

# International travel registration form

Applications must be received 110 days prior to the tour's departure. Those received after that date will be subject to the late sign-up policy. Applications received after 5 P.M. EST will be processed on the following business day. To consult with our terms and conditions please visit [explorica.ca/resources](http://explorica.ca/resources).

## Easy ways to enrol



[explorica.ca/signup](http://explorica.ca/signup)



Send completed form and payment to:  
WorldStrides Canada Inc.,  
3280 Bloor Street West, Suite 901  
Toronto, ON M8X 2X3



1-888-378-8845

**YOUR TOUR INFORMATION:** Once processed, please log in to your Tour Centre to ensure all of your information is correct.

I have previously travelled with Explorica by WorldStrides.

Teacher/Program Leader's name

Tour Centre ID

**PARTICIPANT INFORMATION: Important** - Please print using all capital letters. Full name, including middle name, must be an exact match of your passport name.

First name	Middle name	Last name	Suffix
Passport number	Issue date	Expiry date	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Country of issue	Traveller nationality	Date of birth (MM/DD/YY)	Place of birth
Email (required for tour and billing communications)			Primary phone number
Street			
City	Province	Postal code	Country of residence

**EMERGENCY CONTACT INFORMATION** (required to ensure traveller safety)

First and last name	Relationship to participant	
Email	Primary phone number	Secondary phone number

## ADDITIONAL OPTIONS

### Travel Protection

**Enrol in TuGo's Travel Protection Plan Plus**  
\$20 per tour day; maximum \$300.

**I decline travel protection**  
If I cancel my tour; I may lose some or all of my tour fees.  
Most School Boards mandate that insurance be included. Please confirm with your Teacher/Program Leader that you are allowed to opt out.

For more information, visit [explorica.ca/protect](http://explorica.ca/protect).

### Room upgrades

- I am under 23 years of age and would like to upgrade to a twin/double room. (\$45 per night; \$70 per night on cruise ships/ferries)
- I am at least 23 years of age and would like to upgrade to a single room. (\$85 per night; not available for cruise ships/ferries)

### Optional extras

Must be selected at the time of enrolment. Changes cannot be made once options are selected. Please see terms & conditions.

- Land only:** I wish to arrange my own flights.
- Alternate Canadian gateway:** I wish to start and end my trip at a different Canadian airport than my group (\$145 + airport fees).  
Alternate airport \_\_\_\_\_
- Stay-ahead:** I wish to arrive at my destination ahead of my group (\$145).  
Number of extra days \_\_\_\_\_
- Alternate arrival gateway:** I wish to arrive in a city that's not on my group's itinerary (additional fees apply).  
Alternate gateway \_\_\_\_\_
- Stay-behind:** I wish to stay in my destination after my tour ends (\$145).  
Number of extra days \_\_\_\_\_
- Alternate return gateway:** I wish to return home from a city that's not on my group's itinerary (additional fees apply).  
Alternate gateway \_\_\_\_\_

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## PAYMENT INFORMATION

### Payment plans

**Full payment plan**

Pay entire balance now.

**Monthly automated plan\***

Pay \$50 initial payment (and selected travel protection cost) now, and the balance will be divided into equal monthly payments until 35 days prior to your departure.

***\*The only payment option available for this plan is direct debit.***

**4-step manual payment plan**

(payments are not automated)

Pay \$99 non-refundable deposit (and Travel Protection Plan Plus cost) upon enrolment, \$500 toward your Tour Fee 30 days later, and 75% of your remaining balance at 110 days prior to departure. The final remaining balance is due 65 days prior to departure and can be paid by cheque, credit or debit card, or chequing account.

**PAYMENT METHOD:** Applications submitted without payment will not be processed.

**DIRECT DEBIT:** I have enclosed my initial payment, and I authorize that my debit account will be charged directly for future monthly payments.

**Account type**     Chequing account    **Transit/branch number**    **Institution**    **Account number**  
 Savings account    \_\_\_\_\_    \_\_\_\_\_    \_\_\_\_\_

Please use bank account information from my personal cheque attached.

\_\_\_\_\_  
**Account holder name** (please print)

\_\_\_\_\_  
**Account signature**

**CREDIT CARD:** This option is only available for those who opt for the full payment plan or the 4-step manual payment plan.

