

RYERSON UNIVERSITY

TORONTO

CENTRE GUIDEBOOK



OXFORD INTERNATIONAL EDUCATION GROUP

Dear Group Leader. thank you for joining us in Canada this summer. At Oxford International Junior Programmes, our aim is to provide young students from all over the world with a safe, fun, friendly and structured environment in which to improve their knowledge of the English language.

We are one of the top providers of junior programmes in the UK and a unique British Council accredited education provider. Oxford International Junior Programmes is part of the Oxford International Education Group (OIEG) which was founded in 1991 as ISIS Education and Travel by David Brown and Robert Darell. Oxford International has grown to be one of the top 10 businesses sponsored by the Prince's Trust after it provided OIEG with a £5,000 loan.

OIEG now offers a huge range of university pathways, spring, summer and year round academic programmes and educational tours.

Our summer programmes have grown steadily in size and popularity and we now run 12 centres in the UK and 4 centres in North America welcoming over 10,000 students. We create life enhancing learning experiences that help students worldwide to develop personally and professionally and that enrich their future opportunities.

ABOUT RYERSON UNIVERSITY:

Located in the heart of Toronto, Ontario, Ryerson University is a vibrant and diverse university offering more than 100 undergraduate and graduate programs. With international students from over 146 different countries, Ryerson's campus community is rich with culture and diversity.

In the last five years, research funding and publications have doubled at Ryerson! There are over 190 local, national, and global funding partners and collaboration between over 125 centres and institutions.

Ryerson's downtown location opens the door to a world of opportunity. Students are just minutes away from popular tourist sites, trendy neighbourhoods, and much more!



David Brown and Robert Darell with
HRH The Prince of Wales

STAFF AT YOUR SUMMER CENTRE

Centre Manager

The Centre Manager is responsible for the smooth running of the centre. Our Centre Managers are chosen for their experience, professionalism and personalities, and you will have daily contact with them.

Activity Manager

Responsible for all aspects of the Activity Programme. You should meet with them at least 2 or 3 times a week to ensure everything is going well with your programme. They will also be able to help arrange optional excursions and make additional bookings for you.

Activity Leaders

The Activity Leaders are responsible for running everything outside the lessons! This includes onsite activities, excursions, meal duty supervision and airport transfers.

Director of Studies (DoS)

Responsible for the academic management of the centre and ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

EFL Teacher/ Senior EFL Teacher

Teaching staff are responsible for planning and delivering lessons from the OIJP Syllabus. Some centres will also have 1/2 Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the teachers and DoS.



WHO IS WHO?



THE AIRPORT

Upon arrival at the airport, you will be met by one of our Activity Leaders who will welcome you to Canada. The Activity Leaders will be wearing staff shirts and will have a sign with the Oxford International Junior Programmes logo so you can easily recognise them.

The Activity Leader will accompany you by bus to your centre or escort you to your transfers if you are staying with our Homestays. The Activity Leader will give you a welcome pack with your specific programme, residence guidelines, lanyards, transit cards if you have them, and the optional booklet. When you arrive at your centre, a member of the management team will be waiting to greet you.

ARRIVING AT RYERSON

When you arrive at Ryerson University you will be shown to your accommodation. All rooms at Ryerson University have a single bed and an ensuite bathroom. Bedrooms include a bed, wardrobe, desk, chair and lamp for each student. Bed linen will be changed on a weekly basis. At Oxford International we aim to room your students in line with your needs. If you would like to keep your group together (regardless of gender) please let us know in advance. It may also be possible to keep your group together in the same building but split the group across different floors/corridors by gender. If there are students in your group who are a different gender to yourself but you are the only group leader, those students will be supervised by a member of OIEG staff.

Once at the accommodation you will be shown your bedrooms and given your room key. One of the Oxford International staff will escort your group on a tour of the campus and highlight all the key locations you will use during your stay. Please note if you arrive on campus during the morning there may be the possibility that your room is still being cleaned. If this is the case we will show you to the common room where your group can relax.

Please be aware that a \$100 deposit will be collected upon arrival which will be returned at the end of the programme if there is no damage to the rooms or loss of keys etc.



RYERSON UNIVERSITY

Postal Address:

Eurocentres Toronto
220 - 111 Peter Street
Toronto, ON M5V 2H1

Please ensure the letter/package is clearly labelled with Oxford International and your group name.

Shop/Café:

There are a number of eateries across Ryerson campus, including fast food, cafes, and general stores to meet everyone's needs!

