

Policy Handbook

A Reference Guide
for your 2010-2011
WorldStrides Program



**Updated
Edition!
April 2010**


WORLD STRIDES®
DISCOVER YOUR WORLD

History and Science Programs

POLICY HANDBOOK

WELCOME

Welcome to the WorldStrides Policy Handbook. This handbook is your reference guide to the operations of your WorldStrides travel program, and includes informative guidelines, frequently asked questions, student registration procedures, and cancellation policies. It contains everything you need to know to answer parent and student questions.

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THE WORLDSTRIDES TEAM APPROACH

From the time you decide to travel until the moment your group returns home safely, WorldStrides is there to make your program a success.

Each Program Leader is assigned a personal team of three travel professionals – the Account Manager (AM), the Account Support Representative (ASR), and the Financial Services Representative (FSR). All three are available to address any questions you may have about your program, your destination, or company policy.

WORLDSTRIDES CONTACT INFORMATION

General Toll-Free Number (Program Leaders only):	1-800-999-7676
Customer Service Toll-Free Number (parents only):	1-800-468-5899
Customer Service Fax:	434-982-8748
Financial Services Representatives (Program Leaders only):	1-800-880-5937
WorldStrides Website:	www.worldstrides.org
Corporate Office Address:	590 Peter Jefferson Parkway Suite 300 Charlottesville, VA 22911
Please Send Correspondence to:	P.O. Box 9033 Charlottesville, VA 22906-9033

THE REGISTRATION DRIVE

Registration Made Simple

Registering for a WorldStrides program is easy. Students and parents* have four options:

1. Register online at www.worldstrides.org using the Trip ID# printed on the top right corner of the Registration Form.
2. Complete the Registration Form and mail it with the non-refundable deposit to WorldStrides, P.O. Box 9033, Charlottesville, VA 22906-9033.
3. Fax the front and back of the Registration Form with your credit card information to 434-982-8748.
4. Contact WorldStrides' Customer Service at 1-800-468-5899 to register with a Customer Service Representative Monday through Friday (except holidays) from 8:30 a.m. to 7:00 p.m. (Eastern). Customer Service Representatives can also be reached by email at customerservice@worldstrides.org with registration questions.

**Parents and students registering must provide their full names as listed on official identification that will be presented at airports or other travel checkpoints.*

Parents Traveling With Their Children

Parents traveling with their children use the same registration process detailed above and are welcome to register with your approval. However, keep in mind that your program is designed for students, so select parents who are flexible and easy to work with.

There is an additional cost for adults based on their hotel room preference. Adults are automatically registered two to a room and WorldStrides charges an additional 15% of base trip price. **If WorldStrides is unable to accommodate adults in a double room because of group configuration and/or hotel availability, adults are then required to pay a 30% single-room supplement of base trip price.** If adults, upon all parties' approval, are able to share a triple room, WorldStrides will charge an additional 10% of base trip price. There is no surcharge (0%) for quad occupancy of a room by adults (for Florida science programs only, a 5% charge applies for adults sharing a quad room).

- 5% of base trip price* per person for a quad (four to a room, Florida science programs only).
- 10% of base trip price* per person for a triple (three to a room).
- 15% of base trip price* per person for a double (two to a room).
- 30% of base trip price* per person for a single (one to a room).

**Base trip price = base trip price as stated on the Registration Letter or as revised per the Program Leader and Account Manager, plus room upgrades/downgrades, group adjustments, personal baggage charges, energy fuel surcharges, or any additional charges or fees as stated in the terms and conditions.*

Please note: Children not rooming in a quad will also be subjected to the same additional room charges as adults.

Customer Service and Financial Services Representatives

Customer Service – Parent Questions

WorldStrides' Customer Service Department (1-800-468-5899) is available to answer most billing and trip questions that parents may have.

Important Facts About Registration

- More than 75 days before departure (110 days for Costa Rica), anyone can register online.
- 75 days or less before departure (110 days for Costa Rica), registrants must pay in full by mail, over the phone, or by fax via money order or credit card payment. These registrants will be put on a waitlist.
- Your WorldStrides Financial Services Representative handles all payment collection responsibilities so you don't have to.
- You can check your registration counts daily on **MyTrip**.
- Parents can call our toll-free Customer Service number (1-800-468-5899) with billing questions.
- You can easily encourage more registrations by emailing students who have joined your **MyTrip promotional website**.

Your Financial Services Representative – Payment Collection

Once the Registration Packets have been distributed and students begin to register, WorldStrides relieves you of collection responsibilities. Your Financial Services Representative (FSR) is your liaison for financial matters (except for matters relating to your trip price). Your FSR can be reached at 1-800-880-5937 and is available to answer your finance related questions: Who is registered? How many registrants are unpaid? Have my unpaid registrants been contacted regarding balances? Has my fundraising money been allocated to the proper accounts? This direct link to our Financial Services Department gives you the fastest and most accurate information pertaining to your group's account. Much of this information is also available in your account online at mytrip.worldstrides.org.

Chaperone and Family Member Price Discounts

WorldStrides is pleased to offer several special price options allowing you to bring other adults or family members on the program at a reduced price. These special options include a) chaperones, b) pro-rated chaperones, c) extra chaperones, d) Program Leader family members, and e) chaperone immediate family members. Please submit completed Registration Forms within 100 days of departure. Please note that **no other discounts** (land-only, etc.) apply with these special price options.

a) Chaperone Discount

Guideline

Many programs allow for a chaperone to travel free with a minimum number of full-paying participants. For example, if your program has a 1:15 free chaperone ratio, your trip is free with the first 15 full-paying participants.

Example

Based on a 1:15 ratio:

of full-paying participants

15 full-paying participants

30 full-paying participants

45 full-paying participants

of free trips

Program Leader (PL) travels free

PL and one (1) chaperone travel free

PL and two (2) chaperones travel free

b) Pro-rated Chaperone Discount

Guideline

Based on your group's size, you may bring one additional adult chaperone along at a pro-rated price (in addition to your free chaperone(s) listed above). To determine the program price for additional pro-rated chaperones, use the following formula:

1. Determine the number of additional full-paying participants (FPPs) that are needed in order to meet your chaperone ratio (usually the chaperone ratio is 1:15).
2. Multiply this amount by (base trip price minus \$30).
3. Divide this total by your chaperone ratio:
number of FPPs short of chaperone ratio X (base trip price minus \$30)/chaperone ratio = price

Example

Based on a 1:15 ratio:

- If your base trip price as stated on the Registration Letter is \$1,000 and you have 42 FPPs (3 FPPs short of 45), the pro-rated chaperone price would be as follows:
 $3 \times (\$1,000 - \$30) / 15 = \mathbf{\$194}$
- If your base trip price is \$1,000 and you have 22 FPPs (8 FPPs short of 30), the pro-rated chaperone price would be as follows:
 $8 \times (\$1,000 - \$30) / 15 = \mathbf{\$517.33}$

c) Extra Chaperone Discount

Guideline

Regardless of the number of full-paying participants, WorldStrides provides a discount for one (1) extra chaperone per group (on a space-available basis). The special price for an extra chaperone is \$30 off the base trip price. In addition, housing for extra chaperones is based on double occupancy at no additional cost. A non-refundable deposit is required at registration.

Example

- If your base trip price as stated on the Registration Letter is \$1,000, and you wish to bring an extra chaperone, he or she would pay \$970 to register.
 $\$1,000 - \$30 = \mathbf{\$970}$

d) Program Leader Family Member Discount

Guideline

WorldStrides offers discount pricing to immediate family members of the Program Leader. If your group is traveling by air with 16 to 35 full-paying participants, you qualify for one (1) immediate family member to earn a 33% discount off the base trip price as stated on the Registration Letter.

If your group is traveling by air with more than 35 full-paying participants, you qualify for two (2) immediate family members to earn a 33% discount off the base trip price, and one (1) immediate family member to earn a 50% discount off the base trip price.

If your group is traveling by motorcoach with more than 35 full-paying participants, you qualify for three (3) immediate family members to register and pay \$85 per person plus the non-refundable deposit and admissions fees.

Example

- If your base trip price is \$1,000, you have 20 full-paying participants, and are traveling by air: **one (1) immediate family member earns a \$333 (33%) discount.**
- If your base trip price is \$1,000, you have 40 full-paying participants, and are traveling by air: **two (2) immediate family members earn a \$333 (33%) discount and another earns a \$500 (50%) discount.**
- If your base trip price is \$1,000, you have 40 full-paying participants, and you are traveling by motorcoach: **three (3) family members can register for \$219 each (\$85+\$99+\$35).**

e) Chaperone Immediate Family Member Discount

Guideline

WorldStrides offers a 25% discount to one (1) immediate family member for each free chaperone.

Example

- If you qualify for a free chaperone and your base trip price as stated on the Registration Letter is \$1,000:
One (1) immediate family member of a chaperone earns a \$250 discount and will only pay \$750 to register for the trip. (\$1000 X .75)

Please Note

- *You must adhere to the chaperone ratio, as detailed in the Registration Letter.*
- **Discounts are not redeemable for cash and cannot be divided among participants.**
- *Family members' discounts are based upon room and motorcoach space availability. If additional rooms are used, the appropriate room charges are added.*
- **Chaperones' immediate family members, pro-rated chaperones, extra chaperones, and Program Leader's family members are required to pay a non-refundable deposit and should register by your deposit deadline.**

Your Registration Drive Checklist

Have I...

- Held my parent meeting?
- Submitted the registrations of my chaperones and discounted price participants to my Account Manager at least 100 days before departure?
- Checked my registration counts on MyTrip weekly to ensure all my students are signed up early?
- Updated my MyTrip website with meeting dates, fundraising activities, etc.?

