

# EF'S BOOKING CONDITIONS

Valid for all EF educational tours departing October 1, 2017, through September 30, 2018. Please visit [effours.ca/bc](http://effours.ca/bc) for the most current booking conditions and those relevant to EF and ME to WE Service Learning and North American bus tours. Travellers enrolled on tours departing after September 30, 2018, are subject to these Booking Conditions as well as any changes to EF's Booking Conditions, which will be published online. For Customized Tours, please also refer to the respective addendums. All international tours (those travelling outside North America) are operated by EF Education First International Ltd., Switzerland. All domestic tours (those travelling within North America) are operated by EF Tours Canada Ltd., both hereafter referred to as "EF."

## WHAT'S INCLUDED IN YOUR PROGRAM PRICE?

- Round-trip economy-class flights, including fuel surcharges, airport improvement fees, security charges, transfer, arrival, and departure taxes
- Accommodations in clean, safe hotels with private bathrooms unless otherwise indicated on your itinerary
- Continental breakfast and dinner daily as specified (different meal plans apply for our Asia, South Pacific & Africa tours, and Central & South America destinations)
- Lunches on cruise ships
- Comprehensive sightseeing tours and excursions led by licensed local guides as specified
- Airport transfers and transportation between destination cities
- Select entrance fees and theatre tickets as specified
- A Tour Director available 24 hours a day for all tours, from when you arrive at the airport of the first city on your tour itinerary until you depart from the airport of the last city on your tour itinerary
- Support from EF offices worldwide
- EF walking tours, orientation tours, and Tour Director-led sightseeing as specified
- Transportation to and from walking tours via coach or public transportation
- Customary gratuities for tours travelling within North America (for your Tour Director, local guides, and coach drivers)
- 24-hour worldwide emergency service
- EF's Peace of Mind Program
- EF backpack and luggage tag for each tour
- Preliminary processing services by EF staff
- Professional night security at your hotel for tours within North America
- Office de la protection du consommateur (OPC) indemnity fund tax (0.1%) for residents of Québec

**The EF Price Guarantee** protects you from the possibility of price increases. As soon as you enrol, your Program Price will not change due to airline or government fees; these increases will be absorbed by EF.

## WHAT'S NOT INCLUDED IN YOUR PROGRAM PRICE?

- Beverages and lunches (except where specified)
- Optional excursions
- Shore excursions on cruises
- Transportation to free-time activities
- Expenses caused by airline rescheduling cancellations or delays caused by the airlines, bad weather, or events beyond EF's control
- Any applicable baggage fees charged by the airlines
- Adult supplement (if applicable)
- Weekend supplement (\$40 for any flight departing Friday, Saturday, or Sunday in either direction)
- Global Travel Protection Plan
- Customary gratuities for tours travelling outside North America (for your Tour Director, local guides, and coach drivers)
- Passport, visa, and reciprocity fees
- Portage

## GROUP TRAVEL

### How does group travel work?

We believe that all students should have the opportunity to travel, which means we do everything we can to keep our program prices the lowest in the industry without sacrificing quality. One of the ways we do that is by combining groups to fill a tour bus, so that all travellers help cover the cost of the bus, the Tour Director, local guides, etc. Consolidating groups also allows travellers to meet students from other schools, although groups may not be at the same age level. Group travel requires flexibility. Depending on your group's size, you may be combined with other groups and travel together on the same tour. To best serve the group as a whole, your requested tour dates and itinerary may be modified. This is why we ask for a range of dates during which your group is able to travel, as well as alternative destination choices.

### How does EF keep its prices so low?

By allowing EF flexibility with your tour and travel dates, EF is able to offer our travellers the lowest prices possible while maintaining high quality.

### What is group consolidation?

EF's Program Prices are based on a minimum of 35 full-paying travellers, with the exception of some Customized Tours, EF and ME to WE Service Learning tours, and private groups. To qualify for these low prices, we may combine smaller groups into a larger one to achieve the required number of travellers. This ensures our travellers receive the best value and allows you to meet teachers and students from other schools, although groups may not be of the same age level.

### What if my group can't be booked on our first-choice tour?

If we are unable to consolidate your group on your chosen tour, we will offer you a comparable tour. The new tour's Program Price will apply. Please keep in mind that the replacement tour may not include all countries on the original tour. If we fail to offer a comparable tour, travellers will receive a full refund. EF defines a comparable tour as having 50% of the same overnight destinations as your requested tour.

### Will my tour itinerary change?

While we make every effort to keep your itinerary as is, there are times when we may need to modify it. Sometimes this involves changing the order in which cities are visited, altering your length of stay in a city or country/destination, using an alternate airport or a change in the departure, arrival, or return date of a tour. If a change results in increases to the total weekend supplement fees, EF will absorb the increased cost. EF strives to keep the new departure dates within one to two days of the original date on tours departing October through April, and within four days of the original date on tours departing May through September. On certain dates, especially holidays, some tour inclusions may be unavailable. In such cases, we may have to substitute different inclusions or change the order in which they occur. Once a tour commences, itineraries cannot be changed by the Group Leader or any tour traveller. EF reserves the right to make any changes as necessary.