Social Spaces:

Every floor in the residence has a lounge equipped with a TV, seating area, and kitchenette. These can be used for relaxing and socialising in the evening. Often group leaders use this area as an evening meeting point or rehearsal space.

Bank/Post Office:

There are some ATMs located on campus, and there are banks very close by. There is a mail room on campus and a Canada Post located about a fifteen minute walk away.

Religious Centres:

There are various Churches, Mosques and Synagogues nearby via public transportation. Please ask a staff member to help you find one if you require assistance.

In the case of a fire:

Raise the alarm
Use the stairs (not the elevator)
Ensure your students do not run out of the building
Find the nearest fire exit (follow the exit signs) and leave the building safely
Go to the nearest fire safety point
Do not re-enter (or encourage your students) to re-enter the building until authorised to do so.

Laundry:

Laundry is available in accommodation. Facilities are available on each floor and laundry cards can be purchased at the Front Desk.
Bed Linens are washed weekly.

Security:

The university's own security patrol the campus 24/7 with campus-wide CCTV. No safes in rooms but the Centre Manager's office safe can be used by Group Leaders to store money/passports securely upon request.

Local Transport:

Toronto has a very comprehensive public transit system made up of trains, buses, and streetcars. You can buy tickets per ride or daily, weekly, or monthly passes. If you require assistance with public transit, please ask a staff member!

Ryerson Recreation:

Ryerson Athletic Centre and Mattamy Athletic Centre are available to guests aged 17 and up in residence for \$4 + tax per visit.

Fire Drills + Fire Safety:

Fire drills are a safety requirement. We may not know in advance when these will occur, but will guide you through if one takes place during your stay. During a fire drill, students should leave all their belongings behind and evacuate the building as quickly as possible. Please ensure that all of your students have left their rooms and stand at the designated evacuation point outside. There will then be a roll call. During a fire drill, everyone must remain quiet for safety and to ensure everyone hears the instructions.

Internet Access:

Free Wi-Fi is available across campus and in each floor lounge and on the main floor.
Free *wired* internet is available in every residence room.

Food:

Breakfast: 07:15 - 08:00
Lunch: 12:00 - 13:00
Dinner: 18:15-19:00
Students should clear away their food trays at the end of their meal. Meal times may vary depending on the University's schedule.

Hospital/Doctors:

There is a medical centre on campus. This is advised for minor injuries and sicknesses. There are three nearby hospitals in the case of serious emergency.

St Michael's Hospital: 30 Bond St.

Mount Sinai Hospital: 600 University Ave.

Toronto General Hospital: 190 Elizabeth St.

****Please only go to the hospitals for cases of emergency!**

Curfew: Evening curfew is 10:30pm.

All students must be in their accommodation by this time. They must be in bed with lights off by 11:00pm. We ask that you monitor your own students. If you are in a corridor with other students making noise after this time please report it to the CM.

STUDENT CODE OF CONDUCT

- Speak English at all times.
- Be polite and friendly and respect other groups and individuals from other backgrounds.
- Listen to all instructions.
- Be on time.
- Always ask if you need help.
- Respect other peoples' possessions, cultures and customs.
- No alcohol. It is illegal for anyone under 19 to purchase alcohol in Ontario.
- No smoking. It is illegal for anyone under 19 to purchase cigarettes in Ontario.
- No swearing or foul language.
- No vandalism. You will be charged for any damage to property.
- No bullying or violence. There is a zero-tolerance policy for this kind of behaviour.

If you upload photos to social media don't forget to tag us @oijp_na use the hashtags #oij2018 #oxfordinternational #oijuniorprogrammes



STUDENT PACKING LIST

Summer weather in Toronto is very pleasant and consistent. Average daily temperature is 24°C but the temperature at night is cooler. Rain is rare, but the sun can be stronger than it seems due to the mild temperature. For this reason, we recommend students bring sunscreen and bottles for water.

DOCUMENTS

- Passport and a copy of it (email copy to yourself)
- Visa document and a copy of it (if required)
- Insurance documents
- A copy of any medication prescriptions in case of emergencies
- Cash in Canadian currency

TECHNOLOGY

- Phone/iPod/iPad/Tablet + chargers (we recommend you only bring one of these items)
- Headphones
- Camera and camera charger
- Plug converter/travel adapter (US 110v)

EXCURSIONS

- Casual, comfortable clothing
- Sandals and trainers
- Sun protection (cream, spray, lotion)
- Refillable bottle for water
- Secure handbag/backpack/travellers wallet
- Sunglasses
- Appropriate footwear for walking

WHAT NOT TO PACK:

We can only guarantee the carriage of one suitcase and one small carry on luggage (not suitcase) for airport transfers. If you anticipate that you will need to bring more suitcases than this, please let us know in advance.