POST-REGISTRATION

Parent Correspondence

After registering, parents receive several pieces of correspondence from WorldStrides:

Confirmation Letter/First Statement

Within days of registering, individually registered participants receive a confirmation letter and statement. Attached to the statement is their first payment coupon with a specific amount and due date. Parents have the option to pay the remaining balance in full or to pay in regular installments on a schedule determined by WorldStrides. Please note that first payments may be due as early as 21 days after the date of registration. Also, at this point participants' enrollment in the Full Refund Program (see page 15 for details) is confirmed, and parents have 15 days to contact WorldStrides **in writing** to change their enrollment status.

Regular Statements

Statements for participants who opt for the payment plan and do not utilize EZPay are generated and mailed approximately 21 days prior to their due dates. There is a \$6 handling fee for each installment, and the balance may be paid off at any time prior to final payment date to avoid paying additional handling fees. There is also a \$15 fee charged for any late installments. **The final payment is due no later than 75 days prior to departure (105 days prior to departure for Costa Rica).**

What happens if a participant is not paid in full by the final payment deadline?

- A \$60 late payment fee is assessed.
- No personal or business checks are accepted on payments received after the final payment deadline. We accept late payments in the form of a cashier's check, money order, or credit card only.
- The participant is placed in waitlist status and his or her space on the trip is no longer guaranteed. Additional air fees may apply.

Strategies for Keeping the Excitement Alive Post-registration

- Increase awareness by organizing a trip club in your school.
- Print your registration list from **MyTrip** and post it on your Program Update Holder.
- Create a sense of community in your school through fundraising.
- Allow your program participants to pick their own roommates.
- Update your **MyTrip** website with new pictures and announcements.

Check out our worry-free payment options!

EZPay: When participants sign up for EZPay, WorldStrides automatically deducts **regular payments** from their checking account, eliminating the handling fees associated with trip installments. EZPay is a popular option that takes the worry out of meeting payment deadlines and takes payment correspondence out of the mail.

E-Check: WorldStrides can draft payments directly from any checking account established through a U.S. bank or credit union. It takes only minutes to go online and arrange to make a **one-time payment** via E-Check.

Participant Forms

Approximately 10 weeks before the departure date, all registered students and parents receive:

- A Medical Release Form and Behavior Contract. These are mandatory, but you have the option of including them in the mailing to participants or receiving them in bulk to distribute personally to the students.
- A roommate selection form (if you allow the students to choose their own roommates).

Appendix

For samples of the above-mentioned Parent correspondence, refer to Appendix B on pages 24-30.

Post-registration Questions

What are WorldStrides' Roommate List Guidelines?

- Students may choose their own roommates (with your approval).
- Students must be housed four to a room as enrollment allows. Most hotel rooms have two full/double beds that are shared by students of the same gender.
- Adults (including chaperones and Program Leaders) are housed two to a room (unless they have paid for a single, triple, or quad – see page 3). Chaperones will default to a single room if double room occupancy is not available. Full-paying adults will be responsible for the charge that accurately reflects their room occupancy.
- Small groups who are combined on their WorldStrides program may be required to share their sightseeing motorcoach and hotel rooms with other groups. Your Account Manager will notify you if this is necessary.
- The completed roommate list with student and adult roommate selections and special requests must be returned to your Account Support Representative at least 50 days prior to departure. Don't forget — you can also complete and submit your roommate list on MyTrip (with the exception of the Costa Rica program).

What about Registration Deadlines?

Once the deadline has passed, it's **NOT TOO LATE TO REGISTER**:

- **You can always offer to extend your registration deadline.** This informs students that it is not too late to register and is a good opportunity to promote the program again. Your Account Manager can even supply you with some eye-catching “application deadline extension” flyers or you can download, customize, and print your own WorldStrides flyers from the PL Resources section on MyTrip.
- Participants registering after the final payment deadline will be placed on a waitlist to check whether certain trip components can be secured. The factors that are considered are space availability on the motorcoach, seat availability on the plane (if you are flying), and other reservations. The closer you are to your departure date, the more difficult it becomes to secure a space for the registrant. If no space is found, then all monies will be refunded to the responsible party (except handling fees, late registration fees, merchandise fees, late payment fees, fees for returned checks and declined credit cards, and fees for insufficient funds on all electronic drafts such as EZPay). Additional airfare fees may apply.

Payment Deadline:

- Participants who register after the final payment deadline must send in their full payment at registration, along with a late registration fee (10% of the program cost) added to their base trip price. **WorldStrides Customer Service handles follow up calls for missed payments, but all registrants who have not paid in full by the final payment deadline are placed on cancelled status and their reserved space will be released. Additionally, participants who are reinstating or register after the final payment deadline may be required to pay additional airline fees. Please call Customer Service at 1-800-468-5899 to reinstate or register after the final payment deadline.**

Your Post-registration Drive Checklist

Have I...

- Received the Medical Release Forms and Behavior Contracts?
- Received liability waiver forms (for science trips)?
- Completed and sent in my roommate list (at least 50 days prior to departure)?
- Updated my MyTrip website with new photos and program announcements?
- Encouraged late registrations for students who are undecided?

THE FINISHING TOUCHES

Things To Do Before Traveling

- Review your itinerary, program details, and the contents of your final packet with your Account Manager.
- Review your registration list and make sure parents have provided information on all travelers that matches a government-issued ID. Changes can be made through MyTrip or a call to our Customer Service Team.
- Review unpaid balances with your Financial Services Representative.
- Collect all Medical Release Forms and Behavior Contracts from your students.
- Collect liability waiver forms from your students (for science programs only).
- Conduct a pre-program meeting with participants, parents, and guardians to review trip information and expectations (see “Tips for a Successful Trip” document in the PL Resources section of MyTrip).
- Establish rules of behavior with participants and give out Behavior Guidelines Handouts, which can be printed from the PL Resources section on MyTrip.
- Set up a phone tree so parents/guardians can be contacted if needed.
- Required Travel Documentation:** In accordance with new travel regulations, all participants must have provided their full legal name (first, middle, last) matching information on a government-issued ID, date of birth, and gender prior to ticketing. Travelers to Costa Rica and other international destinations are also responsible for obtaining a passport or visa before their departure dates. Passports must be valid for at least six months after their return dates. For more information on required documents, please visit www.travel.state.gov or www.tsa.gov.

Itinerary Review

Approximately four to six weeks before your departure date, your Account Manager finalizes your transportation (air, motorcoach, train) and hotel information. Your Account Manager then creates a rough draft of your itinerary based on the following:

- Transportation information
- Hotel information
- Meal locations
- Sightseeing motorcoach, Motorcoach Driver, and Course Leader
- Sightseeing preferences according to you, the Program Leader
- Combination information (if applicable)
- Confirmed special appointments (if applicable)

Carefully review your itinerary with your Account Manager — it is much easier to make changes to your itinerary **before** you travel than when you are at your destination(s). Once you have reviewed the itinerary and the meal locations are confirmed, your itinerary is complete.

What Participants Receive Prior to Traveling

Approximately two weeks before departure, parents receive a **Program Information Letter*** and **Final Invoice that is due upon receipt**. This is the last piece of correspondence they receive from WorldStrides prior to traveling. The Program Information Letter includes:

- A statement indicating remaining balance due (final invoice).
- Details on where and when to drop off and pick up their child.
- Transportation information, including airline, flight numbers, and times (if traveling by air).
- Hotel information, including hotel name, address, and phone number.
- Helpful hints on what to bring and other packing tips.
- Final student/parent meeting announcement (if applicable).

*For a sample of the **Program Information Letter**, refer to Appendix B on page 29.

Your Final Packet

A final packet of materials is prepared and sent to you approximately two to three weeks before departure. The final packet includes:

- A **Chaperone Handbook** for you and each of your chaperones. The Chaperone Handbook is your on-tour reference guide and should be carried with you at all times. It contains important phone numbers, insurance claim forms, a contingency plan, student behavior guidelines, and tips on ensuring a safe and enjoyable trip. The Program Leader and chaperones are responsible for establishing rules of behavior and supervising student behavior throughout your program. Please encourage your chaperones to review the handbook prior to departure.
- **Meal tickets** (if applicable). Any meal location requiring a meal ticket will be identified on the itinerary. Be sure to count your tickets to ensure you have the appropriate amount.
- **Luggage tags** (two per participant).
- **Metrorail passes** (if applicable). Be sure to count your tickets to ensure you have the appropriate amount.
- **Airline tickets or e-ticket manifest** (if applicable). Your airline tickets or e-ticket manifest may not be available until 10 days prior to departure, in which case they may be mailed or emailed separately.
- A **check** that covers trip costs, including any meal allotment money (to be disbursed to the students), sightseeing Motorcoach Driver tip (if applicable), and any other miscellaneous costs.
- **WorldStrides Identification Badges**.

Your Final Packet Checklist

After receiving your Final Packet...

- Count all your meal tickets and luggage tags carefully.
- Verify that you have all your airline tickets or e-ticket manifest.
- Check to see that the correct legal names are on the tickets (please reference page 17 for more information regarding name changes). **New TSA requirements apply so please check carefully.**
- Contact your Account Manager to review your entire program in detail.

This phone review with your Account Manager includes a detailed description of your itinerary specifics, airport and flight arrangements, hotel accommodations, meal locations, sightseeing plans, and your final group size, including any waitlisted or unpaid students. Please allow 30 minutes to an hour for this conversation.

Pre-program Checklist

Have I...

