



PROROME

Crisis Management Plan

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ProRome Tours, LLC
Front Royal, Virginia

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1. Chain of Command & Emergency Contacts

Every crisis begins with communication. The following chain of command governs all emergency communication on a ProRome tour.

Chain of Command

1. Tour Manager (TM) — on the ground, first responder
2. ProRome Office — (434) 953-1112 (main office number)
 - a. Founder & CEO (Joe Long)
 - b. Director of Operations (Bernardo Gonzalez)
 - c. Office Manager (Sheryl Oligny)
3. Director of Tour Coordination (Ernesto Bonnici) — +39 347 645 2272

If the TM is incapacitated, the Lead Chaperone assumes TM communication duties and contacts ProRome directly.

Standing Emergency Numbers

Service	Italy	General EU
General Emergency	112	112
Medical / Ambulance	118	112
Police (Carabinieri)	112	112
Fire	115	112
U.S. Embassy Rome	+39 06 46741	
U.S. Embassy (after hours)	+39 06 46741	
State Dept. (Overseas Citizens)	+1 (202) 647-5225	

STEP Enrollment: All participants are strongly encouraged to enroll in the Smart Traveler Enrollment Program (STEP) at step.state.gov before departure.

2. ProRome's Liability & Duty of Care

ProRome acts as a tour contractor. We do not own or operate any transportation, lodging, restaurant, or ground-handling service. All vendors are independent contractors. ProRome is not liable for any negligent or willful act of any vendor or third party.

That said, a court will likely hold ProRome liable for injury or death resulting from negligence on the part of ProRome or its staff. The critical legal question is always:

“Did ProRome exercise all reasonable care possible to ensure the traveler’s safety?”

To answer “yes,” we must hold ourselves to the highest level of professionalism: thorough site knowledge, constant communication with ProRome staff and trip leadership, and diligent documentation of anything out of the ordinary.

Chaperone Responsibility

It is NOT the responsibility of ProRome or its Tour Managers to act as chaperones. The safety and wellbeing of students is the direct responsibility of the chaperones present. ProRome’s role is to manage the tour logistics, maintain a safe touring environment, and support chaperone leadership.

Each school designates a Lead Chaperone (LC) and Assistant Chaperones (ACs). The LC is the designated responsible person for the group. Recommended chaperone-to-student ratio: no less than 1:4.

3. Prevention & Preparation

The best crisis response is prevention. The following measures are standard for every ProRome tour.

Before Departure

- TM must have thorough knowledge of every site on the itinerary. If the TM has never visited a site, they must visit it before the tour.
- TM pre-trip call with Lead Chaperone to review departure policy, roll-call procedures, subgroup assignments, and buddy system.
- Chaperones organize students into subgroups (1 AC per 3–4 students), each numbered for rapid roll call.
- All participants carry a photocopy of their passport. Originals stored in hotel safe per school policy.
- All participants carry an emergency card with hotel address, TM phone number, and local emergency numbers.
- TM carries photos, physical descriptions, and passport numbers for every participant.
- TM confirms location of nearest hospital, pharmacy, and police station at each destination.
- TM identifies a contingency rally point at each hotel (lobby or nearest public square).
- Insurance: ProRome strongly recommends all participants purchase travel insurance. Refusal should be documented.

On Tour

- Roll call taken at every departure and arrival — approximately 12 times per day.
- Visual confirmation required. A chaperone saying “they’re here” is not sufficient; they must see the student.
- Meeting point is always the same as the dismissal point. ProRome never sets a different meeting point.
- EYESHOT/EARSHOT Policy: Students may explore without a chaperone physically beside them only when within eyeshot and earshot. LC and ACs make this determination, not the TM. Buddy groups required; 30–45 minute check-ins.
- VIRTUS policy: If a student must sit out from touring, at least two chaperones remain with them.
- TM maintains constant communication with ProRome office (Managing Director, Director of Operations, Tour Coordinator) via WhatsApp.

4. General Crisis Response Protocol

The following applies to any crisis. Scenario-specific instructions follow in Section 6.

Immediate Response (First 10 Minutes)

1. Ensure the safety of the affected person(s). Call 112 if medical or police response is needed.
2. Account for the entire group. Take roll immediately.
3. Move the group to a safe location if the current location is compromised.
4. Call ProRome office: Managing Director Joe Long at (434) 953-1112. If unreachable, call Director of Operations, then Tour Coordinator.
5. Begin an event log. Record the time, what happened, who is involved, what actions have been taken, and by whom.