- Bedding (bed sheets, pillows)
- Expensive electronics/valuables
- Travel iron (an iron and ironing board will be available)
- Too many clothes



EVERYDAY ESSENTIALS:

- Medication
- Toiletries, washing and sanitary essentials
- Towel and swimming towel
- Toothbrush and toothpaste
- Hairbrush/comb/hairedryer
- Sleepwear, socks and underwear
- Glasses/contact lens equipment
- Plastic bags for dirty laundry or wet items

ONSITE ACTIVITIES:

- Shorts/athletic gear for sport
- Outfits for discos
- Swimsuits / trunks

Don't forget
your outfits and
equipment for the discos
and the talent show!



EXCURSIONS

TORONTO CITY PASS

Toronto offers a book of tickets to popular local attractions called a City Pass. Each student will receive a City Pass on their first day along with instructions on how it works. It is very important that everyone takes good care of their pass as we cannot replace it if it is lost.

In the event of a lost city pass, that student will be responsible for paying the entry fee to the relevant attractions.

NIAGARA FALLS!

Niagara Falls is a geological wonder and one of the most famous waterfalls in the world! Many groups will have the opportunity to visit Niagara Falls as a weekend day trip. We recommend that students bring a change of clothing in case they get wet on the Hornblower boat ride.

WALKING TOUR

Our walking tour of downtown Toronto will feature Yong-Dundas Square, Union Station, City Hall, and more! We have all groups go on the walking tour on their first day of class so they can familiarise themselves with the downtown area, learn about the city, and get their first taste of Toronto.

ACTIVITY & EXCURSION RULES

- Keep together as a group
- Don't stop for toilet or food breaks without permission
- Pay attention to on-coming traffic
- Don't block the sidewalk
- Walk at a brisk pace
- Don't talk over the guides
- Wear your lanyard at all times
- Ask lots of questions!

CULTURAL EXCURSIONS

Groups will all experience various activities and excursions that showcase Canadian and Torontonion culture. These will include famous landmarks in Toronto such as the CN Tower and Casa Loma. Students will learn about Canadian culture and history while meeting new people and practicing their English skills!



ONSITE ACTIVITIES

CHALLENGES

Challenges are great exercises that encourage students to work in teams. All challenges are stimulating problem-solving tasks designed to help group members develop their capacity to work effectively together. Challenges at your centre may be Egg drop Challenge, Team Challenges, Photo Challenge, etc. Unfortunately, as challenges are a mystery before running the activity, not much information can be revealed in advance!

SPORTS

Sports sessions are designed for all students to have a good time. The structure of most of the sessions will include a warm-up, improving skills and final games. Otherwise, a tournament structure will be followed. Sports will include Kickball, Baseball, American Football, Soccer, and more. Students will be encouraged to practice teamwork and sportsmanship while being on international teams.

WHOLE CAMPUS

These activities will invite all students at the centre to participate; it will be a great opportunity for students to get to know each other and learn about other cultures. Discos are usually the most popular events with the students as they bring everyone together in a fun-filled environment. The Talent Show is the perfect opportunity for students to show off their music, dance and drama skills, along with any other talents they want to share! This activity is incredibly popular and sometimes even staff members prepare an act to display on the night! Don't forget International Night, where you will be able to share your culture and background with all of the other students!

WORKSHOPS

Workshops are more creative and relaxing activity sessions. These workshops are focused on specific skills, so each session will be based on a particular theme. Students might be able to participate in a Drama workshop, a Photography workshop, and many more; these activities will encourage students to be creative and improve their artistic skills as well as learning specific vocabulary.



GROUP LEADER MEETINGS

Group Leader meetings are essential for the smooth running of a residential centre; these are the perfect times to raise any issues you may have. There will be a meeting on your first evening at the centre (or the day after arrival) where you will receive all the essential information about the first few days and will be introduced to all members of Senior Staff.

Information we will give to you at this meeting:

- Centre specific contact details
- Meeting times and points
- GL programme details
- Meal times and details
- Class and excursion procedures

In order to ensure everything runs smoothly throughout the duration of your stay, we would like to set up meetings once a week to check in. We will discuss the details of these with you in our first meeting!

