# Dominican University of California

presents

# *Business Study Program to Switzerland*

## June 27 - July 6, 2003

This study program is designed as an in-depth look into business practices in Switzerland and Europe in general. Participants will be exposed to the business culture with visits to and discussions at international corporations, banks, business schools, and governmental organizations such as the EU and the WTO. In addition, this program splits time between Zurich and Lausanne, thereby providing insight into the differences between business culture in German-speaking Switzerland and French-speaking Suisse.

## Itinerary

**Day 1:** Group departs San Francisco, CA on an overnight flight to Zurich, Switzerland.

**Day 2:** Arrival in Zurich and check-in at the hotel. The afternoon is open to rest or begin exploring the city. This evening, enjoy a special Welcome Dinner at a local restaurant.

**Day 3:** This morning features an Orientation Breakfast at the hotel, in which your *Passages* On-site Coordinator will introduce your participants to Switzerland with practical information on the languages and a historical and cultural profile of the country. Meet with a local guide for a guided panoramic tour of the city. Sites include the Swiss National Museum, the Kunsthaus, and Fraumünster Church. This afternoon is yours for independent exploration.

**Day 4:** After breakfast, attend a discussion on revitalizing the Swiss economy, featuring speakers from Swiss banks, business, or Universities. Enjoy an independent lunch. This afternoon, attend a discussion with speakers from the stock exchange regarding the impact of business scandals on public trust and the stock market. Visit the Stock Exchange.

**Day 5:** Breakfast at the hotel. Then participate in a discussion with a representative of a local business or EU official focusing on business practices between Switzerland and the EU. After an independent lunch, visit the KV Zurich Business School. This evening is free for independent exploration.

**Day 6:** After breakfast at the hotel, meet a coach for travel to Lausanne, on Lake Geneva, where you check in to your hotel. Take a guided panoramic tour of the city, including the Musee Historique de Lausanne and the Palais de Rumine.

**Day 7:** Enjoy continental breakfast at the hotel. Be met by a coach for transfer to a visit at Orange Telecom. Meet with a representative for a discussion on the telecom industry and marketing. After an independent lunch, visit the World Trade Organization, where you'll meet with officials for a talk on the global challenges and opportunities of the WTO.

**Day 8:** After breakfast at the hotel, attend a discussion on European labor unions. This afternoon the group will have a recap session to discuss the last week's visits and activities.

**Day 9:** Enjoy breakfast at the hotel, and the balance of the day at leisure for independent exploration.

**Day 10:** After breakfast, transfer via coach to the airport for your flight back to the United States.

**WELCOME HOME!**

*Please Note: Itinerary is subject to change*

## Summer Semester 2003: June 27 - July 6, 2003 in Switzerland

## Faculty Leader

**Christopher E. Leeds, Ph.D. MBA**

Dr. Leeds possesses twenty years of corporate/consulting experience specializing in strategic planning, organizational behavior/development, business communication, and leadership development/coaching. During his career, Chris has been associated with industry leaders such as the Marriott Corporation, Human Synergistics Center for Applied Research in Chicago, Illinois, the St. Vincent Hospital and Health Care System in Indianapolis, Indiana and the North Carolina Baptist Hospital in Winston-Salem, North Carolina.

Academically, Chris currently serves as an Associate Professor in Dominican University of California's School of Business, Education and Leadership and as Director of Dominican's MBA Programs.

Chris has extensive international experience including research for the Swedish Employer's Confederation, Stockholm, Sweden; service as a visiting professor at the ESCEM in Tours, France; as a consultant in Germany, and teaching/professional development consultation for the U.S.-Asia Executive Development Program based in Chicago, Illinois. Chris received his undergraduate degree in Hospitality Business from Michigan State University. He received his MBA with concentrations in Strategic Management and Entrepreneurship and his Ph.D. in Business Administration from the University of Illinois at Chicago.

## Special Feature: Visit the WTO

The World Trade Organization (WTO) is the only global international organization dealing with the rules of trade between nations. At its heart are the WTO agreements, negotiated and signed by the bulk of the world's trading nations and ratified in their parliaments. The goal is to help producers of goods and services, exporters, and importers conduct their business. After the contentious meeting in Seattle in 1999 (and concurrent public protest about WTO policies and operations), the WTO's leadership announced a reevaluation of the organization's structure. Your visit to the WTO headquarters in Geneva includes a discussion on the WTO's active role in international commerce.

## Costs

**Program Price:**
Enroll before March 31, 2003: $2,598.00
Enroll after March 31, 2003: $2,698.00
Single supplement: $595.00

**Land-Only Price:**
Enroll before March 31, 2003: $1,878.00
Enroll after March 31, 2003: $1,978.00

***Final payment is due April 25, 2003***

Program price is based on minimum enrollment of 30 participants. If enrollment is lower a supplemental charge not to exceed $200.00 may be added to your final payment invoice.