Ongoing Management

- Lead Chaperone or AC communicates directly with parent/guardian of affected student(s) immediately.
- TM coordinates with ProRome office on next steps. Do not commit to any course of action (evacuation, flight changes, financial commitments) without confirmation from ProRome.
- Keep group informed at an appropriate level. Avoid speculation.
- All media inquiries directed to the Managing Director. No staff or chaperones speak to media.
- Continue documenting everything in the event log.

CRITICAL: The TM must never leave the rest of the group unattended to deal with one participant's crisis. Assign chaperones to stay with the affected person; the TM stays with the group.

5. Evacuation Plan

This section covers situations requiring the group to leave a location, city, or country: natural disaster, terrorism, civil unrest, pandemic-related border closure, or any scenario in which remaining in place is unsafe.

Decision Authority

The decision to evacuate is made by the CEO in consultation with the TM on the ground. If the CEO is unreachable and conditions are immediately life-threatening, the Director of Operations and the TM have authority to begin evacuation and inform ProRome as soon as possible.

Step 1: Shelter in Place or Evacuate?

Shelter in Place	Evacuate
Threat is localized (e.g., nearby but not at your location)	Direct threat to group's location
Authorities advise staying indoors	Authorities order evacuation
Transportation routes are blocked or unsafe	Safe transportation route is available
Embassy advises sheltering	Embassy advises departure from area/country

Step 2: Rally Point & Head Count

1. Rally point is always the hotel lobby unless the hotel itself is compromised.
2. If the hotel is compromised, rally at the nearest large public square or church piazza pre-identified by the TM.
3. Full roll call by subgroup. ACs confirm their students; LCs confirm to TM.
4. No one leaves the rally point until all participants are accounted for or a search protocol has been initiated for missing persons.

Step 3: Communication

1. TM contacts ProRome office immediately. ProRome office handles all U.S.-side communication: families, schools, insurance.
2. TM contacts U.S. Embassy for guidance and to register group location.
3. If phones/internet are down, TM proceeds to the nearest U.S. Embassy or Consulate in person. Backup: contact hotel front desk for landline access.

Step 4: Transportation

ProRome's motorcoach and driver are the primary evacuation vehicle. If the motorcoach is unavailable:

- TM contacts the local ground handler or bus company for a replacement vehicle.
- If no vehicle is available, TM arranges taxis or private cars through the hotel concierge.
- Train service (Trenitalia/Italo) may be used to move the group to a safe city. TM carries a company card for emergency purchases.
- As a last resort, the Embassy can facilitate evacuation transport for U.S. citizens.

Step 5: Alternate Airports

If the primary departure airport is closed or inaccessible, the following alternates apply for Italy-based tours:

If closed/inaccessible	Primary alternate	Secondary alternate
FCO (Rome Fiumicino)	CIA (Rome Ciampino)	NAP (Naples)
FLR (Florence)	PSA (Pisa)	BLQ (Bologna)

VCE (Venice)	TSF (Treviso)	BLQ (Bologna)
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For tours outside Italy (Central Europe, France, etc.), the TM will be briefed on destination-specific alternate airports before departure.

Step 6: Extended Stay Protocol

If the group cannot depart on schedule (border closure, airport shutdown, flight cancellations):

- ProRome office works with the hotel to extend the booking.
- TM confirms all participants have access to funds (ATM, credit card). ProRome office can wire emergency funds via Western Union if needed.
- TM sets expectations with the group: meals, schedule, communication timeline.
- ProRome office rebooks flights as soon as routes reopen.
- Evacuation priority: women and children first, then men, in the event of limited flight availability.
- Per ProRome Terms & Conditions, additional expenses caused by events beyond ProRome's control are borne by the traveler. ProRome will assist in every way possible but cannot guarantee financial coverage for force majeure events.

6. Scenario Action Plans

The General Crisis Response Protocol (Section 4) applies to every scenario below. These sections provide additional scenario-specific guidance.

A. Dehydration / Heat-Related Illness

The most common medical issue on tour. Prevention is everything: hydration begins days before the trip. Italy has safe drinking fountains throughout its cities and tap water in hotels is safe.