- Informed my Account Manager of final student/parent meeting information for the Program Information Letter?
- Confirmed any special appointments or airport transfers?
- Received my final packet and reviewed the itinerary with my Account Manager?
- Cashed my program check and counted all the meal tickets and luggage tags?
- Compiled all of the Medical Release Forms and Behavior Contracts to take with me on the program?
- Compiled all liability waivers (for science programs only)?

DURING AND AFTER YOUR PROGRAM

While Traveling

From the moment you arrive at your destination until you depart, there is a WorldStrides staff member available at all times to meet your on-tour needs. Listed below is what to expect at the airport, at the hotel, and while on tour.

At the Airport

When you arrive at your destination, a WorldStrides representative will:

- Meet you at the baggage claim area. On the Costa Rica program, a representative meets you after you exit Customs.
- Collect your return tickets or e-ticket manifest.
- Assist you and your group with luggage.
- Escort you and your group to your sightseeing motorcoach.
- Collect all liability waivers (for science programs only).

When you depart for home, a WorldStrides representative will (history programs only):

- Meet you and your group at the airport.
- Assist with check-in.
- Assist with luggage procedures.
- Remain available at the airport for assistance until your flight departs.



Travel Tips:

- Please attach a WorldStrides luggage tag to each piece of luggage, as this makes it easier to identify participants' bags.
- Ensure participants' names and home addresses are clearly written on each tag.
- **Remember that any airline-imposed baggage fees are not included in your program price and need to be paid upon check-in.**

At the Hotel

A WorldStrides On-site Coordinator (or your Course Leader on Florida or Costa Rica programs) stays at the hotel with you. He or she will:

- Check all of the rooms to ensure your keys work (history and Costa Rica Programs only).
- Welcome you to the hotel, present a brief overview of the hotel, and give you the group's room keys.
- Be available throughout your entire stay should any questions or emergencies arise.
- Provide a briefing room each evening from 10:30 p.m.-12:30 a.m. where you and your chaperones can review the next day's schedule and socialize (programs in Washington, D.C. and Williamsburg, VA only).

To ensure safety and security at the hotel, our Night Chaperones will (history and Florida programs only):

- Be on every floor where a WorldStrides group is staying from 10:00 p.m. until the early morning hours. In some Florida hotels, there will be one Night Chaperone for every 40 students rather than on every floor due to the layout of the hotel.
- Ensure no one enters or leaves the students' rooms after curfew.
- Report any serious incidents to you and the On-site Coordinator/Course Leader.

While on Tour

Most of your program is spent with your Motorcoach Driver(s) and/or Course Leader(s). Their experience and expertise makes your itinerary come to life, and they can best handle any questions or problems that arise while touring. Tour Central is also available to handle any questions or issues you encounter while on tour. You can reach Tour Central at the following toll-free numbers listed below:

- Washington, D.C. area call 1-800-999-4542
- Williamsburg area call 1-800-858-5155
- Costa Rica call 2293-6314
- New York City area call 1-800-727-8692
- Florida call 1-800-274-1707

Post-program Review

Upon returning home from your program, **call your Account Manager** as soon as possible to review your experience while it is still on your mind. Discuss the sites you visited, which meal locations the students enjoyed, and the performance of your Motorcoach Driver, Course Leader, On-site Coordinator (if applicable), etc. In addition, please complete the post-trip survey on MyTrip as soon as possible. WorldStrides can also email, fax, or mail you a survey. The survey will ask you to rate various aspects of your program. Please take the time to complete this survey as soon as possible. These surveys are important and are used to improve the quality of service you've come to expect from WorldStrides. It is important that you also send all of your Medical Release Forms and Behavior Contracts to WorldStrides after you return from your program in the postage-paid envelope provided.

To get a head start on your next WorldStrides program, your Account Manager needs to obtain the following information as soon as possible:

- Dates for your next program
- Any special appointments you would like to request
- Requests you would like to make regarding your hotel, Course Leader, Motorcoach Driver, meal locations, sites, etc.

Your Account Manager will send you Registration Packets or **Consideration Letters** (see Appendix B on page 30) announcing next year's program.

You can also submit your information for your next program online on MyTrip.

How to Earn Rewards

Program Leader Referral Program

The value of a WorldStrides program is most apparent to many Program Leaders immediately after they return home from their travel program. The Program Leader Referral Program offers you the opportunity to share the WorldStrides Difference with a fellow educator any time throughout the year. To recommend a friend to lead a WorldStrides program, log onto MyTrip and click on the Refer a Friend option, found in the PL Resources section. You can earn great rewards for your referral!

Program Leader Mentor Program

As an experienced Program Leader, you know planning a WorldStrides program is easy, but for new Program Leaders, it's helpful to have a great support team to assist from start to finish.

When you refer a friend to lead a WorldStrides program, you also have the opportunity to serve as his or her mentor. As a Program Leader Mentor, you will share your experience as your friend starts to plan a WorldStrides program. To learn more about this rewarding program, select the PL Mentor option on MyTrip.

Earn Professional Development Points/Hours

Pre-trip:

- Know the process and requirements for teacher recertification in your state. MyTrip lists state-by-state requirements.
- Know your school or district's professional development plan and goals.
- Write a proposal to include educational travel in your professional development portfolio. MyTrip has resources to help you get started.
- Receive approval from your professional development advisor or administrator to include educational travel in your portfolio.

On-trip:

- Keep documentation such as ticket stubs, museum brochures, etc., to include in your portfolio.

Post-trip:

- Write a journal entry or summary of your experience in relation to your classroom curriculum. Find sample journal entries on MyTrip.
- Receive a transcript from WorldStrides to include in your portfolio.

Visit **MyTrip** for more information about earning professional development with WorldStrides.

Post-program Checklist

Have I...

- Reviewed the program with my Account Manager after returning home?
- Sent my Account Manager receipts for eligible expenses?
- Completed my survey online?
- Sent all Medical Release Forms and Behavior Contracts back to WorldStrides after returning home from my program?
- Selected dates for my next program and received new Registration Letters/Consideration Letters?

WORLDSTRIDES POLICIES

Full Refund Program

We understand that even the best made plans change and occasionally a program participant, the Program Leader, school, or school administration must cancel. For this reason, all program participants are automatically enrolled in the Full Refund Program (FRP) at registration. The FRP provides a full refund,* minus the cost of the program, if it becomes necessary to cancel prior to departure for any reason. The program also protects against the loss of employment by providing a refund*, including the FRP fee, for participants who must cancel and who provide required supporting documentation at least 75 days before the departure date.

The FRP is an optional program. Parents are given the opportunity to decline enrollment on the back of the Registration Form, or checking the decline box with their online registration, or by writing “declined” on their first invoice/statement. The program and its modest fee are explained in detail in the confirmation letter sent to parents upon registration (see Appendix B, pages 25-26 for a sample). The program does not make refunds in the event the trip is cancelled as a result of or following an act of God, war (whether declared or not), terrorism, civil unrest, or in the unlikely event of WorldStrides’ bankruptcy, insolvency, or cessation of business.

Over 70%
of parents choose
to enroll their
child in the Full
Refund Program.

All requests for cancellation must be made in writing and postmarked prior to the group’s departure. Refunds are applied to the appropriate credit card, or refund checks are sent to the responsible party as listed on the Registration Form. Refunds take approximately four to six weeks to process.

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

Standard Cancellation Policy

The Standard Cancellation Policy applies to those who choose not to enroll in the Full Refund Program:

- **Domestic history and Florida science programs**
 - If the participant, Program Leader, school, or school administration cancel, and if the cancellation letter is postmarked more than 75 days prior to the group’s departure, all monies less 25% of the base trip price* (minimum charge of \$120 if base trip price is \$400 or more) are refunded.
 - If the participant, Program Leader, school, or school administration cancel, and if the cancellation letter is postmarked 45 to 74 days prior to the group’s departure, all monies less 50% of the base trip price* are refunded.
 - If the participant, Program Leader, school, or school administration cancel, and if the cancellation letter is postmarked 44 days or less prior to the group’s departure, WorldStrides will retain 100% of the base trip price.*
 - The Standard Cancellation Policy is based on the original scheduled trip dates regardless of a date change.
 - Reservations are non-transferable.
 - A 10% reinstatement fee is assessed to accounts that are reinstated after the final payment due date. Reinstated accounts are subject to additional airline fees.
- **Costa Rica programs and participants traveling from Mexico**
 - If the participant, Program Leader, school, or school administration cancel, and if the cancellation letter is postmarked more than 110 days prior to the group’s departure, all monies less 25% of the base trip price* (minimum charge of \$120 if base trip price is \$400 or more) are refunded.
 - If the participant, Program Leader, school, or school administration cancel, and if the cancellation letter is postmarked 45-109 days prior to the group’s departure, all monies less 50% of the base trip price* are refunded.

- If the participant, Program Leader, school, or school administration cancel, if the cancellation letter is postmarked 44 days or less prior to the group's departure, WorldStrides will retain 100% of the base trip price.*

Due to the importance of maintaining accurate records and for the protection of each participant, we cannot accept cancellations by telephone. **The responsible party as listed on their Registration Form must write or email us and include the group/school name, the participant's name, account number, and complete home address.** Refunds are applied to the appropriate credit card, or refund checks are sent to the responsible party. Refunds take approximately four to six weeks to process. This policy does not apply in the unlikely event of WorldStrides' bankruptcy, insolvency, or cessation of business.

**Base trip price = base trip price as stated on the Registration Letter or as revised per the Program Leader and Account Manager, plus room upgrades/downgrades, group adjustments, personal baggage charges, energy fuel surcharges, or any additional charges or fees as stated in the terms and conditions.*

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

Fundraising, Co-pay, and School Account Groups

For the cancellation policy pertaining to these groups, refer to Appendices D and E, pages 32-36.