## PRIVATE GROUPS

### What if my group wants to travel on our own without being consolidated?

If you want the privacy of your own tour bus and a Tour Director just for your group, you can choose to travel as a private group. This option is available for an additional fee, which varies based on the final number of full-paying travellers, per bus. Please note that all Customized Tours will be considered private groups and travellers will be charged according to group size. If your group fills a standard-size tour bus, the private group option is free. The itinerary may not be modified while on tour (i.e. you do not have the tour bus at your disposal), however you are able to make certain tour modifications prior to the tour departure. Although your base itinerary will include only your group, you may be consolidated with others during optional excursions. Also, due to flight and hotel availability, we require the same departure date flexibility as described above. Let EF know prior to your first enrolment if you would like to be a private group.

### What if my group is travelling on a customized tour?

If your group is travelling on a customized tour, you will automatically be travelling as a private group. The tour price for your customized tour can fluctuate based on your group size and will be finalized based on the number of paying travellers at the time of departure.

## ENROLMENT

Group Leaders should encourage travellers to apply as soon as possible because tours tend to fill up quickly. Applications must be received by EF by 99 days prior to departure, including chaperones/free place travellers.

### How do travellers enrol?

Applications and payment can be submitted to EF in any of the following ways:

**Online (recommended for fastest enrolment)**  
[effours.ca/enrol](http://effours.ca/enrol)

**Mail**  
EF Educational Tours  
80 Bloor Street West, 16th Floor  
Toronto, ON  
M5S 2V1

**Phone**  
1-800-263-2806

**Fax**  
1-800-556-6046

### Can a traveller enrol on a waitlist if the tour is full?

At the discretion of your Group Leader, a waitlist may be offered for full tours. If space becomes available on the tour, the \$199 non-refundable deposit will be processed and EF's payment plan and cancellation policy will take effect. If space is not available at 14 days prior to departure or if you cancel from the waitlist, the \$199 non-refundable deposit will not be processed.

### Can children 10 and under go on tour?

Applications for children 10 years of age and under are subject to individual review. Travellers aged 6 to 10 must have an adult chaperone other than the Group Leader and will have to room with an adult in a twin room (two beds) and pay all applicable charges. Children under the age of 6 are not allowed to travel on an EF tour.

### Can adults go on tour?

EF's Program Prices are based on student rates for transportation, admissions, accommodations, etc. We welcome adults, anyone 20 years old or above, while on tour, but have to charge a per-person flat fee supplement of \$100, plus \$40 per tour day, to cover the difference between student and adult rates. Adults will pay an additional \$60 per night for the sea portion of their tour on overnight ferries and cruises. EF reserves the right to run a background check on all adult travellers prior to travel and may cancel a traveller's enrolment if, in EF's sole discretion, it determines the results pose a risk to the group's safety or well-being. Because the EF tour product caters to students, EF accepts adult groups only if they wish to travel as a private group and pay the associated private group fees.

## LATE ENROLMENTS

### Can a traveller enrol after 99 days prior to departure?

If you're enrolling or have cancelled and are re-enrolling between 98 and 31 days prior to departure, your application is considered a Late Application. Once we have received your full payment by certified cheque, credit card, or money order, including a non-refundable \$145 Late Application Charge, you will be placed on a Late Application List while we check bus, hotel, and flight availability. If we are unable to place you on a tour or offer you an alternate flight to meet up with your tour, you will receive a full refund. If we are unable to find flights with our contracts we may be able to offer you a flight option at an increased cost. We may also offer you the option of arranging your own flight and buying the land-only portion of your tour. 31 days prior to departure is the final deadline for submitting late applications.

## PASSPORTS AND VISAS

### Who is responsible for getting travellers' passports and visas?

Each traveller must obtain a passport and any applicable visas for his or her tour prior to departure. For certain tours, we will need passport information 99 days prior to departure. If a traveller is unable to obtain these travel documents, our standard cancellation fees will apply. Please be sure that passports are valid for at least six months after your tour ends. Non-Canadian citizens will need to contact the embassy or consulate of their destination countries to ensure they meet specific entry requirements. Remember to check your itinerary carefully for all countries that you will visit or pass through, including transfers between airports in foreign countries and re-entry into Canada.

## NAME CHANGES AND APPLICABLE FEES

Each traveller must provide EF with his or her first, middle (if applicable,) and last names and date of birth exactly as they appear on his or her passport. Any changes after 99 days prior to departure are subject to a minimum fee of \$200, plus any additional fees from the airline(s), or may be impossible to accommodate. If the traveller's first, middle, and last names on the ticket do not match their passport exactly, they may be denied boarding by the airlines.