AS GROUP LEADERS WE PROMISE TO...

- Attend all meetings with OIEG staff
- Ensure that our students are punctual and attend all lessons, excursions and activity sessions
- Supervise students on excursions, in their accommodation and during meal times
- Report any allergies/medical issues to the Centre Manager on arrival at centre
- Maintain a lively, courteous and friendly atmosphere throughout the whole programme
- Report any issues with the programme/campus whilst in Canada rather than waiting until we are home! This way OIEG can work together to fix it as soon as possible
- Have fun!



GROUP LEADER PROGRAMME

**NEW
PROGRAMME
FOR 2018**

We appreciate how much work each Group Leader puts into a programme like this and believe that it is important for them to have some time to relax and meet other leaders. With so much going on throughout the programme, we like to give Group Leaders a chance to do something special...without the kids!

The group leader programmes are tailored to each centre, and at Ryerson University it will be made up of trips to popular spots around town, including a mini Brewery Tour, a Wine & Cheese Night, and a movie night. There will also be an Academic Presentation to cap it all off! This programme is designed to give you a chance to get to know other group leaders, and the key members of the centre staff...and to enjoy a bit of Toronto without worrying about students!

OPTIONAL ACTIVITIES AND EXCURSIONS

We do our best to ensure that all of our groups get to experience our city to the fullest through their lessons and activities. However, with a city so full of exciting events and opportunities, it's impossible to include it all! For this reason, we have created our Optional Booklet (found in your Welcome Pack) to showcase some of the other things we have to offer your group.

If you have any questions about these and/or would like to book an Optional activity for your group please contact your Activity Manager. Availability may be limited and we cannot guarantee space on any activity, tour, or excursion. For this reason, we ask that you let us know as soon as possible so that we can book these awesome activities for your group in advance!



SCHEDULE CHANGES

We understand that there will be occasions where you wish to change your schedule. Please let us know of any changes you wish to make as soon as possible to allow us time to fulfil your request.

Our priority is that everyone's program runs smoothly and that all students have a fantastic experience! We will do our best to accommodate all requests, however, we cannot guarantee that every change will be possible. We appreciate your patience and understanding in regards to schedule changes.



SAMPLE PROGRAMME

Please note this is a sample programme.
Please refer to your Welcome Pack for your
personalised itinerary.

	AM	PM	EVE
Day 1	Arrivals	Arrivals	Ice-breakers
Day 2	Testing and Lesson 1	Toronto walking tour	Onsite Activities
Day 3	Lesson 2	Graffiti Alley and City Hall	International Evening
Day 4	Lesson 3	Shopping at Eaton Centre	Onsite Activities
Day 5	Lesson 4	Excursion to Ontario Museum	Photo Scavenger Hunt
Day 6	Lesson 5	Beach Day	Onsite Activities
Day 7	Excursion to Niagara Falls	Excursion to Niagara Falls	Onsite Activities
Day 8	Excursion to Toronto Zoo	Excursion to Toronto Zoo	Sunset Boat Cruise
Day 9	Visit to CN Tower	Lesson 6	Talent Show
Day 10	Canada's Wonderland Park	Canada's Wonderland Park	Onsite Activities
Day 11	Lesson 7	Lesson 8	Colour Run
Day 12	Visit to Casa Loma	Lesson 9	Onsite Activities
Day 13	Visit to Ripley's Aquarium	Lesson 10	Onsite Activities
Day 14	Optional Excursion	Optional Excursion	Farewell Disco
Day 15	Departures	Departures	Departures

OPTIONAL EXTRAS

We love our summer programmes and think they are brilliant as they are but we also know that for some students it is a mammoth journey to travel to Canada. For this reason we have created an Optionals Booklet. This booklet contains information about destinations in the region and attractions you can visit there. If you would like to supplement your programme by purchasing one of these entrances/excursions (and haven't organised this prior to arriving in Canada) please speak to your Activity Manager. You should have received the Optional Booklet in your Welcome Pack; if not please also refer to your Activity Manager for more information.

MEET THE TEAM AT HEAD OFFICE



The Oxford International team, based in London, will be visiting the centres on a regular basis. Here are some bits about them; if you see any of them on campus, don't forget to say hi!