General Policies and Exceptions

Date Change

If participants find it necessary to cancel because WorldStrides changes the program dates by three or more days, a full refund minus fees for returned checks and merchandise is issued. Participants must send a letter of cancellation postmarked no more than 14 days after the date change is announced and must state the date change as the reason for canceling.

Discipline

Should it become necessary for you, the Program Leader, to cancel a student due to discipline or behavior problems, you must send a request in writing to your Account Manager or Financial Services Representative. Include the student's name, account number, and a description of the behavior that caused the request for cancellation. If your request is approved by WorldStrides and the student has not yet departed with your group, the student will receive a refund (less the FRP, non-refundable deposit, handling charges, late registration fees, merchandise fees, late payment fees, fees for returned checks and declined credit cards, and fees for insufficient funds or declines on all electronic drafts such as EZPay).

Group Cancellations

In the unlikely event that WorldStrides finds it necessary to cancel your entire group, each participant receives a refund (less fees for returned checks and merchandise purchases). If you, the Program Leader, school, or school administration cancel the group for any reason, the cancellation policy applicable to the participant's account will apply.

Overpayments

All accounts resulting in an overpayment are handled at the time of final settlement, which is after trip departure. Fundraising accounts require the Program Leader's direction before processing can be completed.

One-way Travel

Our prices are based on round-trip group travel (the combination of round-trip and group travel allows WorldStrides to provide discounted fares for our customers). For this reason, participants will not receive a reduction in price for one-way travel. If your inbound ticket is not used, then the return ticket is not valid.

Frequent Flyer Mileage

Due to the already discounted group rate, the airlines do not allow the use of frequent flyer programs. Group travelers are not eligible to receive or use frequent flyer miles.

Land-only Policy

While WorldStrides discourages participants from traveling as “land-only” passengers, we do allow it if necessary. Land-only participants must make their own round-trip travel arrangements, up to and including meeting the group in your destination city. All students must be accompanied by an adult who is also registered on the program. You, the Program Leader, must approve all land-only travel and discuss this possibility with your Account Manager. All requests for land-only must be submitted at least 90 days prior to departure.

If you choose to allow participants to travel land-only, we require the following conditions be met:

- Participants under the age of 18 must be accompanied by a land-only adult who is also registered on the program.
- Land-only travelers are cancelled if the accompanying adult cancels – normal cancellation fees apply.
- Participants are responsible for making their own round-trip travel arrangements.
- Participants must pay for the ground portion of the trip.
- Participants must provide transportation to join the group on arrival day.
- Participants must provide transportation to the airport on departure day.
- Participants must arrange luggage service to and from the airport.
- Participants must contact the Program Leader for changes in transportation.
- Once a participant receives airline tickets, he or she cannot change to land-only status.
- A land-only form must be completed for land-only participants. Your Financial Services Representative will complete the form and send it to the responsible party. This form must be signed by the Program Leader and the responsible party and returned to WorldStrides no less than 90 days prior to departure.
- Discounted participants are not eligible.
- One-way travel is not valid.

Name Changes

A \$100 fee may apply for any correction made to a name within 75 days of the departure date (105 days for Costa Rica). **Under new TSA requirements, parents must submit each traveler's full legal name (first, middle, last), date of birth, and gender matching information on a government-issued ID.** Parents and students registering must provide their full names as listed on official identification that will be presented at airports or other travel checkpoints.

Laws and Local Rules

School administrators, school districts, and state and national entities have rules and statutes that may apply to your program. Particularly if you are an active teacher, you have informed the administration of your school about the program you are organizing, have complied with requests they might make, and are following any rules that may apply.

Motorcoach Size

If you have at least 35 full-paying participants in your group, you are eligible to have the sightseeing motorcoach for your group and are not combined with other groups. If you have at least 65 full-paying participants, WorldStrides will provide a second sightseeing motorcoach at no additional charge. Most of our motorcoaches accommodate 47 passengers, although we often can obtain odd size motorcoaches (49, 53, 55 passengers) with advance notice. If you think your group size will fall between 47 and 65 passengers, please talk with your Account Manager. He or she will look at your group's cancellation history and your expected group size to determine the best way to proceed.

Seminar Ratios (Science programs)

If your itinerary includes a Disney® Youth Education Seminar, please be aware there is a ratio created to maximize the education for students. Only one adult for every five students can participate in the seminar. However, extra adults have access to the parks while students attend the seminar (during regular park hours only). Disney® strictly enforces this rule and no exceptions can be made.

Small Groups and Combinations

Small Groups

Your base trip price is based on a minimum number of full-paying participants (for most groups, this number is 35). If your group size falls below this minimum number, it is necessary to add a modest price increase per participant to cover motorcoach and sightseeing costs.

In the event that your group size is 10 full-paying participants or less, the following amounts will be added to each registrant's base trip price:

- 6-10 full-paying participants – \$75 increase
- 1-5 full-paying participants – \$150 increase

Prices vary for Costa Rica programs. Please contact your Account Manager for the most up-to-date information.

Please Note: Your Account Manager will inform you if there are any additional sightseeing increases in addition to those mentioned above.

Combinations

If your group size is under 35 full-paying participants, it may be necessary to combine your group with other small groups on the same motorcoach and hotel rooms during your program.* Combining groups has several advantages:

- It enables small groups to travel with a minimal price increase.
- It allows students to form friendships outside of their own classroom.
- It allows WorldStrides to keep costs down, passing on the savings to you.

The group with the highest number of full-paying participants is considered the "lead" group. While all groups have input with regard to the itinerary, the input of the smaller group is limited by the needs of the larger one. Your Account Manager will inform you of any group combinations approximately six weeks prior to departure.

**If you, as the Program Leader, choose not to be combined and travel with less than the minimum number of participants, an additional cost will be charged to your participants' accounts.*

Appendix A – Frequently Asked Questions

Registration Questions:

How do parents/students register?

Registering for a WorldStrides program is easy. Students and parents have four options:

1. Register online at www.worldstrides.org using the Trip ID# printed on the top right corner of the Registration Form.
2. Complete the Registration Form and mail it with the non-refundable deposit to WorldStrides, P.O. Box 9033, Charlottesville, VA 22906-9033.
3. Fax the front and back of the Registration Form with your credit card information to 434-982-8748.
4. Contact WorldStrides' Customer Service Department at 1-800-468-5899 to register with a Customer Service Representative Monday through Friday (except holidays) from 8:30 a.m. to 7:00 p.m. (Eastern). Customer Service Representatives can also be reached by email at customerservice@worldstrides.org with registration questions.

Please Note: For Costa Rica, registrants must provide their full legal name as it appears on their passport.

A parent/student missed the registration deadline (less than 75 days from departure). Is there still space available?

Space may still be available. WorldStrides can only accept registration by mail or over the phone less than 75 days before departure. The parents/students should send in the Registration Form as soon as possible. We do our best to accommodate late registrations. If a student's program leaves in less than 75 days, we require full payment with registration. The student is automatically placed on a waitlist until we determine whether we can secure the trip components, including a motorcoach seat and/or airline seat. If, in the rare instance, space does not become available, all monies paid are refunded.* If a student registers after the final payment deadline, a late registration fee (10% of the program cost or a minimum of \$30) is added to the base trip price. Additional airfare charges may apply.

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

A parent/student missed the registration deadline for Costa Rica (110 days from departure). Is there still space available?

Space may still be available. WorldStrides can accept registration only by mail or over the phone less than 110 days before departure. The parents/students should register as soon as possible. We will do our best to accommodate late registrations. If a student's program is leaving in less than 110 days, we require full payment with registration. A student is automatically placed on a waitlist until we determine whether we can secure the trip components, including an airline seat and motorcoach seat. If, in the rare instance space does not become available, all monies paid are refunded.* If a student registers after the final payment deadline, a late registration fee (10% of the program cost or a minimum of \$30) is added to the base trip price. Additional airfare charges may apply.

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

Can parents participate?

You, as the Program Leader, make the ultimate decision as to whether or not parents can travel on the program. There is an additional cost for parents based on their hotel room occupancy.

- 5% of base trip price* per person for a quad (four to a room). This applies to Florida science programs only.
- 10% of base trip price* per person for a triple (three to a room).
- 15% of base trip price* per person for a double (two to a room).
- 30% of base trip price* per person for a single (one to a room).

There is an additional cost for adults based on their hotel room preference. Adults are automatically registered two to a room and WorldStrides charges an additional 15% of base trip price. **If WorldStrides is unable to accommodate adults in a double room because of group configuration and/or hotel availability, adults are then required to pay a 30% single-room supplement of base trip price.** If adults, upon all parties' approval, are able to share a triple room, WorldStrides will charge an additional 10% of base trip price. There is no surcharge (0%) for quad occupancy of a room by adults (for Florida science programs only, a 5% charge applies for adults sharing a quad room).

**Base trip price = base trip price as stated on the Registration Letter or as revised per the Program Leader and Account Manager, plus room upgrades/downgrades, group adjustments, personal baggage charges, energy fuel surcharges, or any additional charges or fees as stated in the terms and conditions.*

What is the Full Refund Program?

The Full Refund Program (FRP) is offered for registrants' convenience and protection. The FRP provides a refund of all monies paid, minus the program fee and other non-refundable fees,* if it becomes necessary to cancel at any time prior to departure for any reason. The program does not make refunds in the event the trip is canceled as a result of or following an act of God, war (whether declared or not), terrorism, civil unrest, or in the unlikely event of WorldStrides' bankruptcy, insolvency, or cessation of business. All requests for cancellation must be made in writing and postmarked prior to the group's departure.

See page 15 for details about this valuable program.