## GLOBAL TRAVEL PROTECTION PLAN

### Is travel insurance coverage available?

Travellers can protect their investment from the unexpected with the offered Global Travel Protection Plan.

## FLIGHT INFORMATION

### Which airlines does EF use?

EF reserves seats with major airlines, including Air Canada, Air France, Aer Lingus, Air New Zealand, Air Transat, Alitalia, American Airlines, British Airways, Austrian Airlines, Delta, Iberia, KLM, LAN Airlines, Lufthansa, Qantas, South African Airways, SAS, Swiss, United, Virgin Atlantic, Westjet, and other domestic and international carriers. Some countries may require aircraft insecticide treatment for inbound foreign flights. A list of such countries is available from Transport Canada at [www.tc.gc.ca](http://www.tc.gc.ca)

## How do flight itineraries work?

EF always strives to provide the most direct route to your destination based on flight routings and seat availability. We cannot guarantee non-stop or direct flights.

## Is my flight itinerary fixed?

Yes, you must follow the exact flight itinerary as booked by EF. Should you choose not to travel on any portion of your flight itinerary, you cannot resume your travel at a subsequent departure point and your remaining flights will be cancelled automatically by the airline. You will also be responsible for any costs incurred as a result of not completing your itinerary.

## Will my group fly together?

Depending on seat availability and the size of the plane, we may not be able to accommodate all members of a group on the same flight. In some cases, groups may have a domestic and/or international overnight, layover, and/or bus transfer due to space availability, routings, and legal connection times. EF is not responsible for airline schedule changes, or mechanical-, weather- or capacity-related flight delays.

## Will my group sit together on the plane?

Seating arrangements are at the sole discretion of the airlines. Seats will be assigned upon check-in.

## Can I earn frequent flyer miles?

Because of our special rates, our contracts do not allow upgrades, stopovers, or the accrual of frequent flyer miles.

## Are any airports interchangeable?

Flights to and from the following destinations may originate/end at any of the airports in that vicinity.

### Canada

- Quebec City or Montréal
- Montréal or Ottawa

### Europe

- Glasgow or Edinburgh
- Milan or Venice
- Split or Dubrovnik
- Paris or Brussels
- Cork or Shannon

Destinations with more than one airport will use the local airports interchangeably as needed. For example, New York: Newark, LaGuardia, or JFK.

## GROUP SPECIAL TRAVEL REQUESTS

Where possible, EF will provide altered flight and/or land arrangements for a group of at least six paying travellers plus the Group Leader. Each traveller will have to pay any additional air and/or land costs. The Group Leader should submit one request for the whole group, which needs to be received prior to your first enrolment.

## OPTIONAL EXCURSIONS

### What are optional excursions?

EF offers these exciting activities as a supplement to what's already included on your itinerary. Most Group Leaders choose to add optional excursions to all traveller accounts.

### When should I purchase optional excursions?

To secure a discounted price, optional excursions must be purchased by 99 days prior to departure. Please note that optional excursion prices are subject to change.

### Can I get a refund on optional excursions?

If EF has to cancel an optional excursion during a tour (due to site closure or low enrolment, for example), you will be refunded the full price of the optional upon your return.

## ROOMING

EF handles final rooming assignments for all travellers. Please ensure that all rooming requests are submitted by 99 days prior to departure.

## How many students are in a room?

Students will room in triples or quads with others of the same gender from your entire tour group. This may require that students from different schools/groups room together. Rooms may contain two double beds (beds for two people), and two students may be expected to share each bed. On cruises, student rooming is only available in quads.

## Can students request a twin room?

Students may request twin accommodations (a hotel room with two

single beds) for the following additional charges:

- \$40 per hotel night per student
- \$100 per ferry or cruise night per student

(Please note: Twin accommodations are not available on overnight trains.)

## How are adults roomed?

Adults are placed in twin accommodations (a hotel room with two beds) with another adult of the same gender from the entire tour group. This may require that adults from different schools/groups room together.

## Can adults request a room with a double bed?

Adults can request double-bed accommodations (a room with one bed for two people) by simply providing EF with the name of their roommate by 99 days prior to departure.

## Can adults request a single room?

Adult travellers can request a single room for an additional \$40 per hotel night. Single rooms are not available on overnight trains, ferries, cruises, or tours to Africa.

## What are the sleeping arrangements on trains?

Overnight trains provide couchette sleeping berths that may accommodate up to six people, or sossels (recliners). Trains have small compartments with very limited space for luggage; please pack accordingly. EF groups may share their compartments with non-EF travellers and rooming may not be gender-specific. There are no private bathrooms on overnight trains.

