SOUTHERN GRANDEUR
ABOARD THE LUXURIOUS AMERICAN QUEEN

APRIL 24 – MAY 2, 2016
NEW ORLEANS • OAK ALLEY • ST. FRANCISVILLE
NATCHEZ • VICKSBURG • HELENA • MEMPHIS
FROM $1,999 PER PERSON

SPONSORED BY:
MARYLAND ALUMNI

ACT NOW TO RECEIVE:
$$100 ONBOARD CREDIT PER STATEROOM
FREE 1-NIGHT PRE-CRUISE PROGRAM
$800 EARLY BOOKING SAVINGS PER STATEROOM

IF BOOKED BY OCT. 30, 2015
RIVER CRUISING
ALONG THE MISSISSIPPI
THE ORIGINAL AMERICAN VACATION

ACT NOW TO RECEIVE:
● $100 ONBOARD CREDIT
  PER STATEROOM
● FREE 1-NIGHT PRE-Cruise PROGRAM
● $800 EARLY BOOKING SAVINGS
  PER STATEROOM

IF BOOKED BY
OCT. 30,
2015

MARYLAND ALUMNI

Samuel Riggs IV Alumni Center
College Park, MD 20742
DEAR ALUMNI AND FRIENDS,

From moss-draped oak trees and fragrant, idyllic gardens to stately pillared mansions and storybook downtown districts, the American South conjures up an array of enchanting images. Celebrate the region’s intriguing history and architectural elegance on a Mississippi River cruise aboard the magnificent American Queen. From New Orleans to Memphis, let our nation’s most iconic waterway carry you to welcoming towns in Louisiana, Mississippi, and Arkansas.

Your adventure begins with a stay in New Orleans, where the well-preserved French Quarter charms with beautiful wrought-iron balconies, colorful courtyard gardens, and Creole-style buildings. Then board the American Queen, the largest and most opulent riverboat in the world, and set sail on a remarkable journey. Admire the elegant Greek Revival-style mansion at Oak Alley Plantation, and stroll beneath the canopies of its 300-year-old live oak trees. See the Gothic-style Grace Episcopal Church in the lovely town of St. Francisville, home to more than 140 historic buildings on the National Register. Visit the oldest settlement on the Mississippi, Natchez, graced with stunning gardens and well-preserved mansions; and stroll through Vicksburg’s charming downtown district. Before your seven-night cruise concludes in Memphis, delve into Helena’s rich blues music heritage at the Delta Cultural Center.

Discover captivating landscapes, storied towns, and the tranquility of river cruising aboard the American Queen. Your cruise includes delicious Southern cuisine, beautifully appointed accommodations, and fascinating shore excursions. Reserve your spot on this memorable voyage by October 30, 2015, to receive the one-night pre-cruise hotel stay in New Orleans as well as the $100 onboard credit and $800 early booking savings per stateroom. Don’t miss the opportunity to explore treasured towns of the Old South along with fellow alumni.

Sincerely,

Angela C. Dimopoulos ’07
Director of Sales and Marketing

 AVAILABLE TO ALUMNI, THEIR FAMILIES AND FRIENDS.

SPACE ON THIS CRUISE IS LIMITED
BOOK NOW!

CALL FOR ADDITIONAL INFORMATION:
301-405-7938
FAX: 301-314-6807 • WWW.ALMUNI.UMD.EDU
TRAVEL INSURANCE

We strongly suggest purchasing travel insurance. Travel insurance information will be sent to you by the University of Maryland Alumni Association with your confirmation letter.

GO NEXT, INC. (hereinafter GN), located at 8000 West 78th Street, Suite 345, Minneapolis, Minnesota 55439-2538, in return for full payment by you of the amount specified, is responsible to arrange for the transportation, accommodations and other services specified as included in this brochure and to the extent you have selected them, and subject to the following terms and conditions. Unless expressly specified as included by this brochure, services, taxes and fees are not included.