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

Registrants are automatically enrolled in the FRP at registration. This program is optional. Parents may either check the box on the back of the Registration Form or send a written request to WorldStrides within 15 days following the receipt of their first invoice to opt out of the program. The additional cost for the program is based on the base trip price:

Base trip price	FRP price	Base trip price	FRP price
\$299 or less	\$39	\$1,200-\$1,399	\$139
\$300-\$499	\$64	\$1,400-\$1,599	\$159
\$500-\$599	\$94	\$1,600-\$1,799	\$179
\$600-\$799	\$99	\$1,800-\$1,999	\$199
\$800-\$999	\$109	\$2,000-\$2,299	\$209
\$1,000-\$1,199	\$129	\$2,300 or above	\$229

How is the program chaperoned?

You, the Program Leader, as well as the other chaperones traveling with your group, are responsible for enforcing proper behavior among students and working closely with the Course Leader to ensure a smoothly run program. Your Chaperone Handbook (sent with the final packet) details all chaperone responsibilities. The traditional ratio for chaperones to students is 1:15, which allows you to bring adults on the trip free of charge. In addition, you and your chaperones can bring family members at a discounted rate. See pages 4-6 for more details.

How many students are signed up for the program? How can I find out the names of other students who are registered?

You, as the Program Leader, can get the latest registrant updates by accessing the PL Resources section of MyTrip at mytrip.worldstrides.org.

Can a parent change his or her child's flight times and destination?

Due to the nature of group travel, we are unable to change any aspect of the flight, including departure and return flight times and destinations.

Do you offer land-only packages?

While we discourage parents and students from traveling as land-only passengers, we do make exceptions when necessary. There are strict guidelines for this policy. Refer to page 17 for specifics.

Do you permit name changes on tickets?

A \$100 fee may apply for any correction made to a name within 75 days of the departure date (105 days for Costa Rica). **Under new TSA requirements, parents must submit each traveler's full legal name (including first, middle, last), date of birth, and gender matching information on a government-issued ID.** Parents and students registering must provide their full names as listed on official identification that will be presented at airports or other travel checkpoints.

Can a parent use his or her frequent flyer miles toward the airline portion of his or her child's program, or can parents get frequent flyer miles from purchasing a program?

Due to the already discounted group rate, the airlines do not allow the use of frequent flyer programs. Group travelers are not eligible to receive or use frequent flyer miles.

Billing Questions:

What are parents' payment options?

After registering for the program, parents receive a Confirmation Letter and statement outlining their payment options:

1. Pay the balance in full within 21 days.
2. Pay in regular installments established by WorldStrides.

Are there any hassle-free payment options available?

Parents have the option of signing up for EZPay or E-Checks.

- EZPay automatically deducts regular payments from customers' checking accounts, eliminating the handling fees associated with trip installments. EZPay takes the worry out of meeting payment deadlines and eliminates the hassle of another bill in the mail. Instead, a convenient email will arrive in each parent's inbox a week before each EZPay deduction occurs, alerting them of the pending transaction.
- E-Check drafts payments directly from any checking account established through a U.S. bank or credit union. It takes only minutes to go online and arrange to make a one-time payment via E-Check.

Is there an additional fee for the regular installment payment plan option?

There is a handling fee of \$6 for each installment set up for your program.

If parents choose the regular payment plan, can a payment be skipped?

All payments must be made by the date on the invoice. A \$15 late fee applies for payments made after this date.

How long do credit card payments take to process?

Credit card payments are processed instantly.

If a parent had a check returned, can he or she send another check for a payment?

Unfortunately, when a bank returns a check, we do not re-deposit and we must require guaranteed funds for any further payments. We can accept a cashier's check, money order, or credit card. There is a returned check charge of \$35.

If a parent's final payment arrives late, what happens?

A \$60 late fee is added to all accounts with an outstanding balance after the final payment deadline, which is 75 days prior to departure (105 days prior to departure for Costa Rica). All payments received after the final payment deadline must be in the form of a credit card, cashier's check, or money order (no personal or business checks). If parents find it necessary to pay after the deadline, please have them contact one of our Customer Service Representatives at 1-800-468-5899 to confirm the status of their child's registration.

What happens if a parent/student has to cancel?

We strongly recommend purchasing the Full Refund Program (see page 15 for details). If parents elect not to participate in this optional plan, our Standard Cancellation Policy applies. Please refer to the Terms and Conditions section of the Registration Brochure or refer to the Standard Cancellation Policy on page 15. All cancellations must be made in writing by the responsible party. Parents should allow four to six weeks from the postmarked date for their refunds to be processed.

Program Information Questions:**What airlines do you use?**

We use all major carriers. American, United, Delta, Southwest, and AirTran are our top carriers.

What hotels do you use?

Most of our hotels are nationally recognized chain hotels such as Ramada, Holiday Inn, Hampton Inn, Sheraton, or comparable. Each hotel is chosen for its cleanliness, hospitality, and safe location. Our hotels are “student friendly” and rated by Program Leaders every year.

Do students get to choose their own roommates?

Most students get to choose their own roommates. Ultimate approval of all roommate selections rests with you, the Program Leader. Students are placed four to a room with double beds in each room.

What kinds of meals are provided for the students?

Students enjoy full American breakfasts at the hotel or at a local restaurant. (Breakfasts on Florida programs range from deluxe continental to full American depending on the hotel). Groups usually eat at food courts or enjoy cafeteria-style lunches while touring and are provided complete sit-down, buffet style, food court, or cafeteria dinners. In some cases, lunches may or may not be included in the base trip price (see your Registration Letter for details). Because of the nature of the programs, many Florida lunches are picnic style.

Are Kosher and vegetarian meals available for participants?

Yes. Ask your students about Kosher and vegetarian requirements well before the program, so the necessary arrangements can be made in advance. Unfortunately, we cannot guarantee Kosher meals at our Florida or Costa Rica locations. WorldStrides cannot be responsible for accommodating food allergies.

When will parents/students get their specific flight and program information?

They receive a Program Information Letter containing details specific to their program approximately two to three weeks prior to departure. This letter covers the flight schedule, hotel information, and other helpful hints. All airline tickets or e-ticket manifests and itinerary are sent directly to you, the Program Leader.

What about safety?

Your students' safety is WorldStrides' first priority. From start to finish, WorldStrides' staff is dedicated to students' safety. WorldStrides employs more than 400 professionals who make sure each program is safe, worry-free, and enjoyable. Should an emergency arise, participants can reach a WorldStrides representative 24 hours a day using the toll-free number printed on their WorldStrides Identification Badge. Should a child become sick or need treatment during this educational travel program, WorldStrides provides accident and illness coverage free of charge. Students' hotel rooms are monitored by WorldStrides' Night Chaperones from late evening through the early morning hours. Night Chaperones are not available on our Costa Rica program.

A student is handicapped; can he or she still attend the program?

Yes. WorldStrides welcomes handicapped participants. Please contact your Account Manager in advance of your program so individual needs can be discussed. The parent must furnish all necessary information so that WorldStrides can try to accommodate the child as best as possible.

How much spending money should students bring?

There is no specific amount a child should bring. All necessary costs are covered during the duration of the program. As a rule of thumb, \$50 is a typical amount to bring for souvenirs.

Should students use travelers checks?

Travelers checks are sometimes acceptable, but not recommended. Many stores do not accept travelers checks from students.

What kind of clothes should students wear on tour?

Comfortable touring clothes are preferable, and comfortable walking shoes are a must. As weather is often unpredictable, rain gear and dressing in layers is recommended. Please refer to our website, one of the online weather services, or the Weather Channel for the local forecast in your destination(s).

How much luggage can students bring?

We recommend that students bring one suitcase and one carry-on bag only. Students carry their own bags, so please keep the weight manageable. Luggage weight and dimensions must meet the requirements of the individual airlines. Please check with your airline for the most up-to-date information regarding baggage restrictions and fees.

It is becoming more common for airlines to charge travelers an extra fee for checking their luggage. Please make sure that your students and other travelers in your group are aware of these fees and that **the cost for checking baggage is not included in WorldStrides' program costs**. Before you depart, be sure to remind your travelers that they will need to be prepared to pay these fees upon check-in for both your departing and returning flights.

What type of accident insurance does WorldStrides carry?

All participants are provided accident, illness, and accident-related dental insurance coverage (underwritten by American Income Life) up to \$7,500 for accident, \$1,500 for illness, and \$750 for accident-related dental. Pre-existing conditions are not covered (full details are available by calling 1-800-849-4820). Any charges not covered are the responsibility of the participant.

For Costa Rica program participants only: Medical and accident insurance coverage will be provided through Berkely Care. This insurance is underwritten by Virginia Surety, Inc. Please contact Berkely Care at 1-800-453-4063 for additional information.

What support is available if a participant becomes ill while traveling?

WorldStrides has a partnership with the George Washington University Department of Emergency Medicine called the Doctors on Call program. This partnership gives us access to doctors who are available 24 hours a day to provide in-hotel emergency care (Washington, D.C. only) and phone consultations (other domestic destinations) for WorldStrides students, parents, and teachers. The doctors will evaluate the situation, injury, or illness over the phone and make recommendations for treatment accordingly.

What type of travel documents are required to travel to Costa Rica?

Passports are required for our program to Costa Rica. Students should make two black and white copies of their passport before travel in case their passport is lost or stolen; keep one in their secured luggage and give one to the Program Leader. Passports must be valid for at least six months after the end of your program. You are responsible for obtaining your own passport. If you do not already have a passport, please act now as the process can take several months. If you already have a passport, make sure that it will still be valid for six months after your return date. We strongly recommend that you visit these websites: travel.state.gov/passport and www.tsa.gov for more information on how to obtain a passport. WorldStrides is not responsible for trip cancellation or interruption due to delayed passports.