## OTHER TOUR INFORMATION

### When does my tour officially start and end?

Each tour begins with the take-off from the departure airport, and ends when the flight lands at the return airport. For those making their own flight arrangements, the tour begins upon arrival at the first EF hotel and ends upon departure from the last EF hotel, according to the itinerary. The official length of an EF tour does not include stay-ahead, stay-behind, or any optional periods or activities when travellers are not escorted by a Tour Director.

### What happens if a tour is delayed?

EF cannot refund tour components that are missed due to weather conditions or airline delays. If your tour starts later than scheduled for these reasons, your tour start date is still considered the date that you were originally scheduled to depart. (For example, if your tour is 10 days and is delayed for two, no refund will be provided for components missed for those first two days.)

## What about travellers with food allergies?

EF recognizes that some travellers may have severe food allergies. EF will do its best to ensure that all our suppliers are aware of the situation and will try to accommodate any special needs, but cannot guarantee that any accommodations will be able to be made. However, all travellers and parents and/or guardians of minor travellers agree and acknowledge that they assume certain risks in participating in an EF Tour, which may include the risk of harm, injury, illness, or death from allergies, allergic reactions, or any adverse symptoms to any meals, foods, beverages (whether alcoholic or non-alcoholic), candies, medications, or drugs of any kind, or any other consumables, or in connection with allergies, or allergic reactions to any environmental, seasonal, natural, synthetic, chemical, or biological causes, or sources, whether caused by the negligence of EF, or otherwise.

## What about travellers with special diets?

EF is able to offer vegetarian meal options to our travellers. EF will attempt to accommodate other special diets (e.g., vegan, gluten free, kosher, halal, or diabetic meals) but there may be situations when we are unable to do so.

## What happens if EF has to cancel or modify a tour?

EF retains the right to cancel, modify, or delay the tour as a result of unforeseeable events that are beyond EF's reasonable control, including but not limited to acts of God, war (whether declared or undeclared), terrorist activities or threats of terrorist activities, instability in a destination country, incidents of violence, public health issues or quarantine or threats of public health issues, substantial currency fluctuations, strikes, government restrictions, fire, or severe weather conditions that make it impossible or commercially unreasonable in the sole opinion of EF to conduct the tour as originally contracted. If EF cancels the tour for any such reason, travellers will receive an EF Future Travel Voucher for all monies paid, less coverage fees and any non-refundable fees. Cancellation by EF for causes described in this section shall not be a violation of its

obligations to any traveller.

## What about lost belongings?

EF is not responsible for passports, airline tickets, or other documents that are lost or stolen, or for loss of or damage to luggage or any other passenger belongings. EF is not responsible for locating lost property.

## PROTECTION FOR TRAVELLERS' PAYMENTS

EF Educational Tours is registered in accordance with the Travel Industry Act and upholds the standards and policies of this Act. EF Educational Tours is registered with TICO (international registration #2395858, domestic registration #50018789), Consumer Protection BC (international registration #73991, domestic registration #73990), and with the Office de la protection du consommateur (OPC permit #702732).

## TERMS AND PROVISIONS

The terms and provisions of these Booking Conditions supersede any other warranties, representations, terms, or conditions, unless they are expressly stated within a Booking Conditions Addendum or in a letter signed by an EF officer. Booking Conditions are subject to change. For most recent Booking Conditions, please visit [eftours.ca/bc](http://eftours.ca/bc). In the event of a major currency fluctuation, EF reserves the right to apply a currency surcharge. This contract permits price increases until the customer has paid in full. If the price increase is more than 7%, except increases resulting from an increase in retail sales tax or federal goods and service tax, the customer has the right to cancel the contract and obtain a full refund.

The tour operator for your international tour is EF Education First International Ltd. ("EF") Haldenstrasse 4, CH-6006, Lucerne, SWITZERLAND, organization number CHE-109.874.655, VAT number CHE-116.325.678 MWST. EF Institute for Cultural Exchange, Ltd. ("Educational Tours" or "ET") is an affiliate of EF Education First International Ltd. ("EF"), and acts only as a marketing service for that company. ET does not provide any goods or services for our trips. Invoices pertaining to such tours are issued by EF Institute for Cultural Exchange, Ltd. on behalf of EF Education First International Ltd. Note: The services provided are tax-exempt with credit in accordance with Swiss Federal Law with regard to Value-Added Tax Art. #19.

The tour operator for your domestic tour is EF Tours Canada Ltd. ("EF"), 80 Bloor Street West, 16th Floor, Toronto, Ontario, M5S 2V1. GST/HST number 85401 0311. EF Tours Canada Ltd. also acts as a sales and marketing provider and will issue invoices for tours in Canada and the United States.

© EF Education First International Ltd. 2017



Office  
de la protection  
du consommateur

# EF'S BOOKING CONDITIONS

## Payment schedule

Your enrolment is considered active once EF has received the minimum deposit as well as a signed application, signature form, or online acceptance.