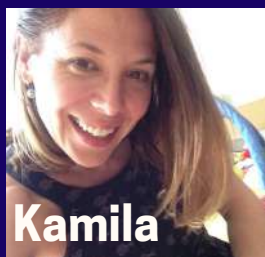
Gary

Gary is the Operations Director and he oversees all the programmes. He is always looking for a new tennis rival!



Berta

Berta is the Operations Coordinator and she takes care of the excursions. She loves travelling!



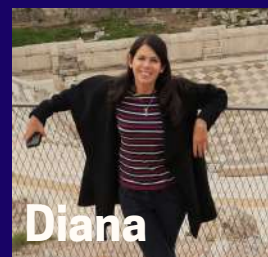
Kamila

Kamila is the Academic Director and she has written the Syllabus. She loves yoga and travel adventures!



Theo

Theo is the Operations Development Coordinator and works in the operations team. He loves visiting all the campuses!



Diana

Diana is the Academic Coordinator and she has created some exciting academic projects for all students!



Pierce

Pierce is the Operations Manager in Canada and he oversees all the programmes in Toronto and Vancouver.



Justin

Justin is the Operations Manager in the USA and he oversees all the programmes in San Diego and New York.



Bob

Bob is the Recruitment Development Manager and he selects all the staff. He loves skiing!



Jon

Jon is the Recruitment Operations Coordinator. He loves travelling, cycling and meeting new people!



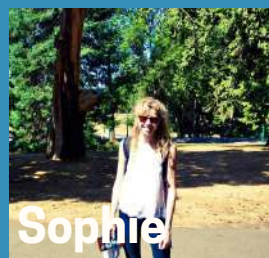
Paul

Paul is the Business Development Director and he takes care of all our agencies.



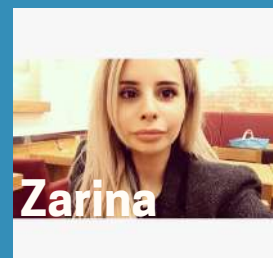
Daniel

Daniel is the Admissions Manager, he looks after all the bookings. Daniel enjoys singing and playing guitar.



Sophie

Sophie deals with European agencies. She loves trying new recipes and always tries to cook up a storm!



Zarina

Zarina works in the booking department and helps groups through the booking process.

FREQUENTLY ASKED QUESTIONS

What happens if someone loses their passport?

We strongly advise that passports are stored safely and not carried around with them. If a passport is lost, the Group Leader will need to accompany the student to the embassy of their home country where they will be issued with a temporary replacement or a permit to travel. The Centre Manager will be able to help locate the embassy and print any forms that might be helpful. We recommend that you have a photocopy of every student's passport as a backup.

What happens if a student is lost on an excursion?

The first thing to do is to contact their mobile. If this is possible then a member of OIEG staff will collect the student whilst you wait with the rest of the group. If they are uncontactable, the Activity Leader will get hold of the Centre Manager who will in turn contact Head Office. Every student is issued with an 'Emergency Number' lanyard and ID Card. Students should call this number if lost and it will be answered by a member of Head Office.

How do students participate in onsite activities?

In most centres a meeting point is set for activities. All activities and excursions will be advertised on the Activity Noticeboards and during mealtimes. Students can choose which activity they want to participate in. For some activities the Activity Manager may need to know in advance how many students want to participate i.e. swimming. In this instance there will be a sign-up sheet advertised on the noticeboard.

Can students lock their room?

Unfortunately not. All of the campuses run as boarding schools during term time and it is their policy not to provide students with keys for their rooms. However, almost every group leader room is lockable (approx. 1 room per corridor). We recommend that if this is the case, students keep any valuables in the group leader's bedroom.

What happens on departure day?

Prior to your final day on campus, Group Leaders will be invited to attend a departure meeting where the full procedure is explained. At this point Centre Managers will indicate the time the group needs to be at the coach (which will arrive at the airport with at least 3 hours to check-in, go through security and reach your gate). A member of OIEG staff will accompany you to the check-in desks to assist you.

Can my students be taken off campus/programme by a member of their family?

We are happy to have parents or relatives visit the centre, as long as you contact the centre in advance to arrange this. It is also possible to have a parent or relative take a student out of the programme for a short time. Parental approval must be sent to the centre email in advance. Original ID of the adult taking them from the centre will be photocopied on arrival. Relatives who accompany the student away from the centre will be asked to sign an 'Unscheduled Activity' form and will need to leave a contact number in case of an emergency.

What should we do if there is a problem with a bedroom?

