





Congratulations on your 2012 outstanding accomplishments! It is with great pleasure that we recognize your achievement as a top performer at The Hanover Insurance Group. The following material provides you with all the information you need to plan your travel to the Atlantis Paradise Island Resort in the Bahamas.

TRAVEL INFORMATION

GROUND TRANSPORTATION

The Atlantis is located approximately 40 minutes (13miles) from Nassau International Airport. We will provide you with transportation from Nassau International Airport to the hotel on Thursday, February 28, 2013. Transportation will also be provided from the hotel to Nassau International Airport on Sunday, March 3, 2013. Transportation will not be provided to and from any other airport or on any other dates.

AIRPORT TRANSFERS

GEP Bahamas will provide roundtrip ground transportation from Nassau airport to Atlantis. Upon arrival in Nassau, please proceed through Immigration (have passport available at this time). After immigration, proceed to the Customs Hall where you may claim your luggage from the carousel. Have your passport available and a Customs agent will clear you. Upon exiting from Customs Hall, you will be met by a GEP Bahamas travel staff member who will be dressed in black pants and a slate blue polo shirts with white GEP logo holding "The Hanover Insurance Group Great Escape" sign. The driver will assist with your luggage and direct you to your vehicle once all passengers are present.

On the day of travel, if for any reason you won't be arriving or departing on the expected flight (either the airlines cancel the flight or the flight is missed), please call GEP's 24-hour dispatch hotline at 242-427-9739 and kindly provide them with your new flight information or contact a member of the meeting planning staff. While in Bahamas, you do not need to dial 242 first.

Departure Information:

GEP Bahamas will provide exclusive return transportation to the airport. A GEP Bahamas travel staff holding a sign with your company logo, will meet you in the hotel lobby of your tower. Once you have been greeted, they will escort you to your transfer vehicle at the main entrance to the Tower. If your bags have been taken to the departure area in advance of your leave time, you will be asked to identify your luggage prior to boarding the vehicle.

Hotel Shuttle Service:

Please plan for 30 minutes of travel time when utilizing the hotel shuttle service.

Important Telephone Numbers:

GEP's Bahamas 24-hour Dispatch Hotline: 242-427-9739

Atlantis Paradise Island Resort and Casino: phone: 242-363-2000 / fax: 242-363-6037
Casino Drive
Paradise Island
Nassau, Bahamas

If you require additional transportation or are planning to travel outside of the meeting dates, we would recommend the following:

- A taxi is the most convenient and cost-effective way to travel. The approximate cost is \$35.00 each way.
- The hotel offers a private sedan service that may be arranged with the hotel concierge at a rate of approximately \$120.00 each way.

Rental car companies Avis, Budget, Dollar and Hertz are located at the airport and rates vary depending on length of stay, company selected, etc. Our travel counselor will be happy to assist you in making these arrangements. Please remember that driving in Nassau Paradise Island is on the left side of the road.

ABOUT ATLANTIS RESORT

The Paradise Island mega-resort is more than a resort inspired by the lost city of Atlantis. It's an unbelievable playground built for couples, families and friends. Everything you need - dining, entertainment, accommodations - Atlantis delivers on a grand scale. From Aquaventure's mind-racing water slides to Mandara Spa's mind-numbing treatments, and world-famous cuisine to Madison Avenue-type shopping, it's all here. Not surprisingly, the choice in accommodations is just as grand and varied, with over 3,700 guestrooms and suites ranging from lavish to moderate.

The Royal Towers (1201 rooms) are elegant and upscale. The lobby features magnificent waterscape views, and the elegantly decorated rooms have French balconies overlooking the ocean, harbor, pools or gardens. The Royal Towers are adorned with murals, sculptures and fountains, and are situated adjacent to the casino, shops and a variety of gourmet restaurants.

OPTIONAL ACTIVITIES

You and your guest may each enjoy one activity on Saturday, March 2, 2013 compliments of The Hanover. Our travel experts have made special arrangements to accommodate all interests - whether it's a day of golf, a relaxing massage, or just simply sitting by the pool and enjoying the day on your own viewing the local sites. Your options are listed below:





Golf:

Ocean Club Golf Course
Paradise Island
Saturday, March 2

www.OceanClub.com

Tee times beginning at 9:10am
Complimentary shuttle provided to/from Atlantis
Departure outside main hotel lobby: 8:30 am
Boxed lunch will be provided.

COURSE DESCRIPTION

Foursomes will be assembled by The Hanover. Confirmation of your participation and pairings will be noted in your welcome packet. For tee times other than those listed above, please contact the Ocean Club directly for assistance. You may reach them at 242-363-6680.



Spa:

Mandara Spa - Swedish Massage
Saturday, March 2
Spa appointments scheduled at 9:00 a.m. and 10:00 a.m.
Duration: 50 minutes

This classical European technique of manipulating muscles with aromatic massage oils is both relaxing and invigorating. While providing tonic for the soul, this massage can help improve the function of the circulatory, lymphatic, muscular and nervous systems.

Appointments will be on a first-come, first-served basis. We will try our best to accommodate all requests. Should you need to reach Mandara Spa directly, please call 242-363-3000 ext. 65900.