## Enrolment options

**Online (recommended for fastest enrolment)**  
eftours.ca/enrol

**Mail**  
EF Educational Tours  
80 Bloor Street West, 16th Floor  
Toronto, ON M5S 2V1

**Phone**  
1-800-263-2806

**Fax**  
1-800-556 6046

## AUTOMATIC PAYMENT PLAN

- EF must have the pre-authorized debit information on the Enrolment Form, and electronic or written authorization indicating agreement to EF's Automatic Payment Plan Terms and Conditions before the plan is activated.
- A minimum of three withdrawals of automated payments are required. Travellers who are not eligible for the Automatic Payment Plan must pay in full upon enrolment.
- Travellers must pay the tour's \$199 non-refundable minimum deposit before the plan is activated.
- Travellers who choose monthly payments must choose a date between the 1st and 26th of the month on which their account will be automatically debited.
- Travellers who choose bi-weekly payments must choose a weekday on which their account will be automatically debited.
- If no monthly withdrawal date is selected, travellers withdrawal date will be the 14th of each month. If no bi-weekly withdrawal date is selected, travellers withdrawal day will be Thursday.
- Due to weekends and holidays, EF reserves the right to debit the travellers' account up to three days after the scheduled date.
- A non-refundable \$30 fee will be assessed each time a payment is returned or declined. In these cases the plan will be recalculated to have the missed payment redistributed across the remaining schedule. EF reserves the right to withdraw travellers from the plan for returns or declines in two consecutive payments. Should the final payment be returned or declined, travellers will automatically be withdrawn from the plan.
- The Automatic Payment Plan amounts are subject to change if tour items or payments (other than the Automatic Payment Plan) are added or removed in excess of \$20, and travellers will be notified of the new amount via billing email address. All other items or payments totaling \$20, or less that are added or removed will only be reflected in the final payment.
- After the Automatic Payment Plan's final scheduled payment, any additional items are due at time of purchase. Payments will no longer be automatically deducted.
- Travellers are not charged late fees while enrolled in the Automatic Payment Plan. Should the traveller opt to withdraw from the plan or is withdrawn by EF, the traveller will be enrolled in the Manual Payment Plan.

## MANUAL PAYMENT PLAN

- If travellers do not pay in full upon enrolment or choose the Automatic Payment Plan, they will be enrolled in the Manual Payment Plan.
- Travellers must pay the tour's \$199 non-refundable minimum deposit upon enrolment. Based on date of enrolment, travellers will be invoiced up to three payments. The first payment of \$500 is due 30 days after enrolment. The second payment of \$500 is due 90 days after enrolment. The remaining balance is due 99 days prior to departure.
- A late fee of \$95 will be assessed for any missed payment. All late fees are non-refundable.
- Full payment is due immediately for any enrolments less than 99 days prior to departure.
- Travellers can pay with credit card (card must display the Visa or MasterCard logo), certified cheques, personal cheques (personal cheques are accepted up until 99 days prior to departure—after that date they must be certified), money order, direct debit, or electronic bill payment.
- All payments must be received 99 days prior to departure.
- EF reserves the right to cancel the traveller's reservation if any payment is past due by 30 days (or 15 days after final payment).
- A non-refundable \$30 fee will be assessed each time a direct debit or cheque payment is returned or declined.
- Travellers are responsible for making on-time payments even if an invoice is not received.
- All payment due dates refer to the dates by which each payment must be received by EF.

## PAPERLESS BILLING TERMS & CONDITIONS

- Travellers will receive electronic invoices for all information related to their EF account, including tour invoices, and other notices that are available in electronic format. Once enrolled, the traveller will not receive any paper copies. Invoice reminders will be sent to the billing e-mail address that the traveller provides on their enrolment form. Traveller may view and print invoices by logging into account at eftours.ca
- EF is not responsible for any delay or failure to deliver any invoice, and travellers understand that nothing in these Terms and Conditions relieves any obligation to pay the invoice.
- Travellers may elect not to receive electronic invoices and change to billing by mail at any time by logging into their account at eftours.ca or by calling 1-800-263-2806.
- To the extent permitted by law, paperless billing is provided "as is" with faults and without warranties of any kind, either expressed or implied. The traveller assumes all responsibility and risk for use of paperless billing. EF does not warrant that the information, processes, or services will be uninterrupted, or bug- or error-free.

## EF'S PEACE OF MIND PROGRAM\*

We understand that plans sometimes change due to unforeseen circumstances. That's why we provide EF's exclusive Peace of Mind Program, on top of the Global Travel Protection Plan. You can feel secure planning your trip knowing that your group has this added flexibility. You may choose from the following options:

### 45 days or more prior to departure:

- Change the travel dates of your group's current tour.
- Work with EF to modify your group's current tour or find a new tour.
- Cancel your tour and travellers will receive a transferrable travel voucher.