**Card type**     Visa    **Card number**    **Expiration date** (MM/YY)    **CVV**  
 Mastercard    \_\_\_\_\_    \_\_\_\_\_    \_\_\_\_\_

\_\_\_\_\_  
**Cardholder's name** (please print)

**Billing address**     Same as above

\_\_\_\_\_  
**Street**

\_\_\_\_\_  
**City**    **Province**    **Postal code**

To consult with our terms and conditions please visit [explorica.ca/resources](http://explorica.ca/resources).

**I have read and fully understand the "Participant Release & Agreement" and the "Terms and Conditions" as supplied herewith.**

\_\_\_\_\_  
**Participant**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Participant's parent/guardian** (required if the participant is under 18 years of age)

\_\_\_\_\_  
**Date**

To make sure everyone has a fun, mishap-free adventure, it's important that you follow a few basic behavioural guidelines on your tour.

**E**

**Educate yourself about the culture you're visiting.** Before you jet off across the world, do a little research. How do the locals dress? What do they eat? How do they say "hello"? This will help you adjust to the new environment and keep you from looking like a tourist.

**X**

**X marks the spot.** Be where you need to be when you need to be there. Always come prepared with local maps, essential phone numbers, and a watch, so it's easy for you to get to designated meeting spots on time. Scheduled activities are mandatory. If you need to be excused from an activity for any reason, please ask your Program Leader for permission in advance.

**P**

**Pay attention to your surroundings.** In a new environment, there's a lot to take in, but you need to stay alert. Be mindful of your safety and belongings at all times, so that you can avoid any mishaps while travelling.

**L**

**Listen to your Program Leader and Tour Director.** Your Program Leader is responsible for your safety, and your Explorica Tour Director is an expert in every aspect of your destination. Please arrive on time, respect curfew, and follow all rules in place so everyone can have a fun and safe experience. Quiet hours should be observed at the hotel from 10 p.m. until 6 a.m. *You are expected to follow all COVID-19 specific rules established by Explorica, as well as any rules established by attractions, sites, and service providers.*

**O**

**Organize your free time responsibly.** Throughout your trip you'll have periods of free time. During this time, you should always be with a small group, and never stray too far from your meeting place. Be sure to wear a watch, carry a map, and allot plenty of time to get to your meeting place early, so your group doesn't have to wait.

**R**

**Respect the people and the culture.** When you travel, think of yourself as a guest in someone else's home. Even if foods, clothes, or behaviours seem strange to you, be understanding and accepting of the culture. Physical, verbal, or virtual violence, bullying, cyberbullying, inappropriate language, or inappropriate interactions with others will not be tolerated.

**I**

**Illegal activities will not be tolerated.** The laws abroad may be very different from the laws back home, but no matter how strange they may seem to you, follow them! If not, you are subject to the legal consequences and immediate dismissal from the tour.

**C**

**Consumption of hard alcohol will not be tolerated.** We do not permit excessive drinking on our tours. The allowance of a glass of wine or beer at meals is up to the discretion of your Program Leader if you are over 18 and of legal drinking age in the country you are visiting.

**O**

**Offer help and support to your peers, Program Leader, and Tour Director.** You're all in this together! Whether a friend needs a hand lifting a suitcase, your Program Leader needs to get everyone quiet, or your Tour Director needs help learning someone's name, lend a helping hand to whoever needs it.

**D**

**Damages are your own personal responsibility.** If you break it, you buy it. If you damage anything in your hotel or bus or incur any additional fees (e.g. phone calls, room service, etc.), you will be held responsible and required to pay for it. If you notice any damage upon arrival, notify your Tour Director immediately.

**E**

**Experience the world and have fun!** These rules are in place to keep your entire group safe, healthy, and happy on tour. Now it's your job to get out there and enjoy the experience of a lifetime. Bon voyage!

I, the undersigned (or my parent or guardian if I am under 18 years old), an applicant for an educational tour provided by Explorica by WorldStrides (hereinafter referred to as “Explorica”), agree to the following:

- 1 Explorica by WorldStrides and their owners, directors, officers, employees and affiliates, your sponsoring school, teachers, chaperones and Program Leaders, (collectively “Explorica”) does not own or operate any entity which is to or does provide goods or services for your trip including, for example, ownership or control over hotels or other lodging facilities, airline, vessel, bus, van or other transportation companies, local ground operators, providers or organizers of optional excursions or equipment used thereon, food service or entertainment providers, etc. All such persons and entities are independent contractors. As a result, Explorica is not liable for any negligent or wilful act or failure to act of any such person or entity, or of any other third party. Without limitation, Explorica is not responsible for any injury, loss, or damage to person or property, death, delay or inconvenience in connection with the provision of any goods or services occasioned by or resulting from, but not limited to, acts of God, acts of government, force majeure, acts of war or civil unrest, insurrection or revolt, strikes or other labour activities, criminal or terrorist activities of any kind, or the threat thereof, overbooking or downgrading of accommodations, structural or other defective conditions in hotels or other lodging facilities, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely or safely, dangers associated with or bites from animals, pests or insects, marine life or vegetation of any sort, dangers incident to recreational activities such as scuba diving, zip lining, snorkeling, paddle boarding, surfing, swimming, kayaking, sailing, canoeing, rafting, hiking, bicycling, rock climbing, etc., sanitation problems, food poisoning, lack of access to or quality of medical care, difficulty in evacuation in case of a medical or other emergency, illness, epidemics, pandemics, or the threat thereof or for any other cause beyond the direct control of Explorica. In addition, I release Explorica from its own negligence and assume all risk thereof.
- 2 My Explorica tour begins with the departure of the Explorica bus or take-off of the flight from my departure city and ends upon completion of the return flight or Explorica bus trip to Canada.
- 3 Without diminishing Paragraph 1 of this Agreement, I understand that Explorica is not responsible for me when I am apart from Explorica-organized activities, such as visits to friends or relatives, or during stay-ahead/stay-behind optional periods if the optional period does not include the services of an Explorica Tour Director.
- 4 If I become ill or incapacitated, Explorica or my Program Leader may take any action they deem necessary for my safety and wellbeing, including attempting to secure medical treatment (at my own expense) and/or transporting me home at my own expense.
- 5 Explorica cannot be responsible for accommodating any food allergies, or dietary requirements and restrictions, and is not responsible for any problems associated with the same. All issues regarding food and drink, including allergies, or dietary requirements and restrictions, are the sole responsibility of the participant. In advance of travel, each student’s parent/guardian should sign a release form that grants the Program Leader or chaperone the authority to dispense over-the-counter medication in the event of an emergency during the trip.
- 6 I agree to abide by Explorica’s regulations and the directions of my Program Leader or Explorica’s personnel during my tour. Failure to do so may result in Explorica terminating me from the tour immediately. I understand that to disobey such rules or directions is cause for me to be sent home, at my own expense, with no right of refund.
- 7 I agree to abide by all local laws including those concerning drugs and alcohol. I understand that to abuse or disobey such laws is cause for me to be sent home, at my own expense, with no right of refund. I understand that I will be subject to the laws of the country I am visiting.
- 8 I understand that I will be required to pay for any phone calls or incidental personal expenses that I incur at hotels, as well as for any damage I cause to hotel rooms or facilities, buses, ferries, trains, or cruise ships. I will indemnify Explorica and hold it harmless for any financial liability or obligation which I incur, or injury or damage to the person or property of others which I cause or contribute to, while participating on an Explorica tour.
- 9 I understand that both Explorica and my Program Leader reserve the right to refuse or cancel my enrolment for conduct which in either’s sole discretion could impact the participant’s ability to comply with trip regulations or which could impact the group’s enjoyment of the trip and that in any such case standard cancellation fees will apply.
- 10 Explorica has the right to make changes in tour itineraries and departure dates and to modify transportation or lodging arrangements. In the event of changes being made, refunds will be given only in accordance with the provisions of the “Explorica Terms and Conditions” supplied herewith.
- 11 I understand that it is my responsibility to secure all necessary travel documents, including passport, visas, transit visa and any required travel insurance unless specifically arranged for the group by Explorica. Failure to do so does not constitute grounds for a refund except according to the normal cancellation guidelines as outlined in the “Explorica Terms and Conditions.”
- 12 I acknowledge my choice to travel with the teacher/Program Leader organizing my group, and I understand that this choice is not the responsibility of Explorica. I understand that Explorica reserves the right to reassign my group to a replacement teacher/Program Leader should my original Program Leader be unable to, or determine not to, participate in the tour and that the standard cancellation policy will apply if I choose not to travel with the new Program Leader.
- 13 Any film or video likeness taken of me while participating in an Explorica program and any comments or statements made by me while participating in an Explorica program may be used in future promotional or other materials published by Explorica without payment of any consideration therefor.
- 14 I understand that as a participant or as a parent of a participant I authorize my first name and last initial to be included in an online roster.
- 15 This Agreement, and the Terms & Conditions supplied herewith, constitute the entire Agreement (collectively, “Agreement”) between Explorica and me. I understand that no warranty or representation not herein, including but not limited to any oral statements made to me by agents of Explorica or by my school or Program Leader, applies to any Explorica tour. This agreement may be amended or modified only in writing, signed by an Explorica officer at Explorica’s main office in Toronto, Canada.