**Program Price Includes:**

- International coach air: San Francisco – Zurich / Lausanne – San Francisco
- 8 night's accommodation and all hotel taxes: Zurich (4), Lausanne (4)
- Meals as indicated: Breakfast (8), Dinner (1)
- Programming as listed in the above itinerary
- Deluxe air-conditioned motor coach for visits and airport transfers
- English-speaking *Passages* On-site Coordinator to accompany your group for the duration of the study tour
- Arrival orientation breakfast
- English-speaking assistance with airport and station transfers
- English speaking local guides
- Porterage for one piece of luggage per person
- Passages tote bag, luggage tag and document case
- Tips and gratuities for porters, guides, drivers, included restaurant service, and on-site coordinator
- U.S. and International departure taxes
- AIG Accident and Sickness Insurance

**Program Price does not include:**

- Passport and visa fees as applicable
- Meals not specified on the itinerary
- Items of a personal nature such as laundry, telephone charges, mini-bar charges, etc.
- Any other extra not specified

# Enrollment Form

**Signature Required - Please Print**

Passages

2226 Bush Street
San Francisco, CA 94115
800.777.7766

## Personal Data

Name as it appears on your passport

First | Middle | Last

Street Address | City | State | Zip

Home Phone | Work Phone | Email Address

Birthdate | Gender | Passport Number | Exp. Date

Sharing Room With

Request Single Supplement ____ Yes ____No ____Smoking ____ Non-Smoking

Seating Request(subject to availability) ____Aisle ____ Window Meal Requests ____ Vegetarian ____Kosher ____ Other

Emergency Contact (not travelling with you) Home Phone Work Phone

## Program Selection

| Dominican Univeristy | Christopher Leeds | 30627CL |
|---|---|---|
| Institution | Tour Leader | Program Number |

## Cancellation Fee Waiver $75.00 allows you to cancel for any reason.

Passages' exclusive Cancellation Fee Waiver is available only when you make your initial deposit with this enrollment form.

If you elect to participate in this program, you may cancel for any reason up to three days prior to departure, subject to the terms described on the reverse. We recommend this program for all participants, just note your preference in the space below.

## Payment

A $250.00 deposit must be submitted with this enrollment form. If you choose to participate in the Cancellation Fee Waiver program (see above for details), an additional $75 **is required at the time deposit**.

**Please select the option you prefer:**

_____ I choose to participate in the Cancellation Fee Waiver Program and am Including a total of $325 (deposit +$75 fee)

_____ I choose ***NOT*** to participate in the Cancellation Fee Waiver Program and am including a total of $250. I understand that I will be subject to the standard cancellation fees as described on the reverse of this form.

_____ Mastercard _____ Visa _____ Amex _____ Check enclosed Please make checks payable to Passages, Inc.

Credit Card Number: _____ Exp. Date: _____

## Signature- Required

I have read the accompanying Terms and Conditions and agree to abide by their contents. If paying by credit card, I hereby authorize Passages, Inc. to charge all deposits, payments and cancellation fees to the above credit card account.

X

**Particpant Signature**

Send this completed Reservation with your deposit to: Passages, 2226 Bush Street, San Francisco, CA 94115 or by fax to 415.674.5241
If enrolling within 70 days prior to departure, full payment must be remitted with enrollment form and confirmation is based on availability.

# General Information, Terms and Conditions

**Traveling with Passages:** Participants in a Passages Educational Program are encouraged to travel with an open mind , active curiosity and thoughtful courtesy for others. We believe that it is important to maintain a positive attitude towards your fellow program participants and also to the people of your host country, towards their culture and way of life. Accommodations and meals, particularly outside larger cities, may be quite different from what you are used to at home. Please enjoy them in the spirit of adventure, which is the reward of foreign travel. Passages reserves the right to refuse service and /or terminate the participation of any tour participant whose health or mental condition or physical infirmity impedes the operation of the tour, or whose conduct is discourteous to others or incompatible with the best interests of the group. In case of removal, participant shall have no claim for refund of any kind for any portion of the tour, used or unused.

**Accommodations**: Often, quoted hotels are not confirmed until the entire group has made the initial deposit. Passages reserves the right to change hotels, if necessary, within the same category. Changes in hotels do not warrant cancellation by participant without penalty. All rates are based on double occupancy. A limited number of single rooms will be available at a supplemental charge due at the time of final payment

**Alterations to Published Itinerary:** Passages reserves the right to alter, modify, or withdraw the itinerary of any program if air schedules, and/or events beyond its control deem it necessary. Itinerary changes made by contractors abroad are beyond the control of Passages and should changes be made, the participant and Passages are bound accordingly.