### 44 days or less prior to departure:

If a formal travel warning is issued for any country you are travelling to, you may still choose any option from above.

\*Benefits of the Peace of Mind Program are only available to the entire group and not to individual travellers. Individual travellers should refer to the Global Travel Protection Plan. Travellers missing any payment deadlines must pay any incurred late fees to qualify for this program. Revised tours must fall within the date range that these booking conditions are valid. If the revised tour has a higher price than the original tour travellers will be required to pay the difference as a condition of travelling on the revised tour. If EF cannot accommodate a revised tour request and/or the group decides not to travel on the original tour then the group may opt for travel vouchers. If the group does not travel on the original tour, travel on a revised tour, or receive a future travel voucher, standard cancellation fees will apply. Travellers cancelling from a revised tour will be charged a cancellation fee based on the date that the original tour was revised or the date of cancellation from the revised tour, whichever is higher. EF will make every effort to accommodate revised tour requests. Travel vouchers will be issued in the amount of all monies paid by a traveller for the original tour less the \$199 non-refundable deposit and any other nonrefundable fees. Travel vouchers are valid for the current and following travel year. Travel vouchers are transferrable at the face value of the voucher to members of the traveller's immediate family or to students and faculty of the traveller's school. The future travel voucher is not a merchandise credit or a gift certificate and may not be redeemed for cash. In order to qualify for the Peace of Mind Program 44 days or less prior to departure, a formal Travel Warning must be issued by the Government of Canada stating that Canadians should not travel to any location or locations that are included in the group's tour itinerary. EF Educational Tours will not operate any tour to a destination which is under an active Government of Canada Travel Warning. Only one voucher may be redeemed per person. Full Terms and Conditions appear on the vouchers.

# CANCELLATION POLICY

The cancellation policies outlined below take into consideration the costs EF incurs long before groups ever depart. Notice of cancellation from an EF tour will only be accepted from the traveler, his or her legal guardian, or Group Leader. The date of cancellation is determined by the date on which EF receives notice. Cancellation refunds can only be made to the person whose name appears on the account; monies cannot be transferred to another account.

## STANDARD CANCELLATION\*

### 130 days or more before departure

Full refund less the \$199 non-refundable deposit, all non-refundable fees, and a \$400 cancellation fee.

### 129 to 99 days before departure

Full refund less the \$199 non-refundable deposit, all non-refundable fees, and a \$600 cancellation fee.

### 98 to 31 days before departure

Full refund less the \$199 non-refundable deposit, all non-refundable fees, and 50% of program price.

### 30 days or less before departure

No refund will be issued.

## CANCELLATION WITH REPLACEMENT\*

### 130 days or more before departure

Full refund less the \$199 non-refundable deposit, all non-refundable fees, and \$200 cancellation fee.

### 129 to 99 days before departure

Full refund less the \$199 non-refundable deposit, all non-refundable fees, and a \$400 cancellation fee.

### 98 to 31 days before departure

Replacements no longer accepted.

### 30 days or less before departure

Replacements no longer accepted.

## GROUP LEADER CANCELLATION

A Group Leader must accompany travellers on every tour. If a Group Leader cancels for any reason, EF will ask him or her to assign a new Group Leader to the group's travellers. The new Group Leader is responsible for any increases in his or her own airline costs. Any travellers who cancel at this point and choose not to travel with their replacement Group Leader will be treated as standard cancellations. If no replacement Group Leader is found, all travellers are required to provide EF with notice of cancellation in order to be eligible for EF's standard cancellation policy. Those travellers interested in being placed with a new tour group should contact EF at 1-800-263-2806. If we cannot find a new tour for these travellers, EF's standard cancellation fees will apply.

## REFUNDS

Refunds will be issued in the name that appears on the EF account. Refunds will be issued only upon request and after a traveller's cheque(s) has (have) been on the account for 21 days. All refund cheques are mailed approximately 4 to 6 weeks after the request has been processed. There will be a non-refundable \$50 stop-payment fee for lost or expired refund cheques.

\* Non-refundable fees, such as the Global Travel Protection Plan and late fees (including waived late fees), are also deducted from refunds. Travellers who have transferred between tours and subsequently cancel will be subject to the higher cancellation fee between the original tour and the new tour. Cancellation with replacement refers to a traveller who cancels but finds a person to replace him or her for the same program. The replacement's application must be submitted at the same time as the notification of cancellation. Applications received fewer than 99 days prior to departure are treated as Late Applications and are therefore subject to late application penalties. EF cannot guarantee the replacement traveller a place on the tour or the same flights as the group. This is primarily due to restrictions outlined in our airline agreements.

# GLOBAL TRAVEL PROTECTION PLAN\*

We encourage all EF tour travellers to protect themselves with the Global Travel Protection Plan, which provides comprehensive protection for travellers should something unexpected happen before or during the tour.