## GENERAL TERMS BEFORE WE GET STARTED

### Important Information

The following trip terms and conditions are for groups travelling on an Explorica by WorldStrides international tour ("WorldStrides"). By registering for this program, you are agreeing to participate in a full-service group educational travel experience, operated by Lakeland Tours LLC d/b/a WorldStrides, or one of our affiliate businesses. Because of the unique nature of group travel, many elements of your program and itinerary may be selected and/or scheduled at the direction of your group's Program Leader (the teacher, administrator, or parent from your school or community), who will act as your group's representative. Further, please note that, while WorldStrides and its affiliates will arrange the various travel elements for your trip, the total price quoted for your program includes additional pre-trip services, including but not limited to the development of the associated educational content and materials, the printing and distribution of program materials, the costs associated with our various group health and safety measures, and the administrative and service costs related to group management. Further, because of the nature of group bookings, and the fact that travel elements are not purchased on an individual basis, information related to WorldStrides purchasing from external suppliers will not be made available to individuals under any circumstances.

### Waiver & Release

All participants must agree to a signed Participant Release at the time of registration. This form can be viewed and agreed to during online registration, or printed, signed, and returned to WorldStrides via email to: [info@explorica.com](mailto:info@explorica.com) or by mail to: 3280 Bloor Street West, Suite 901, Toronto, ON M8X 2X3.

## FLEXIBLE PAYMENT OPTIONS

We provide you with options and flexibility to make our educational experiences more accessible.

### What are your payment options?

- 1) Monthly Automated Payments:** Pay your deposit and optional travel protection plan costs with your chequing account upon enrolment, and the balance of your Tour Fee will be automatically debited from your account in equal monthly instalments until no less than 35 days prior to your departure date. If two consecutive payments are returned NSF or declined by your bank, we will change your account to the designated Manual Plan.
- 2) Pay in Full:** Pay in full at the time of enrolment.
- 3) 4-Step Manual Payments:** Pay your deposit and travel protection plan costs upon enrolment, \$500 toward your Tour Fee 30 days later, and 75% of your remaining balance at 110 days prior to departure. The final remaining balance is due 65 days prior to departure and can be paid by cheque, credit, or chequing account. If you enrol 150 days prior to departure or later, you will make only three payments: deposit and travel protection plan costs at enrolment, 75% of your remaining balance at 110 days prior to departure, and the final balance at 65 days prior to departure. Please note that we do not automatically deduct payments on this plan; you must make each payment manually.

All full-paying participants, including participants who have previously travelled, are required to pay a deposit upon enrolment.

Your account must be paid in full by the final payment deadline or your account will be subject to cancellation.

### What if you're late on a payment?

**Late Registration, Late Payment, and Fees:** WorldStrides charges a late registration charge of \$145 if enrolment is less than 110 days before departure. If you are late on any payment, you may be subject to a \$50 late payment fee. No personal cheques or business cheques will be accepted after the final payment deadline. Only certified cheque, money order, or credit card payments will be accepted. There is a \$35 service charge on returned cheques, declined credit cards, or declined e-cheques. A \$200 fee may apply for any name changes made within 85 days of departure. A \$50 fee, plus any additional airfare costs, will be assessed if you cancel your reservation and choose to reinstate at a later date.

**Waitlist:** Your program space is not guaranteed until your account has been paid in full and you have been advised in writing that all conditions for travel have been satisfied. If you are placed on a waitlist due to late registration or an outstanding account balance after the final payment date, your account must clear waiting list procedures and may involve additional airline and other charges.

## What do you need to know about your program fees?

The price quoted is based upon a minimum number of travellers. The price quoted is also subject to adjustment if the minimum enrolment is not met, if the program content or itinerary changes, or in the event of circumstances beyond WorldStrides' direct control. Your group may be combined with other group(s) on the program to reach the minimum. The combinations may not be of the same age level or have the same itinerary. If the Program Leader chooses not to be combined and travels with less than the minimum number of participants, an additional cost will be charged to your account.