RESPONSIBILITY: GN is responsible to you for arranging all included transportation, accommodations and other services. However, in the absence of negligence on its part, GN and the sponsoring association are not responsible for personal injury, property damage, or any other loss, claim or damage arising out of or related to goods or services offered or included. GN and the sponsoring association are not responsible for personal injury, property damage, or any other loss, claim or damage related to or arising out of, in whole or in part, the acts or omissions of any direct air carrier, cruise line, hotel, ground operator, or other person not its direct employee or not under its exclusive control supplying any services or facilities included. GN and the sponsoring association are not responsible for personal injury, property damage or any other loss, claim or damage arising out of, in whole or in part, acts of God, weather, labor strife, government actions, mechanical breakdowns, war-like acts, terrorist activities or other causes reasonably beyond the control of GN and the sponsoring association. GN and the sponsoring association are not responsible for incidental or consequential losses or damages.

Neither GN nor the American Queen Steamboat Company (hereinafter AQSC) are responsible for any other loss, claim or damage resulting from air or land arrangements made independently by travelers, including non-refundable conditions, restricted travel or frequent flyer tickets.

PAYMENT: A deposit in the amount shown on the reservation form and a signed agreement for each person is required to secure reservations. Final payment is due as shown on the reservation form.

PRICES: GN RESERVES THE RIGHT TO INCREASE PRICES IN THE EVENT OF ANY INCREASED SECURITY OR RISK RELATED SURCHARGES, OR FARE INCREASES IMPOSED BY THE AIRLINE OR CRUISE LINE THAT MAY BE IN PLACE AT THE TIME OF TICKETING OR TRAVEL, FOREIGN OR DOMESTIC TAX INCREASES, PROPERTY DAMAGE OR ANY OTHER LOSS, CLAIM OR DAMAGE ARISING OUT OF OR RELATED TO, IN WHOLE OR IN PART, CLAIMS FOR INCREASED SECURITY OR FUEL RELATED SURCHARGES, OR FARE INCREASES IMPOSED BY THE AIRLINE OR CRUISE LINE THAT MAY BE IN PLACE AT THE TIME OF TICKETING OR TRAVEL, OR ANY OTHER INCREASES IMPOSED BY THE AIRLINE OR CRUISE LINE THAT MAY BE IN PLACE AT THE TIME OF TICKETING OR TRAVEL, FOREIGN OR DOMESTIC TAX INCREASES, PROPERTY DAMAGE OR ANY OTHER LOSS, CLAIM OR DAMAGE ARISING OUT OF OR RELATED TO, IN WHOLE OR IN PART, CLAIMS FOR INCREASED SECURITY OR FUEL RELATED SURCHARGES, OR FARE INCREASES IMPOSED BY THE AIRLINE OR CRUISE LINE THAT MAY BE IN PLACE AT THE TIME OF TICKETING OR TRAVEL, OR ANY OTHER INCREASES IMPOSED BY THE AIRLINE OR CRUISE LINE THAT MAY BE IN PLACE AT THE TIME OF TICKETING OR TRAVEL, INCLUDING CHARGES IMPOSED BY THE FEDERAL MARITIME COMMISSION.

GN maintains an escrow agreement to protect passenger payments for water transportation. This escrow agreement has been reviewed and approved by the Federal Maritime Commission.

AIRCRAFT AND CRUISE LINE BOARDING: GN CANNOT BE HELD RESPONSIBLE FOR AIRLINE OR CRUISE LINE DELAYS. Aircraft and cruise line boarding privileges are limited to persons whose full payment and signed agreement have been received by GN and whose names are on the manifest given to the carrier before departure. Improper documentation, inadequate proof of identity, inadequate proof of age for children under 2, or any other reason may result in denial of boarding privileges. The air carrier and cruise line reserve the right to decline, accept or retain any person on the flight or cruise at any time within their sole discretion. If you are denied boarding privileges, you forfeit all monies paid and will be assessed any non-refundable costs.

ADVANCE TRAVEL INFORMATION: U.S. citizens or permanent residents of the U.S. travel document issued by GN and the U.S. government do not need a passport or visa for travel. Homeland Security laws require that all guests travel with government-issued photo identification (ID) (such as a driver’s license) at all times. ID must be presented at the time of boarding. Guests without proper ID will be denied boarding. AQSC is required to provide all guests’ ID information including ID number, expiration date, and place of issue to the Coast Guard and/or other government entities prior to the vessel’s departure. Guests must provide this information to AQSC in advance. Travel documents will not be released until received. Canadian citizens or permanent residents of Canada entering the U.S. are required to bring their passport. For other nationalities, passports are required to enter the U.S. It is your responsibility to check with your local U.S. embassy/consulate to confirm visa requirements and to obtain the proper visa-U.S. alien card (green card).