## The Global Travel Protection Plan includes:\*

- Illness and Accident Coverage.
- Baggage and Property Coverage.
- Tour Cancellation and Interruption Coverage.
- 24-hour Emergency Assistance.

## Coverage fee:

- \$139 for North American tours;
- \$189 for International tours;
- May only be purchased or removed up to 30 days after enrolment.

## Illness and Accident Coverage covers:

- Hospital bills, doctors' fees, prescriptions, and medical transportation for illnesses and/or injury during the traveller's tour, up to \$1,000,000.
- Transportation, food, and lodging expenses for two of the patient's family members to be at his or her side in the event of a life-threatening illness that requires hospitalization (combined coverage up to \$50,000).

## Baggage and Property Coverage covers:

- Up to \$2,800 for baggage and up to \$1,400 for theft-prone property for the duration of the traveller's tour.
- Theft of cash up to \$400.
- Theft of passport and other valuable documents up to \$700.
- Traveller's extra costs up to \$225 if baggage is delayed more than 24 hours (except the return flight to your departure point).

**Tour Cancellation and Interruption Coverage\*\*** ensures you receive a full refund of the Cancellation Fee or Tour Fees if you need to cancel or interrupt the tour due to reasons of serious injury and grave illness leading to hospitalization.

## Valid reasons for cancellations also include:

- Cancellation of your trip by the school board due to a teacher's labour strike or the school board determines there is a risk of harm to you during your trip when you are scheduled to travel to a specific region of a country during your trip.
- If the Government of Canada issues an "Avoid Non-Essential Travel" or an "Avoid All Travel" Travel Advisory after you purchase your insurance, advising or recommending that Canadian residents should not visit a destination included in your insured trip.
- Financial hardship due to jury duty, involuntary termination or layoff of permanent employment, call to military service, or severe damage to your home.

## 24-hour Emergency Assistance covers:

- Assistance and handling of claims during the traveller's tour.

The Global Travel Protection Plan will be automatically added to your account upon enrolment, except for residents of Quebec. Please call Customer Service at 1-800-263-2806 for details.

\* The Global Travel Protection Plan is underwritten by Chubb Insurance Company of Canada, 199 Bay Street, Suite 2500, P.O. Box 139, Commerce Court West Postal Station, M5L 1E2, Toronto, Ontario, Canada, through a Master Policy issued to EF Travel Canada Limited. For complete terms, conditions and exclusions, please refer to the Master Chubb Insurance Policy and Certificate of Insurance, which may be obtained by calling EF at 1-800-263-2806 or by visiting [etours.ca/coverage](http://etours.ca/coverage)

\*\*EF and the claims agent must be notified in writing within 14 days of the event that causes tour cancellation or interruption.



# RELEASE AND AGREEMENT

I (or parent/guardian if applicant is under 18) **am an applicant for an EF educational tour. By signing the EF Educational Tours Traveller Application, I understand and agree to the following:**

1. That all international tours are operated by EF Education First International Ltd., Switzerland, marketed by EF Institute for Cultural Exchange Ltd. and that all domestic tours are operated and marketed by EF Tours Canada Ltd., hereafter referred to as "EF."
2. That my tour begins with the takeoff from the EF departure airport and ends upon completion of the flight back to the EF airport. I further understand that international travel involves certain risks to personal health, safety, and property. Many foreign countries do not have the safety and health standards that are present in Canada. I am willing to accept the associated risks and understand that EF cannot guarantee the health and safety of travellers in a foreign trip or eliminate the risk from a foreign environment.
3. To release, indemnify, and hold harmless EF and its affiliates (which term shall include parents, subsidiaries, officers, directors, shareholders, agents, and employees of EF as well as EF itself) and my school, my school board, and Group Leader (the "Released Parties") from, and agree not to sue the Released Parties for, any claims that I may have arising from, or in connection with, any personal injury, bodily injury, mental anguish, emotional distress, physical, property, or other damage that I may suffer from any cause whatsoever related in any way to my participation in any EF sponsored tour. Without limiting the generality of the foregoing, I release, indemnify, and hold harmless the Released Parties from, and agree not to sue them for any personal injury, bodily injury, mental anguish, emotional distress, physical, property, or other damage that I may suffer from the Released Parties' negligence other than from intentional or reckless acts by such parties. I further agree to release, indemnify, and hold harmless the Released Parties from any and all acts of God, war (whether declared or undeclared), terrorist activities, incidents of politically motivated violence, illness or quarantine, strikes or government restrictions, or the acts or omissions of any other agents over which the Released Parties have no direct or indirect control, including, without limitation, airlines, railways, bus companies, hotels, shipping companies, guides, and sub-contracted agents or tour operators. This release also includes activities not offered by EF that may be considered risky including, but not limited to, parasailing, paragliding, parachuting, skydiving, scuba (unless certified), and the use of motorbikes, mopeds, scooters, and ATVs. I further release any Tour Directors, bus drivers, or other individuals involved in my tour.
4. That the air carrier's liability for loss of or damage to baggage or property, or for death or injury to person, is limited by their tariffs, or the Warsaw Convention, or both.