What type of travel documents are required for non-U.S. citizens to travel to Costa Rica?

Non-U.S. citizens are responsible for obtaining all documents needed to enter the countries to be visited or connected through, and for reentry into the U.S. If you are denied boarding for the countries visited or connected through, you are not eligible for a refund for missed travel services. We urge you to contact the consulate offices of the countries on your itinerary, as well as the U.S. Bureau of Citizenship and Immigration Services, for complete information.

Appendix B – Samples of Parent Correspondence

Confirmation Statement

WorldStrides
 PO Box 9033 – Charlottesville, VA 22906-9033
 (800) 468-5899 Fax: (434) 982-8748

AMYC
KEEP THE TOP PORTION OF THIS
STATEMENT FOR YOUR RECORDS.
NOTE: PAYMENT INVOICE ATTACHED.

Trip Dates: 03/01/XX – 03/05/XX 45080 FM14

Trip Participant	Account	School	Statement Date
JOHN SMITH	35589581	Sample Middle School	06/01/XX

Thank you for registering with WorldStrides.
 Please choose one of the payment options below:

Payment Options
 (Payments Are Required)

Option 1: Single Payment
 Pay the remaining balance in full by 10/15/XX

Option 2: 6 easy payments
 Your remaining balance under this plan is \$1,001.00
 (A \$6 handling fee will be charged per billing cycle)

Your first payment coupon is attached to this statement. The minimum required payment is \$150.00. The trip must be paid in full by 12/31/XX. See payment plan at right.

Option 3: EZPay
 Save on your next payment: There are NO HANDLING FEES associated with EZPay. Contact Customer Service or click "Make A Payment" on www.worldstrides.org to arrange convenient, automatic payments through the EZPay program.

Date	Transcription Description	Amount
03/06/XX	Base Trip Price	1,000.00
03/01/XX	Incl. \$99 non-refundable deposit	0.00
06/29/XX	Full Refund Program	100.00
	Total Price	1,100.00
	Registration	-99.00
	PAYMENT SCHEDULE (OPTION 2):	
	07/28/XX \$150.00	
	08/28/XX \$150.00	
	09/28/XX \$150.00	
	10/28/XX \$150.00	
	11/28/XX \$150.00	
	12/31/XX REM. BALANCE	
	Remaining Balance	\$1,001.00

PAYMENT INVOICE
 DETACH AND RETURN WITH PAYMENT

Account #: 35589581
 Trip Participant: John Smith
 Trip #: 34669595
 Trip Dates: 03/01/XX – 03/05/XX
 45080 FM14 Sample Middle School

Due Date: **7/04/XX**

OPTION 1
Pay in Full: **\$1,001.00**

or
 OPTION 2
Pay installment of: **\$150.00**

A \$6 handling fee will be added to your account.

TOM SMITH
 P.O. BOX 9033
 Charlottesville, VA 22906

Please remit payment to WorldStrides - (800) 468-5899 Fax: (434) 982-8748



PROGRAM INFORMATION

<p>THANK YOU</p>	<p>Thank you for choosing educational student travel for your student! By registering your son or daughter for one of WorldStrides' exceptional programs, you have taken the first step in creating a once-in-a-lifetime experience your student will never forget. Listed below is important payment information, details about our Full Refund Program, rooming information, news about your group's exclusive MyTrip website, frequently asked questions, and contact information should you have any additional questions.</p>
<p>SAFETY - OUR #1 PRIORITY</p>	<p>At WorldStrides, your student's safety is our first priority. WorldStrides employs more than 400 professionals who make sure each program is safe, worry-free, and enjoyable. A specially-trained Course Leader guides each group, and the students follow a busy schedule of activities. Should an emergency arise, participants can reach a WorldStrides representative 24 hours a day using a toll-free number. In addition, WorldStrides maintains offices in Washington, D.C., Williamsburg, VA, and New York, NY. From start to finish, our staff is dedicated to your student's safety and making your investment count.</p>
<p>PAYMENT OPTIONS</p>	<p>Enclosed is your statement with your next payment coupon attached. If you have already paid in full or enrolled in EZPay, please disregard this section. Otherwise, you may choose one of <u>three payment options</u>:</p> <ul style="list-style-type: none"> • Option 1 – Pay the remaining balance in full by the first due date indicated on the payment coupon. • Option 2 – Spread the cost of the program into easy installments through an individualized payment plan structured by WorldStrides. The date and minimum amount due are listed on the payment coupon. There is a \$6.00 handling fee for each invoice you are billed. You may elect to pay off your remaining balance or pay more than the installment amount billed at any time. Please note that there is a \$15 late fee charged to your account for late payments. • Option 3 – Sign up for EZPay on www.worldstrides.org or by calling Customer Service at 1-800-468-5899. EZPay allows you to have regular payments automatically deducted from your checking account, which eliminates the handling fees associated with program installments and takes the worry out of meeting payment deadlines. <p>If you are paying with a check, please make it payable to WorldStrides and enclose the payment coupon with your remittance. Please write your customer account number on your check; you'll find it at the top of your statement.</p>
<p>WORLDSTRIDES' FULL REFUND PROGRAM (FRP)</p>	<p>If your statement shows the words "Full Refund Program," you are enrolled in this unique plan that is designed to protect your advance payments and hard-earned dollars. If you, the teacher, school, or school's administration cancels prior to trip departure, you will receive a refund of your trip cost (less the cost of the Full Refund Program*) – regardless of the reason, no questions asked. Last year we returned more than \$5 million to 9,000 families enrolled in the Program. These families were forced to cancel for countless unexpected situations, including illness, academic problems, weddings, job transfers, scheduling conflicts, and more. The Full Refund Program has been enhanced to include job loss or layoff protection, such that all funds paid to WorldStrides by the family will be returned, even the cost of the Full Refund Program. To remove the Full Refund Program from your account, simply write "No Full Refund" on your first payment coupon and return to WorldStrides or send a written request by the first payment due date.</p> <p><small>*The non-refundable deposit, handling charges, merchandise fees, fees for returned bank checks or declined credit cards, fees for electronic drafts such as EZPay, and late payment and late registration fees are not refundable. The program does not apply in the event of an act of God, war (whether declared or not), terrorism, civil unrest, or in the unlikely event of WorldStrides' bankruptcy, insolvency, or cessation of business.</small></p>
<p>ROOMING INFORMATION</p>	<p>Students are automatically booked into quad-occupancy rooms; additional charges may apply for students who request a triple, double, or single room. Students who room with an adult will incur a double-room charge. Most students get to choose their own roommates. The roommate selection form will be mailed approximately 100 days prior to the scheduled departure date. Ultimate approval of all roommate selections rests with the Program Leader.</p> <p>Adults are automatically registered two to a room, and will receive a double-room charge. If WorldStrides is unable to accommodate adults in a double room because of group configuration and/or hotel availability, adults are then required to pay a single-room supplement in addition to the base trip price.</p>

PROGRAM INFORMATION

MYTRIP

WorldStrides' MyTrip website is an innovative website created and maintained by your student's educator. The MyTrip website is an excellent resource for you and your family to explore together. Click on the MyTrip link at www.worldstrides.org and use your group's Trip ID number (found on your registration letter) and/or Traveler ID number (customer account number) to join MyTrip today. Here is a preview of what you will see on your group's site:

- Important announcements from your student's educator
- Exciting photos of the sites your student will see
- Calendar dates to keep in mind, including payment deadlines
- Contact information for your student's educator

FREQUENTLY ASKED QUESTIONS

Can my student or I use or receive frequent flyer miles?

Due to the already discounted group rate, airlines do not allow the use of frequent flyer programs. Group travelers are not eligible to receive or use frequent flyer miles.

Are airline baggage fees included in my program price?

Any airline-imposed baggage fees are not included in your program price and will need to be paid upon airport check-in.

What airlines do you use?

WorldStrides uses all major carriers. American, United, Northwest, Southwest, and AirTran are our top carriers.

What hotels do you use?

All of our hotels are nationally recognized chain hotels such as Marriott properties, Holiday Inn, Hampton Inn, Sheraton, or comparable. Each hotel has been chosen for its cleanliness, hospitality, and safe location. Our hotels are "student friendly" and are rated each year by Program Leaders.

When will I receive my flight and hotel information?

You will receive a Program Information Letter containing details specific to your program approximately two weeks prior to departure. This letter covers flight schedules, hotel information, and other helpful hints. All airline tickets or e-ticket manifests and itineraries are sent directly to the Program Leader.

What should my student pack?

Packing lists vary by program and are available on the Student Center at www.worldstrides.org.

What kinds of meals are provided?

On some programs, breakfasts may range from deluxe continental to full American breakfasts, depending on the hotel or restaurant. Groups usually eat at food courts or enjoy cafeteria-style lunches while traveling and are also provided dinners. In some cases, lunches may not be included in the program price.

What methods of payment do you accept?

WorldStrides accepts major credit cards, checks, cashier's checks, money orders, electronic checks, and EZPay automatic drafts (please see the Payment Options section of this letter for further information).

To whom do I make payments payable?

Please make all payments payable to WorldStrides.

How do I change my address/phone number?

All account changes can be updated on MyTrip or submitted in writing to WorldStrides by the Responsible Party.

When will I receive my t-shirt?

Please allow four to six weeks for merchandise delivery. For backordered items, additional delivery time may be necessary.

MORE QUESTIONS?

If you have any questions about your account, you can speak with a member of our Customer Service team Monday through Friday (except holidays) from 8:30 a.m. to 7:00 p.m. (Eastern) at 1-800-468-5899. You can also email us at customerservice@worldstrides.org.