All accommodation blocks are checked prior to the student's arrival. However, if you do notice a problem when you get to the centre it is essential you report this straight away. All group leaders will be issued with a 'maintenance report card' where they can submit all their students' room problems. If the report card is submitted to the Centre Manager by 10am, the CM will ensure the request is passed onto the maintenance staff that same day.

What do I do if a member of my group has food allergies/dietary requirements?

The campus catering staff are very experienced in catering for all kinds of allergies or dietary requirements. During our 27 years of operation we have never had a problem with allergic reactions to food prepared on campus. In order for this to continue to be the case we ask that you alert us to any allergies/requirements as early as possible or preferably before arrival in Canada.

What happens if a student is sick?

All sick students should be referred to the Welfare Manager or Centre Manager. If deemed necessary a member of OIEG staff will escort the student to a GP or hospital. If this does happen, the student must take their ID and any medical insurance documents (or EHIC Card) with them in the instance that they may be required.

Do you have any other questions?

Please do not hesitate to contact the sales team or our OIEG staff if you are on campus!

Emergency number: Given on arrival at campus - monitored 24/7. Please use only in real emergencies.

CAMPUS MAP

Ryerson University Campus Map



AOB	Atrium on Bay 20 Dundas St West	DSQ	Yonge-Dundas Square 10 Dundas St East	MAC	Mattamy Athletic Centre 50 Carlton Street	SHE	Sally Horsfall Eaton Centre for Studies in Community Health 99 Gerrard St East
ARC	Architecture Building 325 Church Street	ENG	George Vari Engineering and Computing Centre 245 Church Street	MER	Merchandise Building 159 Dalhousie Street	SID	School of Interior Design 302 Church Street
BKE	110 Bond Street	EPH	Eric Palin Hall 87 Gerrard St East	MON	Civil Engineering Building 341 Church Street	SLC	Student Learning Centre 341 Yonge Street
BKS	Campus Store 17 Gould Street	GER	Research / Graduate Studies 111 Gerrard St East	MRS	MaRS Building 101 College Street	SMH	St. Michael's Hospital 209 Victoria Street
BND	114 Bond Street	HEI	HEIDELBERG Centre - School of Graphic Communications Management 125 Bond Street	OAK	Oakham House 63 Gould Street	TRS	Ted Rogers School of Management 55 Dundas St West
BON	111 Bond Street	HEI	HEIDELBERG Centre - School of Graphic Communications Management 125 Bond Street	OKF	O'Keefe House 137 Bond Street	VIC	Victoria Building 285 Victoria Street
BTS	Bell Trinity Square 483 Bay Street	ILC	International Living / Learning Centre 133 Mutual St & 240 Jarvis St	PIT	Pitman Hall 160 Mutual Street	WCB	Women's College Bay 790 Bay Street
CED	Heaslip House - The G. Raymond Chang School of Continuing Education 297 Victoria Street	IMA	School of Image Arts 122 Bond Street	PKG	Parking Garage 300 Victoria Street	YDI	Yonge-Dundas I 1 Dundas St West
CIV	Civil Engineering Storage 106 Mutual Street	JOR	Jorgenson Hall 380 Victoria Street	PRO	Projects Office 112 Bond Street	YNG	415 Yonge Street
COP	Co-operative Education 101 Gerrard St East	KHE	Kerr Hall East 340 Church St	RAC	Recreation and Athletics Centre 40 / 50 Gould Street		
CPK	College Park 424 Yonge Street	KHN	Kerr Hall North 31 / 43 Gerrard St East	RCC	Rogers Communications Centre 80 Gould Street		
CUE	Centre for Urban Energy 147 Dalhousie Street	KHS	Kerr Hall South 40 / 50 Gould Street	RIC	Ryerson Image Centre 33 Gould Street		
CUI	Centre for Urban Innovation (under construction) 44 / 46 Gerrard St East	KHW	Kerr Hall West 379 Victoria Street	SBB	South Bond Building 105 Bond Street		
DCC	Daphne Cockwell Health Sciences Complex (under construction) 288 Church Street	LIB	Library Building 350 Victoria Street	SCC	Student Campus Centre 55 Gould Street		

	Undergraduate Admissions and Recruitment
	Security
	Ryerson Theatre
	Lake Devo
	Parking
	TTC Subway Stop



OXFORD INTERNATIONAL JUNIOR PROGRAMMES

2018

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PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS OR NEED MORE INFORMATION