GS&C’S LAND PACKAGES/SHORE EXCursions: Tours are operated in the various ports of call by AQSC or local tourist service companies contracted by the cruise line. They are not under the control of GN. Cancellation penalties may differ from the cruise program related penalties. AQSC may modify the cruise itinerary up to and during the voyage.

FEDERAL MARITIME COMMISSION PROTECTION: Under Public Law 89-777, the FMC requires vessels having berth or stateroom accommodations for 50 or more passengers and which embark passengers from U.S. ports to maintain acceptable evidence of financial responsibility to indemnify passengers for nonperformance of transportation. AQSC maintains an escrow agreement to protect passenger payments for water transportation. This escrow agreement has been reviewed and approved by the Federal Maritime Commission.

NOTICES: Any complaints or claims against GN must be made in writing and received by GN within 90 days after scheduled termination of the trip. Any action or suit against GN must be commenced within 1 (one) year after scheduled termination of the trip or be forever barred.

The rights and remedies relating to cancellations and major changes prior to departure, made available under this agreement are in addition to any other rights or remedies available under applicable law. However, we offer any refunds under this agreement with the express understanding that the receipt of that refund by you waives all other remedies.

While Go Next makes every effort to adhere to the specifics shown in this brochure, all information contained herein is subject to change. Go Next is not responsible or liable for typographical errors, omissions or misprints.

INSURANCE: Travel insurance is available and can provide coverage for unforeseen circumstances that could disrupt your trip. See panel above for details.

IF YOU CHANGE PLANS OR CANCEL, YOUR RIGHTS TO A REFUND ARE LIMITED: The following charges will be assessed for cancellations.

If you cancel or change plans more than 110 days prior to departure, a full refund, less a $200 per person administrative fee plus any applicable pre- and/or post-cruise program cancellation fees, is provided. Any refunds are provided only in accordance with the following schedule. Any requests for cancellation must be communicated to GN in writing. Applicable refunds, if any, will be made within 14 days after the cancellation.

CANCELLATIONS: Upon receipt of written cancellation from you, the following fees will apply:

- Cruises cancellations received 111 days or more prior to departure, $200 per person; 110-61 days prior to departure, 50% of total fare; 60-31 days prior to departure, 75% of total fare; 30-0 days prior to departure, 100% of total fare.
- Any applicable GN Pre- and/or Post-Cruise Program Cancellation Fees

- 111 days or more = $100 per person, per program
- 110-61 days = $200 per person, per program
- 60-0 days = no refund

HEALTH: Any physical or mental condition requiring special medical attention or equipment must be disclosed in writing to GN at the time the participant makes a reservation. GN may reject the reservation of any person who, in the opinion of GN is unfit for travel or might be a danger to themselves or incompatible with others on the trip. Participants requiring special assistance, including without limitation those who permanently or periodically use a wheelchair, must be accompanied by someone who agrees to provide the required assistance. GN reserves the right to terminate the participation of any participant whose conduct or condition materially inconveniences other participants.

THERE ARE NO EXCEPTIONS OF ANY KIND (INCLUDING MEDICAL EXCEPTIONS) TO THESE POLICIES. No refunds will be made for any portion of the arrangements we have made for you that are not actually utilized by you. There is no variance from these policies for the services we arrange as described in this brochure.

California Seller of Travel Registration No. 2077280-40, Washington Seller of Travel Registration No. 602-900-725, Iowa Seller of Travel Registration No. 477.
RESERVE YOUR SOUTHERN GRANDEUR CRUISE TODAY!

SEND TO: 
University of Maryland Alumni Association
Samuel Riggs IV Alumni Center
Attn: Angela Dimopoulos
College Park, MD 20742

UNIVERSITY OF MARYLAND
ALUMNI ASSOCIATION (300-1)
APRIL 24 – MAY 2, 2016

CLASS YEAR

I/WE PREFER GO NEXT CORRESPONDENCE VIA: ☐ Email ☐ Mail ☐ Both

PLEASE MAKE MY/OUR RESERVATION FOR:
☐ CRUISE PROGRAM WITH FREE 1-NIGHT PRE-CRUISE HOTEL STAY IN NEW ORLEANS
☐ CRUISE PROGRAM – DECLINE FREE 1-NIGHT PRE-CRUISE HOTEL STAY IN NEW ORLEANS
☐ Please reserve _____________ space(s) for the GO NEXT MOBILE AND BILOXI PRE-CRUISE PROGRAM,
$649 per person, double occupancy. Single occupancy is $899 and subject to availability.
☐ Please reserve _____________ space(s) for the GO NEXT MEMPHIS POST-CRUISE PROGRAM,
$299 per person, double occupancy. Single occupancy is $449 and subject to availability.

