

# S-Trip!

## Cayos of Cuba, Summer 2016

### Trip Report

S-Trip! has been unfortunately misrepresented regarding the safety and supervision of our Grad Trips. The story of the students, S-Trip! Leaders and parents that had an amazing experience were not told. Here are the facts and complete report from the Summer 2016 Cayo Coco trip.

View more myths and misconceptions around S-Trip!: [myths.s-trip.com](http://myths.s-trip.com)

### General stats from the 2016 Summer Grad Trip in Cayo Coco, Cuba:

- **94.75%** of travelers would recommend S-Trip!
- **86.5%** of parents would recommend S-Trip!
- 1378 Travelers over 3 weeks
- 559 travelers spent 1 day volunteering in the local community
  - Local Cuban kids welcomed us with traditional Cuban poetry, dances, songs and a fashion show
  - Play games! Even though language is a barrier, our travelers quickly learned that having fun is universal
  - Community Tour - an eye-opening, inspiring, and educational walk, that provides a small glimpse into authentic Cuban life
  - We built a new classroom for kindergarten students
  - We built a water well
  - We installed a fence around the school
  - We painted the exterior of one building
  - Read more: [s-trip.com/cayo-coco-update-volunteer-report](http://s-trip.com/cayo-coco-update-volunteer-report)
- 902 travelers spent 1 day exploring on the Moron City Tour
- 252 travelers spent 1 day on the catamaran cruise snorkelling and visiting a private beach
- 1 Traveler sent home from program
  - Reason: bullying
- 2.15% of students had a conduct meeting with an S-Trip! Leader
  - All minor infractions from alcohol overconsumption, damages to hotel property and inappropriate behaviour
- 1.98% of conduct meetings due to alcohol related incident
  - For each infraction there was an incident report completed, disciplinary meeting, parents contacted and traveler re-signed The S-Trip! Code.
- 9 Senior S-Trip! Leaders arrived on-site 5 days before program began to ensure all preparation is complete and meet with hotel staff, suppliers and partners

### TRAINED S-TRIP! LEADER STATS:

- **44 Trained S-Trip! Leaders on-site**
- **S-Trip! Leaders to student ratio = 1:20**
- **Travelers rated S-Trip! Leaders 8.4/10**
- **8 S-Trip! Leaders are full-time, in office staff**
- **11 Senior S-Trip! Leaders**
  - 1 Program Director (age 28 - 15 trips)
  - 1 Hotel Director (age 26 - 9 trips)
  - 1 Team Coordinator (age 28 - 3 trips)
  - 2 Student Coordinators (age 24 - 5 trips & age 22 - 3 trips)
  - 1 Activity Coordinator (age 28 - 1 trip)
  - 1 Volunteer Coordinator (age 23 - 7 trips)
  - 1 Excursion Coordinator (age 23 - 1 trip)
  - 1 Admin Coordinator (age 24 - 4 trips)
  - 1 Trip Mentor (age 30 - 32 trips)
  - 1 Trip Enhancer (age 26 - 6 trips)
- **24 Trip Leaders**  
(Avg. age: 23, avg. trips: 2.7)
- **8 local Cuban S-Trip! Leaders fluent in English & Spanish**
- **1 Photographer** (age 26 - 7 trips)
- All leaders completed training and certification on safety & emergency protocols, best practices and Happy Traveler Standards

### TRIP PHOTO ALBUM

After each trip we provide a photo album to our travelers full of memories of celebration, friendship, volunteer, cultural experiences, fun and so much more.



Check out the over 2,500 photos:  
[s-trip.com/cayo-coco-summer-2016](http://s-trip.com/cayo-coco-summer-2016)

For more info contact S-Trip! Help Desk | [info@s-trip.com](mailto:info@s-trip.com) or 1-866-627-8747

## Happy Traveler Standards:

With our knowledge and years of experience in the travel industry, we created 4 indicators that determine whether we've achieved these goals. They are tracked and measured by our teams daily and are used to make improvements while trips are operating. We call these indicators our Happy Traveler Standards.

## SAFETY

Our #1 standard is ensuring the safety for all travelers throughout their entire Grad Trip.

**Traveler rating - 8.10/10**

**Parent rating - 7.61/10**

## INCLUSIVITY

Ensuring no physical, mental, or emotional boundaries prevent any student from experiencing any aspects of our trips.

**Traveler rating - 7.86/10**

**Parent rating - 7.83/10**

## SEAMLESS OPERATIONS

Building and executing every aspect of a trip with detailed focus.

**Traveler rating - 8.13/10**

**Parent rating - 7.71/10**

## EXCITEMENT

Creating and providing unique moments that would not be possible without S-Trip!

**Traveler rating - 8.34/10**

**Parent rating - 8.07/10**

## FROM PARENTS:

*"Thanks for boosting my son's self-esteem"*

**- Maryanne, Parent**

*"My daughter really enjoyed the trip but she said she missed home after a few days. So it's very reassuring to know that there is great supervision from the S-Trip! Leaders. My daughter also said the supervision was excellent. Not too much but enough to know they're in good hands. Thank you!"*

**- Beverley, Parent**

*"I love how excited my child was to go... even if it was without us...lol... To me it was a really good start at adult independence... Thank you for giving my child an adventure he will forever remember and truly loved!!!"*

**- Carole, Parent**

*"Love that parents were informed through email every step of the way."*

**- Claire, Parent**

*"I am extremely thankful for the quick response I received from the S-Trip! Leaders when my son was sick. An S-Trip! Leader called me back right away and I was able to talk to my son, thanks."*

**- Consuelo, Parent**

*"As a parent, I felt well informed and my daughter truly said it was a "trip of a lifetime."*

**- Shelley, Parent**

*Want to speak to the parent of a past traveler? Let us know and we will gladly put you in touch. [info@s-trip.com](mailto:info@s-trip.com) or 1-866-627-8747*

## FROM TRAVELERS:

*"I just wanted to extend my thanks out to the S-Trip! Leaders. As a person who suffers with anxiety and panic attacks they were there for me and were able to keep me safe. The S-Trip! Leaders are key to ensure a safe and fun trip and they helped everyone have a blast!"*

**- Emily, Traveler**

*"I had the time of my life with S-Trip! It was my first time on a plane, first time out of the country and the first time in the ocean. The S-Trip! Leaders were so friendly and helpful. I made more friends than I can count. Overall the time was amazing and I'm so happy I went. Thank you so much for an amazing trip. It opened my eyes to new things. It really sparked the love for travelling in me."*

**- Faith, Traveler**

*"Being an organizer and going with S-Trip! to Cayo Coco Cuba was honestly amazing. I am so happy to be able to organize and be apart of a company and a trip that brings such happiness and fun. I can honestly say I have never had more opportunities to enjoy life, meet incredible people, and have fun."*

**- Kendra, Traveler**

[s-trip.com/stories/kendra](http://s-trip.com/stories/kendra)

*"The volunteer experience has changed my life and is the most eye opening event you will have on this trip."*

**- Regan, Traveler**

Read 1000's more stories at [s-trip.com/stories](http://s-trip.com/stories)