Response

- Immediately move person to shade. Offer water and electrolytes.
- If symptoms are severe (confusion, fainting, vomiting), call 118 for ambulance.
- LC or AC contacts parent/guardian immediately.
- Any warning signs (dizziness, fatigue, anxiety) require an immediate break from touring. This is not optional.

B. Student Separation

Response

- If a student is not found within 20 minutes, notify local authorities.
- Remain at the dismissal/meeting point. Have chaperones establish a perimeter search.
- At least two chaperones remain with the main student group at all times.
- Consider sending two chaperones back to the hotel in case the student returned independently.
- School and chaperones determine when to notify parents.
- If not resolved quickly, contact local police (112) and the U.S. Embassy.

C. Loss of Valuables or Passport

Response

- Notify TM and parent/guardian.
- For stolen items: file a police report (denuncia) at the nearest Carabinieri station.
- For lost/stolen passport: schedule an appointment at the U.S. Embassy. ProRome will assist. The police report is required for passport replacement.
- Stolen credit cards: assist participant in calling their bank to cancel and request emergency replacement.

D. Physical Injury / Major Medical

Response

1. Call 118 (ambulance) or 112 (general emergency). For hospital admission, state that the injury is serious — Italian ERs triage by severity.
2. TM or designated chaperone accompanies patient to hospital. Bring passport (or photocopy) and insurance information.
3. Contact travel insurance provider.
4. LC or AC contacts parent/guardian immediately.
5. TM contacts ProRome office.
6. If the patient does not speak Italian, ensure a translator is available (TM, guide, or hospital interpreter).
7. Document everything: hospital name, address, phone, attending physician, diagnosis, treatment, medications prescribed.

E. Mental Health Crisis

This includes suicidal ideation, self-harm, severe anxiety or panic attacks, psychotic episodes, or any behavior that causes concern for the person's safety or the safety of others.

Response

- Ensure the person is monitored and never left alone.
- If the person is an immediate danger to self or others, call 112.
- LC or AC contacts parent/guardian immediately.
- TM contacts ProRome office for guidance on medical resources and potential early return.
- If the person is not in immediate danger but cannot participate in touring, VIRTUS policy applies: at least two chaperones remain with them.

F. Student Misconduct

Misconduct includes tardiness, missing group activities, alcohol or substance use in violation of trip policies, belligerence, or cultural inappropriateness.

Response

1. TM and LC discuss the behavior with the student privately.
2. If warranted, issue a written probationary warning signed by the student, LC, and TM. The warning must state: what happened, the expectation going forward, and what will happen if the behavior continues (dismissal from the trip at the student's expense).
3. If the behavior continues or is severe enough to warrant immediate dismissal, TM consults with ProRome office before taking action.
4. If dismissed, ProRome and the school coordinate to ensure the student is escorted to the airport and met by family upon return.

G. Unexplained Absence

A participant is absent from the tour or lodging without permission and cannot be reached.

Response

- Ask every participant if they have information about the missing person's whereabouts.
- Contact the hotel front desk to check whether the person returned.
- If the person cannot be located within a reasonable time, file a missing person report with local police (112). Provide a photo, physical description, and passport number.
- Contact the U.S. Embassy.
- ProRome office coordinates with the family.

H. Arrest of Participant

Response

- Obtain as much information as possible: charges, detaining agency, case number.
- Contact the U.S. Embassy/Consulate to ensure the participant's rights and humane treatment.
- Assist the participant in obtaining legal representation through the Embassy.
- Contact ProRome office. ProRome office coordinates with family.
- Participants are fully subject to the legal jurisdiction of the host country. ProRome cannot intervene in legal proceedings.

I. Crimes Against Participant

Pickpocketing, robbery, or theft.

Response

- Get the participant medical attention if needed.
- File a police report (denuncia) at the nearest Carabinieri station.
- Replace stolen passport through the U.S. Embassy. Replace credit cards through the participant's bank.
- TM contacts ProRome office. Provide emotional support to the participant.

J. Physical or Sexual Assault

Response

1. Get the victim immediate medical treatment. Call 118 or go directly to the nearest hospital.
2. Report the attack to local police (112).
3. Contact the U.S. Embassy/Consulate.
4. LC or AC contacts parent/guardian immediately.
5. TM contacts ProRome office.
6. Address the safety and emotional needs of the victim. Offer to arrange early return if desired.
7. If the alleged perpetrator is another program participant, consult with ProRome office on immediate dismissal.