**Non-Refundable Fees:** The fee for enrolment in a Trip Protection Program (discussed below), your deposit, any handling charges, merchandise fees, fees for returned cheques, fees for declined credit cards or electronic drafts, late payments, and registration fees are not refundable under any circumstances.

## What is not included in your program fees?

Unless specifically stated in your program, WorldStrides' program prices do not include passport fees, visa fees, trip protection fees, baggage charges, portorage at airports and hotels, gratuities to guides or bus drivers, private or small group fee, expenses incurred during free time, optional excursions, trip extensions, local transportation to unscheduled activities, transportation from your home to the origination point of the program, overnight lodging and meals prior to departure or upon return from a program, or the weekend supplement if your departure or return flight falls on a Friday, Saturday, or Sunday (not applicable to tours to the United States, Canada, or Puerto Rico).

**Adult Supplements:** Adults are automatically placed in twin rooms unless a single room upgrade is requested and available for the required additional applicable fee(s). Depending on the selected tour type, adult groups may be combined with student groups. In addition to the twin or single room fee, adults pay a supplement fee of \$125.

# EXPLORE BEYOND THE CLASSROOM!

## Program Information

Prior to departure, you will receive details regarding flight and hotel information, departure and return times, packing tips, drop-off/pick-up locations, etc. Flight times, airlines, itineraries, Tour Director(s), and hotel information are subject to change. This is especially true when participating in a tournament or event, where WorldStrides is subject to the program hosts' schedule, accommodations, and transportation.

## Protecting You on Tour

Optional coverage is available and more details can be found under PROTECTING YOUR INVESTMENT.

Please note, participants are solely responsible for their pre-program, program, and post-program medical care in all respects, including, but not limited to, obtaining and taking necessary medication(s), vaccinations, and any other medical care and treatment.

## Age Restrictions for Young Travellers

We do not accept applications for travellers under the age of 6 at the time of departure. Registration for children 12 and under is subject to individual review, and the decision to allow participation in a trip is at the sole discretion of WorldStrides.

## Travel Documentation

Every participant is responsible for obtaining the required documentation necessary prior to departure, such as a valid passport, visa, transit visas, notarized parental consent form (if applicable), and any required travel insurance coverage. Secure flight data (including name and birthdate) must fully match the information provided to WorldStrides for inclusion on travel documentation and airline tickets, and must meet any other applicable compliance requirements issued by government agencies. WorldStrides provides online and customer service to keep the program participant's information current and it is the participant's sole responsibility to assure that this information is fully up to date no later than 85 days prior to the group's departure date. If changes occur after that date, the participant must contact customer service and additional change fees will apply. Visit Canada's Travel and Tourism website at [travel.gc.ca](http://travel.gc.ca) (or if travelling through the USA, visit Transportation Security Administration website at [tsa.gov](http://tsa.gov)) for more information.

If a participant is unable to travel due to the lack of proper identification, passport or visa, or necessary inoculations, the standard cancellation policy will apply. Reservations are not transferable at any time.

## Course Credit

Because WorldStrides is a Ministry-approved private school in Ontario with the authority to grant academic credits, participants may be eligible to enrol in an online course by participating on a WorldStrides program. Schools, colleges, and universities hold varying policies regarding a student's eligibility to earn or redeem course credit from other accredited institutions. Students should consult their school guidance counsellors and/or school policy handbooks to determine their eligibility. WorldStrides' Board School Identification Number (BSID) is 665374, and we are listed as a private school on the [Ontario Ministry of Education website](http://www.ontario.ca).

## Optional Accommodations for Individuals and Groups

Participants may upgrade to a twin or single room for an additional fee upon availability. All participants aged 22 and younger at time of departure room in same-gender rooms in triple or quad rooming with travellers from the entire group. Minors (under the age of 18) are not able to room by themselves. Alternatively, your Program Leader may select a custom or “Exclusive Rooming” option, which ensures that students from your group will not be mixed with students from other groups during hotel stays.

**Tour Extensions:** For the majority of WorldStrides’ programs, tour extensions must be booked at the time of enrolment, must apply to the entire group, and any changes will incur additional charges. All tour extensions are based on the agreed-upon paying participants. If there are fewer than 25 participants enrolled on a tour extension, WorldStrides reserves the right to add a surcharge or cancel the tour extension at its discretion.