**Itinerary Deviations:** Extensions after the program must be requested in writing to Passages as soon as possible but no later than 60 days prior to departure. A $50.00 per person deviation fee will apply plus any supplemental airfare. Passages assumes no liability or responsibility for any participants deviating from the group program. Participants arriving and departing independently are responsible for their own transfers.

**Not included in the cost of the program:** Visa fees not specifically mentioned; passport and photos; items of a personal nature, such as laundry, telephone calls, beverages or items not covered in included meals; meals not included, optional excursions, excess baggage charges, luggage handling in U.S. at beginning and end of the program; expenses due to flight delays or other irregularities.

**Program Price:** Program prices are based on rates of exchange, land, and air tariffs as of the date of initial deposit and are subject to adjustment due to circumstances beyond the control of Passages, including lack of participation. Any adjustment to the price for these reasons is not grounds for withdrawal with full refund.

**Air Transportation:** Departures from the U.S. are on recognized scheduled air carriers utilizing special group fares. The specific airline, fare used, and itinerary is at the discretion of Passages and is not confirmed until the minimum group size has been met. Airline and schedules are subject to change at all times.

**Cancellation:** Cancellations will only be accepted in writing via email, fax or mail addressed to Passages Inc., 2226 Bush Street, San Francisco, CA 94115. The date the cancellation is received by Passages shall determine the cancellation date.

**Cancellation Fee Waiver:** Participants can book their study program with confidence by taking advantage of our unprecedented Cancellation Fee Waiver. The cost is $75.00 per participant and this non-refundable fee must be paid at the time of the initial program deposit. If a participant selects this waiver, they may cancel their tour for ANY reason and receive a FULL REFUND. Individual cancellation must be received by Passages in writing via mail, fax or email by 5:00 P.M., NO LATER THAN three business days prior to departure (Saturdays, Sundays and Holidays are not considered business days). If full program payment has not been received by the due date (70 days prior to departure), this waiver is void, and the participant is subject to the standard cancellation fee schedule. All program documents, including the airline ticket must be returned to Passages in order to receive a refund. This waiver does not cover full group cancellation by the faculty leader or institution.

Please be aware that any travel arrangements, including air deviations, purchased independently of the study program facilitated by Passages, are not covered by the Cancellation Fee Waiver. There will be no refund for any accommodation, service or feature not taken, or if a participant cancels, for any reason, while the program is in progress. Any additional costs due to leaving the program are the responsibility of the departing participant. If application for a visa to any country is denied due to late submission or incomplete information on the part of the participant, the prevailing cancellation fees apply. Failure to comply with payment schedules set forth in the reservation form may result in cancellation with applicable cancellation fees.

Standard Cancellation Fees: If the Cancellation Fee Waiver is NOT taken, or final payment is NOT received on time, the standard cancellation fees apply as follows:
-Up to 90 days prior to departure, $100.00 per person
-Between 90 and 61 days prior to departure, $250.00 per person
-Between 60 and 31 days, 50% of the program price
-Between 30 days and day of departure, 100% of program price

**Accident & Sickness Insurance:**
Passages includes full medical and accident insurance for every study tour participant and the tour leader(s).
This coverage includes:
-$50,000 Accident & Sickness Medical Expense ($100.00 deductible)
-$50,000 Emergency Medical Evacuation
-$25,000 Accidental Death & Dismemberment
-$10,000 Repatriation of Remains
-Bedside visitation by friend or relative (economy class air)
-An international assistance center which is available to help 24-hours a day
Full policy details provided when initial deposit is made.
The policy is underwritten by American Insurance Group (AIG).

**Passages, Inc.**, a California corporation ("Passages Educational Tours", "Passages") represents, and is the agent for, certain carefully selected carriers, wholesalers and service companies, all of which are disclosed principals and independent contractors. **Passages** is not responsible for any negligent act or omission by any of these organizations, such as ship or flight delay, cancellations or prevention of the performance of any obligation on its part to be performed including, but not limited to, any product sold by **Passages** resulting from seizures under local process, sanctions, quarantine restrictions, acts of governmental authority, strikes, work stoppages or labor disputes (whether resulting from disputes between carriers and employees, or between other parties), war or hazards incedent to a state of war, fire, acts of god or nature including, without limitation, floods, earthquakes or weather conditions, mechanical difficulties, riots or civil commotions, or any other acts, matters of things, whether or not of a similar nature, beyond the control of **Passages** or its representative carriers, wholesalers and service companies.

Passages EDUCATIONAL TOURS

**2226 Bush Street**
**San Francisco, CA 94115**
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