Important Note: Please arrive 15 minutes prior to your appointment.



Dolphin Cay:

Shallow Water Interaction
Saturday, March 2
Scheduled for 9:30am
Duration: 90 minutes

The shallow water interaction program is an experience you will never forget. You will be in waist deep water and have an up and close personal experience with one of Atlantis' bottlenose dolphins in the shallow waters of one of their breathtaking lagoons. You will be able to touch, hug and even kiss a dolphin!

Important Note: Please arrive 15 minutes prior to your appointment.

GENERAL INFORMATION

You are an honored guest of The Hanover. As your host, we have arranged hotel accommodations, airfare, designated meals and activities (excluding Friday afternoon and Saturday evening), baggage handling, applicable taxes and ground transportation as specified in your daily itinerary.

CHECK-IN/CHECK-OUT

Upon your arrival at the hotel, please go to the Front Desk (Lobby Level) where you will be asked to sign the registration card and file a credit card imprint for any incidental charges. Check-in time is 3:00 p.m. Every attempt will be made to accommodate you regardless of your time of arrival. In the event that your room is not ready upon your arrival, the hotel will be happy to store your luggage.

After visiting your guestroom, please stop by The Hanover Hospitality Desk on Thursday to receive pertinent information relative to your stay at Atlantis.

Check-out time is 11:00 a.m. Departure times from the resort will be scheduled approximately 3 hours prior to flight time for Nassau International Airport. You will clear customs and immigration in Nassau. A detailed departure notice will arrive in your room on Friday evening listing any special instructions. All vehicles will depart from the main entrance.

HOSPITALITY

During your leisure hours, Guest Services will be available at the Atlantis. Updated information (i.e., function rooms, bulletins and schedules) will be posted on the hotel's DAILY READERBOARD.

Guest Services Desk Hours of Staffed Operation:

Thursday:	1:00 p.m. - 5:00 p.m.	Hanover Insurance Group check-in area
Friday:	8:00 a.m. - midnight	Guest Services
Saturday:	8:00 a.m. - midnight	Guest Services
Sunday:	8:00 a.m. - midnight	Guest Services

EXTENSION INFORMATION/SPECIAL REQUESTS

We have negotiated a special rate of \$239 (plus \$82.12 in taxes and other fees daily) for those who may wish to extend their stay at the Atlantis. This rate is extended for two days pre and post the meeting dates. Requests for extensions will be based on availability at the hotel. Please contact Cheryl Rivers at 508-855-4427 or crivers@hanover.com for availability. Our travel consultants will be happy to assist you in locating alternative arrangements if the Atlantis is sold out.

NAME BADGE

Please be sure to wear your name badge to all group activities. This badge identifies you as a guest of The Hanover.

Name Badge Color Key:

Green	Leadership
Gold	Top Sales Performers
Maroon	Guests

PERSONAL EXPENSES

Additional charges incurred during your visit will be considered personal expenses. Examples of these charges include valet and laundry service, parking, personal bar bills and personal phone calls. For your convenience, Atlantis accepts American Express[®], Discover[®], MasterCard[®], Visa[®], Diners Club and cash.

GRATUITIES

The Hanover furnishes ample gratuities throughout the program.

MEDICAL INFORMATION/MEDICAL EMERGENCIES

It's always a good idea to consult your physician regarding your personal needs whenever you plan to travel.

In an emergency, dial extension 30 while at Atlantis. Please advise The Hanover Hospitality Staff of any medical treatment you receive.

VALUABLES

The hotel has safe deposit boxes located at the front desk. Please consider using these for jewelry, excess cash and travelers' checks. In-room safes are also available in each guestroom.

SUGGESTED HANOVER EVENT ATTIRE

Thursday, February 28:

Reception/Dinner: Business casual attire is appropriate for this event. (Men - pants and polo/sport shirt. Ladies - pants and tops, comfortable coordinates).

Friday, March 1:

Business Session: We recommend business casual attire (Men - pants and polo/sport shirt. Ladies - pants and tops, comfortable coordinates).

Dine Around: For this event, business casual is also appropriate (Men - slacks, polo or golf shirt. Ladies - slacks, dress, or coordinates). No shorts or flip flops.

Saturday, March 2:

Optional Activities: Casual sportswear is recommended (lightweight pants, walking shorts, skirts, polo shirts, sports blouses or shirts, sundress or casual dresses. A sweater, waterproof jacket or coat and comfortable walking shoes for touring. Appropriate attire for golf - collared shirts, no denim, cutoffs or short shorts. Metal spikes are not allowed).

WEATHER

Nassau, Bahamas average March temperatures range from 70-75 degrees.

As a final note, provisions have not been made for children to attend this program. Alternate arrangements are necessary for all meal/evening functions, air/ground expense, optional activities, etc. Thank you for your cooperation and understanding.

Our promise to you – making your trip to the Atlantis Paradise Island Resort a trip to remember! If there is anything we can do to assist in making your travel as comfortable as possible, please contact Cheryl Rivers at 508-855-4427 or crivers@hanover.com.

We look forward to seeing you in the Bahamas and wish you safe travels!