PLEASE NOTE: Airfare and airport transfers are not included.
☐ I/We will make my/our own transportation arrangements. ☐ Please contact me/us to discuss air options.

Stateroom/Suite category requested: 1st choice _____________ 2nd choice _____________

Bed request: ☐ Twin (2 beds) ☐ Queen

Dinner Seating Preference
Request: ☐ Early (5:15 p.m.) ☐ Main (8:00 p.m.)

All guests must travel with a government-issued photo ID.

GUEST 1: Full Name (as it appears on your government-issued photo ID)
First Middle Last Title
Preferred name on name badge
☐ M ☐ F Birth Date (MM/DD/YYYY)

GUEST 2: Full Name (as it appears on your government-issued photo ID)
First Middle Last Title
Preferred name on name badge
☐ M ☐ F Birth Date (MM/DD/YYYY)

Email Address
Mailing Address
City State ZIP
Home Phone ☐ Cell Phone

Roommate (if different from above)

Adjacency Request

SIGNATURES REQUIRED BY EACH PERSON TRAVELING INCLUDING PARENT/GUARDIAN FOR MINOR CHILDREN: I/We have read, received a copy of, understand, and accept the terms and conditions stated in the Operator/Participant Agreement.

SIGN HERE X
SIGN HERE X

DEPOSIT AND FINAL PAYMENT: A deposit of $950 per person (plus a $200 deposit per person for each Go Next Pre- and/or Post-Cruise Program, if applicable) is due with your reservation application. Make checks payable to Go Next. Deposits may also be made by credit card. All major credit cards are accepted. Full payment is required by January 25, 2016. Reservations received after this date must be accompanied with full payment.

Please reserve _____________ space(s). Enclosed is my/our deposit for $______________.

All FINAL payments are required to be made by check.

I/We authorize Go Next, Inc. to charge my/our credit card for the deposit of $______________.

Name (as it appears on your credit card)

SIGN HERE X ☐ Billing address same as above
Billing Address (if different from above)

Card Number  ________________
Card Security Code  ____________
Exp. Date __________

Making a deposit or acceptance or use of any vouchers, tickets, goods, or services shall be deemed consent to and acceptance of the terms and conditions stated in the applicable Operator/Participant Agreement, including limitations on responsibility and liability.
There’s never been a better time to rediscover America. And there’s never been a better way to do it. From New Orleans to Memphis on the fabled waters of the Mighty Mississippi, experience the grandeur of the American South.

Enjoy casual elegance aboard the grand American Queen, the largest riverboat in the world, and your antebellum mansion on the water. Open French doors to sweeping river views and enjoy easy conversation on the promenade. And at the end of the day, retreat to the Victorian charm of your fine accommodations.

Discover classic riverside America on a journey aboard the 432-passenger American Queen, newly restored in 2012. Experience the beauty, history, and grand adventure unique to the riverboat tradition from the remarkable perspective of the river.

- 7-night voyage, including all meals, aboard the grand American Queen
- Complimentary hop-on, hop-off shore excursions with a dedicated fleet of luxury coaches
- Exquisite regional dishes prepared by an award-winning culinary team
- Complimentary wine and beer with dinner
- Complimentary cappuccino, espresso, specialty coffees, bottled water, and soft drinks throughout your voyage
- Gracious service from a friendly all-American staff
- Smart-casual attire throughout your voyage, no formal wear required
- Daily lectures by the Riverlorian, your onboard history and culture expert
- Professional showboat-style entertainment, dancing nightly, and calliope concerts

GO NEXT EXCLUSIVE BENEFITS

- 1-Night Pre-Cruise Hotel Stay at the Hyatt Regency New Orleans hotel or similar accommodations, breakfast, taxes, porterage, and transfers to the American Queen
- Private Go Next reception including hot and cold canapés, wine, beer, and soft drinks
- $100 onboard credit per stateroom
- Complimentary bottle of wine per stateroom
- Services of an onboard Go Next Program Manager
- Exceptional value
APR 24 NEW ORLEANS, LOUISIANA
Your journey begins with a one-night stay at the Hyatt Regency New Orleans hotel, ideally situated near the city’s premier attractions. Experience New Orleans, from the traditional Southern oaks and Spanish moss of City Park to the French Quarter’s legendary Bourbon Street and Jackson Square.

