



TRAINING ★ TOURS ★ DISCOVERY

# Guidelines for Private Tours

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## **Guidelines for Private Tours**

At Aquila, we believe that exceptional private tours are built on professionalism, attention to detail, and a genuine connection with every guest. Our private tour requests are often rare, but when they do arise we like to have clear, practical guidelines to ensure each private experience is seamless, engaging, and tailored to individual expectations.

By following these standards, you will help uphold Aquila's commitment to excellence while delivering memorable, high-quality tours that reflect our values and reputation.

### **Preparing For Private Tours**

Aquila will share with you any information we have about private tours in advance. We do our best to find out the size of the party, the names of the guests, what they would like to do on their tour, any special requests, and any other details we can. However, our level of being able to get this information varies greatly from one private excursion to another. Sometimes private tours are existing excursions just positioned as private adventures, and other times they may be very different from our current tours. We will share any information that we collect with the tour guide and/or driver.

When arriving at the pier, check with your Cruise Manager for tour documents much like you would for any tour. Sometimes there will be a sign provided, or a tour packet with any relevant information. Depending on the size of the private group, they may meet inside the terminal or go right to the vehicle. It's best to check with your Cruise Manager on where to meet the guests. Private excursions often take place in a Town Car or SUV for small groups but can often use larger vehicles depending on group size.

Because we may have little information other than departure time and duration, we would recommend that you have a plan with suggestions in mind. Then, before your tour begins, ask your guests if there was anything they had in mind that they would like to do on the tour. Get their input and then add your suggestions. While private tours are flexible and at the discretion of the guest, they do often have ideas in mind and trust the opinion of their tour guide.

The important thing is to establish an outline (based on the duration they've booked) for your time together agreed upon before you set out.

### **Managing Private Tours**

Even with an outline agreed upon, it will be extremely important to be flexible. Guests may want to stop for a photo, they may want more time at a stop, they may see a shop they want to stop at – all those things are just fine with private excursions. This is their tour, and we need to be prepared to customize it for them and be flexible as we go, unlike our regular tours. We do not influence the guests towards anything that will cost them extra. However, if there is something they are interested in that will cost them extra, that's fine if they understand that they are responsible for the additional costs – it is not included in the tour.



**Meals**

Guests are responsible for paying for their own lunch (unless set up prior, in which case we would notify you). The best way to handle lunch is to assume you and the driver will not be eating with them and ask them when they would like to be picked up after lunch. If they offer for one or both of you to eat with them, you are very welcome to accept that offer.

**Payment of the Tour**

This is done through the cruise line. The guest pays the cruise line for their private tour, and all is pre-arranged. There should be no mention of paying or tipping.

**Tips & Tip Splitting**

As always, there should be no mention of tips by the guide. Usually, guests on private tours tip the driver & guide separately, and if they do, you can leave it at that (no tip splitting required). However, if you believe that they have only tipped you, then you can split with the driver.

**Contact**

If you have any questions or need clarification, please reach out to Aquila's Human Resources Manager below. Thank you for contributing to a positive and professional atmosphere at Aquila.

**Sam MacVey**

Human Resources Manager

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