5. That EF shall have no liability or responsibility for me when I am absent from EF-supervised activities or for non-EF supervised activities, such as visits to friends or relatives or during stay-ahead/stay-behind option periods if the stay-ahead/stay-behind period does not include the services of a Tour Director.

6. That EF reserves the right to refuse or cancel my registration at their sole discretion. Group Leaders may also refuse or cancel any traveller's registration including my own. In such an event, Standard Cancellation guidelines as outlined in the Booking Conditions apply.

7. To abide by EF's regulations and the directions of my Group Leader, my Tour Director or EF's personnel during my tour. Failure to do so may result in EF terminating me from the tour immediately. I understand that to disobey such rules or directions is to waive the right to a refund of any part of my Program Price, and that EF may then send me home at my own expense.

8. To abide by all local laws when in Canada and abroad, including those concerning drugs and alcohol. (Minors must have parents' permission to use alcohol even if the local law would otherwise permit them to.) I understand that if I abuse or disobey such laws, even unintentionally, I waive my right to a refund of any part of the Program Price, and EF may send me home at my own expense. I also understand that should local authorities be involved, I will be subject to the laws of the country I am visiting.

9. That if I become ill or incapacitated, EF and its employees, my Group Leader, or a designated chaperone may take any action they deem necessary for my safety and well-being, including securing medical treatment (at my own expense) and transporting me home. EF retains the right, in its sole discretion, to contact the traveller's parent(s) and/or guardian with regard to health issues or any matter whatsoever that relates to the traveller's tour. These rights transcend any and all privacy regulations that may apply. In the event of a medical emergency, EF will attempt to cause appropriate treatment to be administered, and the traveller authorizes EF to do so. EF, however, makes no warranty that it will be able to cause effective (or any) emergency treatment to be administered.

10. That by enrolling on this tour, I have made the choice to travel with the teacher/Group Leader organizing my group, and I understand that this choice is not the responsibility of EF. I understand that my Group Leader is able to make decisions on my behalf, including but not limited to changing the group's requested tour or travel date and requiring I purchase items such as insurance or optional excursions. I understand that a Group Leader must accompany me on tour. If my Group Leader cancels for any reason, EF will ask him or her to assign a new Group Leader. If I cancel at this point and choose not to travel with the replacement Group Leader, it will be treated as a Standard Cancellation. If no replacement Group Leader can be found, I will need to cancel and EF's Standard Cancellation Policy will apply. I may also request that EF

place me with a new tour group. If EF cannot find a new tour group for me, EF's Standard Cancellation Policy will apply.

11. That I will be required to pay for any phone calls or incidental personal expenses that I incur at hotels, as well as for any damage I cause to hotel rooms, buses, or other property.

12. That if I will be age 20 or older at any time during my tour, I acknowledge that EF will conduct a criminal background check ("CBC") as a pre-condition to travel. If such a traveller refuses to consent to the CBC, it will be deemed a cancellation and EF's standard cancellation policy will apply.

13. That this agreement and EF's Booking Conditions (and the respective addendums for Customized Tours and EF and Me to We Service Learning if travelling on those tours) constitute the entire agreement between EF and me with reference to the subject matter herein, and I do not rely upon any promises, inducements, or agreements not herein, including but not limited to any oral statements made to me by any agents or employees of EF, or by my school or Group Leader. This agreement may be amended or modified only in writing, signed by both parties. The waiver by EF of any provision of this Agreement shall in no way affect the remaining provisions of this Agreement, and this Agreement shall be interpreted as if such clause or provision were not contained herein.

14. That this agreement shall be governed in all respects, and performance hereunder shall be judged, by the laws of the province of Ontario and the laws of Canada applicable thereto. In the event of any claim, dispute, or proceeding arising out of my relationship with EF, or any claim which in contract, tort, or otherwise at law or in equity arises between the Released Parties, whether or not related to this agreement, the parties submit and consent to the exclusive jurisdiction and venue of the Courts of the province of Ontario.

15. That EF may use any film likenesses taken of me and any of my comments while on an EF tour for future publicity and also use my contact information for future EF promotions.

16. That EF recognizes the importance of protecting our customers' privacy and follows the guidelines set out by the federal Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA governs how EF can collect, use, and disclose customers' personal information. EF does not sell or rent personal information. EF does, however, disclose all or part of it to certain third parties who process data, or require access to the information in order to provide other services. In certain circumstances that information may be processed in a foreign country and may be accessible to law enforcement and national security authorities in that foreign country.

*Sign your application only when you have read in full and understood the contents of this release and agreement.*