Thank you again for enrolling your student in this educational adventure. We look forward to giving your student a memorable travel experience.

Final Payment/Program Information Statement

WorldStrides

PO Box 9033 – Charlottesville, VA 22906-9033
 (800) 468-5899 Fax: (434) 982-8748
 Email: customerservice@worldstrides.org

FP
KEEP THE TOP PORTION OF THIS
STATEMENT FOR YOUR RECORDS.
NOTE: PAYMENT INVOICE ATTACHED.

Trip Dates: 06/20/XX- 06/24/XX 741 LL21

Trip Participant	Account	School	Statement Date
Maria Sample	41416967	Sample Middle School	02/02/XX

Thank you for your previous payment. We are excited about your upcoming trip. Please use the attached coupon to pay the balance in full.

Please note that the payment on the attached coupon must be received by the indicated date or your account will be charged a \$60.00 late payment fee.

We can no longer accept personal or business checks if payment is submitted after the due date.

Visit our website: www.worldstrides.org

Date	Transcription Description	Amount
	Base trip price	1,000.00
	Incl. \$99.00 non-refundable deposit	
10/11/XX	Payment – Thank You	-99.00
11/16/XX	Payment – Thank You	-250.00
11/16/XX	Handling fee	6.00
12/16/XX	Payment – Thank You	-250.00
12/16/XX	Handling fee	6.00
1/16/XX	Payment – Thank You	-250.00
1/16/XX	Handling fee	6.00
Remaining Balance		\$169.00

PAYMENT INVOICE

DETACH AND RETURN WITH PAYMENT

Account #: 35589581
 Trip Participant: John Smith
 Trip #: 34669595
 Trip Dates: 6/20/XX – 06/24/XX
 45080 FM14 Sample Middle School

Due Date:

XX/XX/XX

Payment Due:

\$169.00

Form of payment: Check Money Order
 Cashier's Check Credit Card (See Below)

Signature: _____

Card Issued to (Please Print): _____


Card #: _____ - _____ - _____ - _____

Exp. Date: ___/___/___

Mr. & Mrs. Sample
 1234 Main Street
 Apt. 250
 Smalltown, VA 22901

Please remit payment to WorldStrides - (800) 468-5899 Fax: (434) 982-8748

Participant Forms

 TRIP PARTICIPANT INFORMATION	
THANK YOU	Thank you for choosing student educational travel for your child! We are looking forward to having your child travel with us on what promises to be a once-in-a lifetime experience. It won't be long now – the program is approximately two months away. Listed below is important information regarding your child's upcoming program.
FINAL PAYMENT	If you have any questions regarding your account status, contact our Customer Service Department at 1-800-468-5899, 8:30 a.m. until 7:00 p.m. (Eastern) Monday through Friday. You can also reach us via email at customerservice@worldstrides.org .
PROGRAM PARTICIPANT FORMS	Enclosed you will find your program participant form(s). Please complete and return them to the school by the date mentioned. Do not return them to WorldStrides.
STILL TO COME...	You will receive a program information letter approximately two weeks before departure. This letter contains important information pertaining to your program, including: <ul style="list-style-type: none">• Transportation information• Hotel address and phone number• Departure and return times• Packing and travel tips
MAKING A WORLD OF DIFFERENCE	You can rely on the foundation of trust that school communities have granted WorldStrides for over 40 years. Our first priority has always been your child's safety. We take pride in providing a safe and secure travel experience to tens of thousands of participants every year. On a WorldStrides program, your child will travel with an accredited travel study school that is committed to taking learning beyond classroom walls. Thank you for providing your child with this opportunity.

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www.worldstrides.org • 1-800-468-5899 • P.O. Box 9033, Charlottesville, VA 22906-9033

Program Information Letter



October 20, 2009

Dear Parents and Participants,

Once again we thank you for traveling with WorldStrides. Please review the following information carefully.

Travel

All tour participants should assemble at the Sample High School parking lot by 7:45 AM on Tuesday November 4th. We will depart promptly at 8:00 AM for the airport. On our return day, assuming an on-time arrival, parents should plan to meet returning students at the Sample High School parking lot at approximately 10:30 PM on Saturday, November 8th.

DEPARTURE **Nov 4** CXXX HOUSTON, TX 11:15 AM - PHILADELPHIA, PA 03:29 PM

RETURN **Nov 8** CXXX REAGAN NATIONAL AIRPORT 5:40 PM - HOUSTON, TX 8:09 PM

Hotel Information

Bethesda Marriott - 11/4, 5, 6

5151 Pooks Hill Road
Bethesda, MD 20814
XXX-XXX-XXXX
Indoor and Outdoor Pools

Embassy Suites Williamsburg - 11/7

3006 Mooretown Road
Williamsburg, VA 23185
XXX-XXX-XXXX
Indoor Pool

Payment Info

Packing Tips

TSA Guidelines

Reminders

Behavior

- Please refer to the enclosed invoice for any balance due.
- Each person may bring one suitcase and one carry-on bag. Due to increased security guidelines, we recommend that you limit your carry on baggage. Additional fees may apply for checked baggage. See the above airline website for more information.
- Airport regulations stipulate that the actual traveler's name and address must appear on the outside of all luggage.
- Pack personal items that are difficult to replace (contact lenses, glasses, medication, cash, etc.) in your carry-on bag along with a change of clothing.
- Purchase film prior to departure to save time and money. Be sure to include film in with carry on baggage as new security x-rays for checked baggage will damage film.
- All expenses are included in the tour price. You may want to bring a small amount of spending money for souvenirs.
- Wear comfortable walking shoes and bring rain apparel.
- Please leave valuables and electronics at home. WorldStrides will assume no responsibility for lost or stolen items.
- All liquids, gels and aerosols must be placed in three ounce or smaller containers and carried in a single, quart-size, zip-top, clear plastic bag. Each traveler is limited to one clear plastic bag. This plastic bag must be removed from the carry-on and placed in a bin for X-ray screening.
- For the health and welfare of certain travelers there are limits on the amounts of liquids, gels and aerosols, including all prescription and over-the-counter medications, such as eye drops and saline solution. Limit quantities to what is needed for the duration of the flight.
- When possible, keep packed liquids in your checked baggage. You will get through security faster.
- Yogurt or gel like food substances can not be in your carry-on. Drinks are normally provided on the flight.
- For more information on security guidelines, please visit www.tsa.gov.
- All participants 18 years of age or older must have a photo ID such as a driver's license.
- All special dietary or medical conditions must be given to the Program Leader in writing prior to departure.
- As students will be involved with activities during the daytime and early evening hours, nighttime is best for them to contact you.
- Rules will be established by the chaperones and passed on to all trip participants. Any violation of these rules may result in disciplinary action, which includes sending the participant home at the parents' expense. A chaperone is present at each site visited by the participants; however, at selected sites participants may have the freedom to explore on their own. To make the trip enjoyable and safe for everyone, it is important for each participant to exhibit responsible behavior at all times.

Please contact Ms. Sample Smith at XXX-XXX-XXXX or the WorldStrides Customer Service Department at 800-468-5899 if you have any questions. We are looking forward to providing a memorable and educational travel experience!

WorldStrides

Consideration Letter



Dear Parents and Students,

I am writing to share an exciting and educational opportunity I am considering for 2010. I along with fellow educators may lead a group of interested students to Washington, D.C. on an educational program called Discover D.C. The program is an incredible learning opportunity for your child—it is both educational and fun!

The Discover D.C. program will give our students a deeper understanding of and appreciation for our nation's history and heritage. During this once-in-a-lifetime experience we will explore the Smithsonian Museums, Vietnam Veterans Memorial, Arlington National Cemetery, Mount Vernon, and many other interesting historical landmarks. We will have supervised activities during the evenings, including an illuminated tour of the Presidential monuments.

Our educational program would take place during _____ 2010 and would be ___ days and ___ nights in duration. The all-inclusive program includes round-trip transportation, ~ nights lodging, a WorldStrides certified Course Leader, adult supervision, insurance coverage, night chaperones for security each night at the hotel, all meals, all admissions, and driver/meal gratuities.

WorldStrides will be the trip sponsor. WorldStrides has been the nation's leader in educational student travel over 40 years, conducting travel for well over 3 million students. In addition to their reputation of excellence and expertise in student travel, WorldStrides is known for its comprehensive safety features, including 24-hour support throughout the program, insurance coverage, and consumer protection.

Before plans can be finalized for this trip, I need to know how many parents are interested in this program for their child. Please complete and return the bottom portion of this letter to me before _____. If you have any questions, please don't hesitate to call me at _____ or visit the WorldStrides website at www.worldstrides.org. I plan on distributing additional information about the program in the fall.

I hope we can embrace this educational opportunity and allow our children to see, touch, and understand the meaning of national freedom and liberty.

Sincerely,

-----Detach-----

- Yes, I would like my child to participate in the Washington, D.C. program
- Yes, I am somewhat interested in this program for my child
- No, I am not interested at this point

Student Name

Parent Signature

Home Phone Number

Email Address

Appendix C – Insurance Coverage

Insurance Coverage

WorldStrides carries an extensive insurance package, covering trip participants, educators, and chaperones. WorldStrides maintains the following coverage:

Accident, medical, and dental insurance (domestic travel only): Accident, illness, and accident-related dental insurance coverage is provided for all participants. Limits per single occurrence are \$7,500 for accident, \$1,500 for illness, and \$750 for accident-related dental. The participant is responsible for charges not covered under this policy. Pre-existing conditions and air travel are not covered under this accident policy. WorldStrides maintains a comprehensive liability policy. Participating enterprises all maintain insurance coverage.