APR 25 NEW ORLEANS, LOUISIANA
Depart 5PM
Morning at leisure. Embark on your river cruise aboard the graceful American Queen in the afternoon.

APR 26 OAK ALLEY, LOUISIANA
Arrive 8AM—Depart 1PM
Located in Saint James Parish, Oak Alley plantation combines architectural splendor and the natural wonder of 300-year-old oak trees. Walk its antebellum halls, spend time strolling beneath its canopy of trees, and learn about the rich history of this Southern estate.

INCLUDED EXCURSION Take a tour of the historic plantation Main House and its beautiful grounds.

APR 27 ST. FRANCISVILLE, LOUISIANA
Arrive 8AM—Depart 1PM
With more than 140 buildings and plantation homes on the National Register, this quaint town is a window to history. Here are the legacies of the Butlers, the Forts, the Barrows, and the Turnbulls—families who helped build the South.

INCLUDED EXCURSION The hop-on, hop-off coach tour takes you to historic and modern sites, including the Republic of West Florida site; the Old Market Hall, where you can browse through art, jewelry, and handmade items; the West Feliciana Historical Society Museum, and the Grace Episcopal Church.

APR 28 NATCHEZ, MISSISSIPPI
Arrive 8AM—Depart 5PM
One of the oldest European settlements in the lower Mississippi River Valley and former capital of the state, Natchez is an authentic Southern town with a rich heritage shaped by Native Americans and those of French, African, British, and Spanish descent.

INCLUDED EXCURSION Take in historic mansions on a tour which includes stops at the Natchez Visitor’s Center, King’s Tavern and Charboneau Distillery, the Natchez Association for the Preservation of Afro-American Culture Museum, Magnolia Hall, Rosalie Mansion, the William Johnson House, and Stanton Hall.

LIFE ON THE WATER
Life on the American Queen is as unique and enriching as the riverboat tradition itself. Night after night, music fills the majestic two-deck tall Grand Saloon, a stunning replica of the famed Ford’s Theatre. Showboat-style cabaret acts and old-fashioned radio shows add variety and charm to the evening lineup. By day, the Riverlorian, your onboard historian, offers lectures and river lore. The Ladies’ Parlor and Gentlemen’s Card Room are meeting points for new friends. And the calliope, a steam-powered organ, beckons anyone inclined to play.
E ITINERARY

APR 29 VICKSBURG, MISSISSIPPI  
Arrive 8AM–Depart 1PM  
Billed as the “Red Carpet City of the South,” Vicksburg is a unique blend of old and new and displays its heritage with tremendous pride. The site of a dramatic siege and major turning point in the Civil War, Vicksburg is now a center of Southern hospitality with a vibrant downtown area.

INCLUDED EXCURSION  
The coach tour stops at the Church of the Holy Trinity; Anchuca Mansion, a Greek Revival antebellum home; the Old Court House Museum, which showcases artifacts from the pre-Columbian times to Civil War implements; the Biedenharn Coca-Cola Museum; the Lower Mississippi River Museum; and the Old Depot Museum that highlights the Siege of Vicksburg.

APR 30 RIVER CRUISING  
Discover river cruising—a lifestyle born of both restless ambition and the pursuit of pure relaxation. Aboard the American Queen, the richness of this timeless river culture comes with plenty of added modern luxuries as you cruise the day and night away at one of the distinctive dining venues, the impressive Grand Saloon, or your elegant stateroom.

MAY 01 HELENA, ARKANSAS  
Arrive 8AM–Depart 1PM  
The queen of the Arkansas Delta, Helena is filled with fascinating 19th-century architecture from before and after the legendary Battle of Helena. The Delta Cultural Center lays out Helena’s antebellum roots and is also home to King Biscuit Time, the nation’s longest-running blues radio program.