K. Natural Disaster, Civil Unrest, or Terrorism

See Section 5 (Evacuation Plan) for detailed evacuation procedures.

Immediate Response

1. Account for the entire group. Rally at the designated point.
2. Follow local authority instructions.
3. Contact ProRome office and U.S. Embassy.
4. Monitor State Department (travel.state.gov) and Embassy communications.
5. Shelter in place or evacuate per the decision framework in Section 5.
6. Limit group movement to essential travel only.

L. Death of Participant

Response

1. Confirm status through local authorities (police, hospital).
2. Contact ProRome office immediately. ProRome office notifies family in coordination with local authorities.
3. Contact U.S. Embassy/Consulate to arrange repatriation of remains and interim death certificate.
4. Contact travel insurance provider.
5. Collect the deceased's belongings and secure them.
6. Assess counseling needs of other participants. ProRome office will arrange resources.
7. All media inquiries to Managing Director only.

M. Kidnapping / Hostage

Response

1. Verify the kidnapping through available information.
2. Contact local police (112) and the U.S. Embassy immediately.
3. Contact ProRome office.
4. Assess risk to the rest of the group and move them to a secure location if necessary.

5. Do not attempt to negotiate independently. Follow law enforcement guidance.

N. Death or Serious Illness of Family Member at Home

Response

- Discuss privately with the affected person. Offer options: return home, continue with support, or monitor daily.
- If returning home, TM and ProRome office assist with flight arrangements.
- Monitor the person's mental health for the remainder of the trip if they choose to stay.

O. Pandemic or Regional Health Threat

If quarantined on arrival:

- Cooperate with local health authorities.
- Secure lodging and meals for the quarantine period.
- Monitor participants' physical and mental health.
- ProRome office coordinates with families and insurance.

If entry to the host country is denied:

- Contact ProRome office, U.S. Embassy, and travel insurance.
- Arrange return flights or temporary lodging at the transit point.
- Per T&Cs, additional expenses due to events beyond ProRome's control are borne by the traveler.

7. Post-Incident Procedures

Incident Report

An Incident Report (Appendix A) must be completed for every event that goes beyond normal tour operations. This includes medical issues, misconduct, crimes, accidents, or any situation requiring intervention. The report must be submitted to the Managing Director within 48 hours of the incident.

After-Action Review

Within two weeks of tour completion, the TM, Managing Director, and Director of Operations will conduct a brief review of any incidents:

- What happened?
- What did we do well?
- What should we do differently?
- Does the Crisis Management Plan need updating?

Findings are documented and incorporated into future TM training and plan revisions.

8. Tour Manager Quick-Reference Card

Print this page, laminate it, and carry it on tour.

PROROME TOURS — EMERGENCY QUICK REFERENCE

Contact	Number
Joe Long (CEO)	(434) 953-1112
Bernardo Gonzalez (Dir. of Ops)	[on TM briefing sheet]
Ernesto Bonnici (Dir. of Tour Coordination)	+39 347 645 2272
Italy — Emergency	112
Italy — Ambulance	118
U.S. Embassy Rome	+39 06 46741
State Dept. Overseas Citizens	+1 (202) 647-5225

ANY CRISIS — FIRST 10 MINUTES

1. Ensure safety. Call 112 if needed.
2. Head count. Rally at hotel lobby or designated point.
3. Call ProRome office: Joe (434) 953-1112.
4. Start event log: time, what happened, who, actions taken.
5. LC/AC contacts parent/guardian of affected student.
6. Do NOT commit to anything without ProRome confirmation.
7. All media inquiries → Managing Director only.

EVACUATION — QUICK STEPS

1. Rally at hotel lobby. Full roll call.
2. Call ProRome office for evac decision.
3. Contact U.S. Embassy (+39 06 46741).
4. Primary transport: motorcoach. Backup: taxis, train.
5. Alternate airports: CIA (Ciampino), NAP (Naples), BLQ (Bologna).
6. Women and children first for limited evac flights.

HOSPITAL CHECKLIST

- Bring passport (or copy) and insurance card
- State “urgente” for serious injuries (triage is by severity)
- Record: hospital name, address, phone, doctor, diagnosis, meds
- Contact travel insurance provider
- Ensure translator if doctor doesn’t speak English