperons. 1 coach and 1 tour manager.
- c. Tour Manager – These folks will be the coach and players best friend. They are with the team 24/7 and take care of all logistics...hotels, restaurants, tours, getting to/from games, they run the tour. Our tour managers are highly trained professionals, that know exactly what to do in any situation that may arise during a tour.
- d. Travel Assist – We are part of Travel Assist, which is a global organization of doctors and hospitals. So, no matter where we are in the world, we know exactly which doctors we see and which hospitals we take the kids to. There is never any guess work on our part. We already have a plan, should an injury or emergency arise.
- e. Overseas Offices – ACIS has offices in Rome, Madrid, Paris and London. So, we have people there on the ground all the time, getting a pulse of the countries. This also allows us to have more people on the ground in the event of an emergency. Again, there is no guesswork on our part and we have the infrastructure in place to take care of our travelers, no matter the situation.
- f. 24/7/365 Duty Officer – ACIS has someone on call every hour of every day of the year. So, in case of an emergency, a parent is one call away from knowing what's going on with their child. And, if an emergency happens back at home, the parents can reach their children in one call too. So it works both ways.

4. Question from player/parent – If we have more than 1 person traveling, how many deposits do we need to pay?
 - a. Each person traveling is required to register and pay the deposit. So, for example, if you have 3 people in your family traveling, you will need to complete 3 separate registrations, and each person is required to pay the deposit.

5. Question from player – I want to be on the team, but need a little more time to decide. Can I have some more time?
 - i. We are more than happy to give someone a little extra time, especially if they communicate to us they are interested. We really appreciate them keeping us in the loop...communication is good!
 - ii. Ask them for their questions to see what is holding them back. If we can identify what is holding them back, we can then work to overcome that objection.
 - iii. Set a deadline that they agree to for a decision. We don't want them to just drag us along. Find out what is holding them back, get those questions answered, and then get their decision. A "NO" is better than a "MAYBE."

6. Question from parent – What is the cost for a family member?
 - a. The cost for a family member is the same as a player. This guarantees them everything the players get, only they don't get to play. Same flights and hotels, meals and tours, tour manager and bus, insurance, etc...
 - i. The reason it is the same cost is they cost us the same. Airlines don't give us a discount for parents, hotels charge the same, and restaurants charge the same. The only thing they could say is that they are not getting to play in the games, and that is correct. But, when we price out the tours, we base the cost of the games on 30 passengers, so everyone pays for the games. If we didn't do it this way, we would just have to charge the players more up front to cover the games. So, it works out to be the same money, we just spread it amongst all the travelers, and not just the players.

7. Player registers, but doesn't pay the deposit.
 - a. They have to pay the deposit to be on the team. Without the deposit, we can't hold the spot. ACIS will cancel them after 7 days with no deposit. They can pay the deposit online or they can mail a check to ACIS.

8. Player thinks they are on the team, but we don't have them registered.
 - a. Ask them if they have the confirmation email from ACIS? If their registration was completed, they would have received this. Please send the confirmation email to our office and we will find out why they are not showing up on the roster. But, if they completed the registration, no worries. Email them registration instructions, and have them call our office if they need help signing up. Follow up 1 week later to make sure they are on the roster.

9. Questions about Rooming

- a. Our standard tour is 3 people to a room, with each person getting their own bed. So, there is no awkward thing about who is going to share a bed with whom. We encourage the players to stay in rooms together, as it enhances the experience. The other example is if you have 3 family members traveling, a lot of them will stay in 1 room too.
- b. If two people want to share a room and guarantee that they won't have a 3rd person in their room, they can do that, but they both will be charged the double room surcharge. Examples of this are...when a parent and child want to share a room, and be by themselves. Or, a husband/wife room together and don't want their child to room with them. Or, if you have 2 adult women or men that want to share a room together.
- c. If a person wants a room all by themselves, they can do that too, but they will have to pay the single room surcharge. This typically is a parent traveling alone that doesn't want to share a room with anyone.