Traveler’s Insurance (Costa Rica only): Medical and accident insurance coverage will be provided through Berkely Care. This insurance is underwritten by Virginia Surety, Inc. Please contact Berkely Care at 1-800-453-4063 for additional information.

General and professional liability: WorldStrides carries an extensive and comprehensive liability insurance policy. Call if you would like to receive a copy of our certificate of insurance. Upon request, WorldStrides can also name your school as an additional insured.

Supplier liability coverage: The ground transportation companies, airlines, hotels, restaurants, and sites WorldStrides uses have their own liability insurance.

USTOA membership liability: WorldStrides shares the coverage available under the United States Tour Operators Association (USTOA) \$1 million Consumer Protection Plan. As an active member of the USTOA, WorldStrides is required to post \$1 million with USTOA to be used to reimburse, in accordance with the terms and conditions of the plan, the advance payments of WorldStrides customers in the unlikely event of WorldStrides’ bankruptcy or insolvency. Further, you should understand that the \$1 million posted by WorldStrides may be sufficient to provide only a partial recovery of the advance payments received by WorldStrides. Complete details of the USTOA Travelers Assistance Program may be obtained by writing to USTOA at 275 Madison Avenue, Suite 2014, New York, New York 10016, by email to information@ustoa.com, or by visiting their website at www.ustoa.com.

Professional associations and memberships: WorldStrides maintains many professional association memberships to guarantee a reputation of quality in our field including: the United States Tour Operators Association, the Student and Youth Travel Association of North America, the Music Teachers National Association, the Northwest Association of Accredited Schools, the National Council for the Social Studies, the American Society of Travel Agents, and the Washington, D.C. Convention and Visitors Corporation.

Please contact WorldStrides if you have any additional questions concerning your insurance coverage.

Appendix D – Fundraising/Co-pay Refund Guidelines

Fundraising/Co-Pay Refund Guidelines

A Fundraising group is one in which the school and/or third party raises money through fundraising activities to assist the program participant in paying for specific portions of the program cost.

A “Co-pay” group is one in which the school/third party and the participant are paying for a specific portion of the program cost.

The following are our refund guidelines for all fundraising/co-pay groups:

- We recommend that you have all fundraising participants and their parents sign a contract addressing distribution of fundraising monies. A signed Registration Form must be received before any fundraising money can be applied to an account.
- We strongly recommend that you do not use fundraising money to pay for a student’s non-refundable deposit. This way fundraising monies are less likely to be withheld if a student cancels.
- All fundraising payments should be remitted via a “trackable” source to our corporate office address (i.e., FedEx, UPS, etc.).
- **All payments must be received by the final payment due date or no later than 75 days prior to departure** (whichever is the earliest) or 105 days prior to departure for Costa Rica.
- In case of group cancellation: if a refund must be issued, it will be in the form of a global check to the school/third party. The school/third party is responsible for redistributing the funds to individuals.

If the participant is enrolled in the Full Refund Program (FRP)

	Time of cancellation	Monies paid by parents	Monies via fundraising/sponsor/school
Individual Cancellation	More than 75 days before departure	Full refund minus non-refundable fees*	All fundraising monies are placed in the Program Leader’s enrollment account
Entire Group Cancellation (as directed by the Program Leader or the school administration)	Within 75 days prior to departure	Full refund minus non-refundable fees*	Fundraising monies are only withheld to cover the Full Refund Program fee in the event that the parent has not paid a sufficient amount to cover that fee

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

If the participant is not enrolled in the Full Refund Program (FRP)

	Time of cancellation	Monies paid by parents	Monies via fundraising/sponsor/school
Individual Cancellation or Group Cancellation (as directed by the Program Leader or the school administration)	<ul style="list-style-type: none"> • More than 75 days before departure for domestic history and Florida science programs • More than 110 days before departure for Costa Rica/Mexico programs 	WorldStrides retains 25% of the base trip price* (minimum charge of \$120 if the base trip price is \$400 or more)	All fundraising monies are placed in the Program Leader's enrollment account
	<ul style="list-style-type: none"> • Between 74 and 45 days prior to departure for domestic history and Florida science programs • Between 109 and 45 days prior to departure for Costa Rica/Mexico programs 	WorldStrides retains 50% of the base trip price* from monies paid by the parent	Fundraising monies are only withheld in the event that the parent has not paid a sufficient amount to cover cancellation fees. Total amount of fundraising monies to be withheld are up to \$400 (air trip) or \$75 (motorcoach/train trip). All remaining fundraising monies will be placed in the Program Leader's enrollment account
	Within 44 days of departure for both domestic and Costa Rica/Mexico programs	WorldStrides retains 100% of the base trip price from monies paid by the parent	

**Please Note:* The non-refundable deposit, handling charges, merchandise fees, fees for returned checks, fees for declined credit cards or electronic drafts, or late payments and registration fees are not refundable.

**Base trip price = base trip price as stated on the Registration Letter or as revised per the Program Leader and Account Manager, plus room upgrades/downgrades, group adjustments, personal baggage charges, energy fuel surcharges, or any additional charges or fees as stated in the terms and conditions.*

Examples (based on a base trip price of \$1,000 for a domestic History program):

- Parent has paid \$275 and has purchased the FRP; student has an additional \$100 in fundraising money on account. Student cancels 21 days before trip departure. *Parent receives a refund of \$275, less the applicable fees.* * The \$100 fundraising amount is placed in the Program Leader's enrollment account.

- Parent has paid \$275 and has not purchased the FRP; student has an additional \$100 in fundraising money on account. Student cancels 21 days before trip departure. *WorldStrides retains a total of \$375 (100% of the base trip price*), comprised of \$275 from monies paid by parent, and \$100 of fundraising money.*
- Parent has paid \$275 and has not purchased the FRP; student has an additional \$600 in fundraising money on account. Student cancels 21 days before trip departure. *WorldStrides retains a total of \$675 (100% of the base trip price*), comprised of \$275 from monies paid by parent, and \$400 of fundraising money. The remaining \$200 in fundraising money is transferred back into the school/third party account for the benefit of other participants.*

Appendix E – School Account Refund Guidelines

A school account group is either a school-sponsored trip where the school is responsible for the entire program cost, or is a trip where the school collects 100% of the program cost on behalf of all participants, and remits all payments via a school check.

If you choose to collect payments from your students, please note the following general policies:

- For purposes of finalizing transportation, sightseeing, and hotel arrangements for your group, we must have a confirmed group count and legal names no later than 120 days prior to departure.
- The school must sign a Letter of Understanding (provided by your Financial Services Representative).
- **All participants must complete a WorldStrides Registration Form before traveling. These forms must be completed and returned to WorldStrides 120 days prior to departure. Contact your Account Manager for the appropriate form or direct your students to register online.**
- Payment in full for all participants is due 75 days prior to departure. Statements for school account groups are sent directly to you, the Program Leader, and not to individual participants. All payments submitted to WorldStrides should be remitted via a “trackable” source (i.e., FedEx, UPS, etc.).
- We offer the school the option of purchasing the Full Refund Program (FRP). With this option, the fee for X number of participants (a number of your choosing) must be paid to WorldStrides with the group’s non-refundable deposits.

Purchase Orders:

Purchase orders are considered a ‘promise to pay’ and are not a form of payment. Purchase orders are accepted only if the following conditions are met:

- Purchase orders must be delivered to WorldStrides in their original form (e.g., faxed copies are not acceptable).
- The “check issuing requirements” for the school/school district must be properly noted on the purchase order.
- Purchase orders must be received at least 100 days prior to departure so that WorldStrides may subsequently invoice the school/school district.
- All school/school district checks, issued to settle outstanding purchase order balances, must be received 75 days prior to departure in order to continue moving forward with trip reservations (air, motorcoach, tours, etc.).

Standard Cancellation Policy for School Accounts

This policy applies to the participants in the group who are not enrolled in the Full Refund Program. If the individual participant, the Program Leader, school, or school administration cancel the trip, WorldStrides will retain 25% of the base trip price* (minimum of \$120) if your cancellation letter is postmarked more than 75 days prior to your departure date for domestic programs and more than 110 days prior to your departure date for Costa Rica and Mexico programs. WorldStrides will retain 50% of the base trip price if your cancellation letter is postmarked 45 to 74 days prior to your departure date for domestic programs and 45 to 109 days prior to your departure date for Costa Rica and Mexico programs. WorldStrides will retain 100% of the base trip price if your letter is postmarked 44 days or less prior to your departure date for domestic, Costa Rica, and Mexico programs.

Note: Any amount retained under the Standard Cancellation Policy will be charged to the school (group) balance. For example, if the school has only paid the deposit and the trip is 100 days from departure, the retention amount for any participant that cancels is added to the group balance.

Changes in Travel Dates:

WorldStrides strives to keep your original travel dates. However, WorldStrides reserves the right to change the date of departure due to heavy demand on certain peak travel dates by no more than one or two days from the original departure date. These changes are not grounds for cancellation without penalty or for refunds after the program. On occasion, WorldStrides must change dates of a scheduled program by three (3) days or more. If participants find it necessary to cancel because program dates are changed by WorldStrides by three (3) days or more, participants will be refunded all monies minus fees for returned checks and merchandise fees, if participant's letter of cancellation is postmarked no more than 14 days after the date change is announced to the Program Leader. The participant's letter must state that the date change is the reason for canceling.

Cancellation Policy Under the Full Refund Program (FRP):

This policy applies to participants or groups who choose to purchase the FRP. If the individual participant, the Program Leader, school, or school administration need to cancel for any reason, you are provided a full refund minus the cost of the FRP, non-refundable deposit, handling charges, merchandise fees, fees for returned bank checks or declined credit cards, fees for electronic drafts such as EZPay, late payment, and late registration fees are not refundable.