INCLUDED EXCURSION  
Traveling by deluxe motor coach, stop at notable sites including Freedom Park, featuring exhibits that explore the experiences of African Americans in Civil War Helena; the Delta Cultural Center; the nearly full-size replica of the Union’s Fort Curtis, built close to where the original once stood; and the Helena Museum. Visit two stunning examples of late 1800s architecture at the Moore-Hornor House and the beautifully restored Pillow-Thompson House, one of the finest examples of Queen Anne architecture in the South.

MAY 02 MEMPHIS, TENNESSEE  
Arrive 8AM  
Disembark in the morning and bid farewell to the American Queen.

Note: Return flights should be scheduled to depart after 10:30am. If you are interested in an optional Premium Choice Tour of Memphis, your return flight should be scheduled to depart after 2pm.

Premium Choice Tours will also be offered in each port of call for an additional charge. All port times are approximate. Itinerary and shore excursions are subject to change.

SOUTHERN HOSPITALITY  
Creating plates inspired by culinary classics of America’s South and utilizing the best of the season’s offerings from stops along the way, an award-winning culinary team lends its expertise to the unique dining experience on the American Queen. Indulge in the elegance of the J.M. White Dining Room, or satisfy your appetite any hour of the day at the Front Porch Café as you sample delectable creations, from Pork Loin stuffed with Andouille Sausage to Corn Fritters and Bourbon Pecan Pie.
THE GREATEST VALUE

LUXURY SUITES • PRIVATE VERANDA

Promenade & Texas Decks  Elegantly furnished suite, sitting area, sofa bed, cocktail table, and writing desk. French doors open onto private veranda, two single beds convertible to queen, bathroom with tub and shower. Exclusive suite amenities and butler service.

FARES PER PERSON 
IF BOOKED BY
OCT. 30

SI $4,099
F $2,399
G $2,399

†Fares are per person, double occupancy, with the exception of SI and SO (single categories), and reflect the $800 early booking savings per stateroom ($400 per person) if booked by October 30, 2015. Onboard meals, refreshments, and entertainment are included. Airfare and airport transfers are not included. Please contact Go Next for information regarding transportation options to New Orleans and/or from Memphis. Port charges of $149 per person and gratuities are additional.

OPULENT COMFORT

Welcome to the grand American Queen, a breathtaking combination of modern comfort and antebellum charm. All suites and staterooms aboard the American Queen feature flat-screen TVs, extravagant bedding and fine linens, and luxury hotel-style service. Sip sweet lemonade and partake in the convivial atmosphere of open verandas and the promenade, or enjoy a quiet respite in your elegant suite or deluxe stateroom, designed with all the comforts of home. Life aboard the American Queen flows like a gentle river—at your pace and according to your taste.
GO NEXT PRE- & POST-CRUISE PROGRAMS

MOBILE, AL & BILOXI, MS
PRE-CRUISE PROGRAM
APR 22–24

$649 per person, double occupancy
• 2 nights at the 4-star Battle House Renaissance Mobile Hotel & Spa or similar accommodations, with breakfast
• Full-day sightseeing excursion of Mobile - Bellingrath Gardens and home, including lunch at the Magnolia Café - Three of Mobile’s historic downtown districts: Church Street East, De Tonti Square, and Oakleigh Garden - Basilica of the Immaculate Conception - Richards DAR House Museum, including a tea service - The Mobile Carnival Museum
• Half-day sightseeing excursion of Biloxi - Beauvoir: The Jefferson Davis Home and Presidential Library - Lunch at Mary Mahoney’s Old French House - Transfer to the Hyatt Regency New Orleans for your included 1-night pre-cruise hotel stay (if applicable)

MEMPHIS
POST-CRUISE PROGRAM
MAY 2–3

$299 per person, double occupancy
• 1 night at the 4-star Sheraton Memphis Downtown Hotel or similar accommodations, with breakfast
• Half-day sightseeing excursion of Memphis - Limited Edition Premium Graceland Tour: Enjoy Platinum ticket admission to Graceland, the former home of rock-'n'-roll-legend Elvis Presley - Panoramic tour highlighting Sun Studio, the Peabody Hotel, the Gibson Guitar Factory, and the iconic attractions along Beale Street

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Programs include accommodations, sightseeing, transfers between the hotel and riverboat, an exclusive Go Next Program Manager/hospitality desk, and professional tour guides.