**Stay-ahead and Stay-behind:** If the entire group would like to arrive at the first destination a few days earlier or stay at the final destination a few days later than the scheduled tour, WorldStrides can change your airline tickets. The service fee is \$50 per participant, plus additional costs for land arrangements, which will be passed along to the participants. This optional tour enhancement requires a minimum of 10 paying participants. If an individual participant would like to opt to stay ahead or behind your scheduled tour, WorldStrides can arrange the airline ticket for a service fee of \$145 if requested upon enrolment. If requested after enrolment and up to 110 days prior to departure, the fee is \$195. We will change your airline ticket and you are responsible for all accommodations, meals, and transfers before and after the scheduled tour. Because we will arrange your airline tickets separately from your group’s, we cannot guarantee that you will share any of the same flights, and additional fees may apply.

**Land-only:** Some Program Leaders may opt for the group to arrange for your own airline tickets and begin your tour at the first hotel at the destination. You are solely responsible for transport to/from airports, including the ground transport to meet/depart from the group. For some of our tours, individual participants may opt to arrange their own airline tickets and join the group at the hotel at the first overseas destination. In that case, your tour fee will reflect the discounted land-only rate. You may select this option upon enrolment or up to 110 days before departure and thereafter additional fees may apply. This option is not available less than 90 days before departure. Land-only participants are responsible for their own airline tickets and airport transfers. If a participant books airfare prior to the trip being confirmed by an Account Manager, WorldStrides is not responsible for any flight reimbursements/refunds.

**Optional Excursions:** On the majority of our international programs we offer a number of optional activities pre-negotiated with our overseas suppliers. For most optional activities you can enrol online up to 110 days prior to your departure date, and you can enrol over the phone for most excursions up to 45 days prior to departure. After that date, you can register on a space-available basis only during the tour itself. All optional excursions are based on the agreed-upon paying participants. If there are fewer paying participants enrolled on an optional excursion, WorldStrides reserves the right to add a surcharge or cancel the optional excursion at its discretion.

**Alternate Departure Airport:** If you choose to depart from an airport different from your fellow group members, you will pay the Tour Fee from the alternate airport, plus a service fee of \$145 at the time of enrolment, or \$195 if requested after enrolment. This option is not available less than 90 days before departure. Additional fees may apply, and your alternate airport must be one of WorldStrides’ gateways.

If you are travelling outside of WorldStrides’ scheduled tour dates, the participant is responsible for all associated costs. WorldStrides is not responsible for participants when they are not part of WorldStrides organized activities, during deviations and/or stay-ahead/stay-behind optional periods, and any time that the activities do not include the services of a WorldStrides Tour Director.

**Frequent Flyer Miles:** Frequent flyer miles are not available to participants.

## Personal Property

Participants are fully responsible for any costs arising from the damage, loss, or theft of any personal property during the program.

## Travellers with Special Requests

It is important to us that all participants have an engaging and life-changing experience throughout their travels, so we want to share a reminder that wheelchair accessibility and other issues of concern to travellers with disabilities can vary from country to country.

Unfortunately, most countries do not maintain the same strict standards for accessibility that Canada does. As much as we’d love to, we cannot guarantee accessibility for wheelchairs, walkers, dialysis equipment, guide dogs, or other special aids at hotels, restaurants, public transportation, museums, or other attractions. Of course, we always do our best to accommodate accessibility requirements where we can.

Because of these restrictions, some travellers may not be able to fully participate in all activities for your group. As these restrictions are out of our control, we regret to inform you that we cannot refund the cost for any activity in which travellers are unable to participate due to accessibility difficulties.

## Special Dietary Requirements

WorldStrides cannot be responsible for accommodating any food allergies, or dietary requirements and restrictions, and is not responsible for any problems associated with food or drink, including allergies. Dietary requirements and restrictions are the sole responsibility of the participant.

## Supervision/Behaviour

WorldStrides, the Program Leader, and chaperones establish behaviour rules and directions for all student participants. Failure to abide by the rules or directions may result in the student being sent home at the parents' expense without any right to a refund. All program participants will be responsible for their own actions at all times, and the Program Leader and chaperones will be held accountable for the action of all participants in their group.

Consumption or possession of alcoholic beverages or drugs of any kind for which you do not have a valid prescription, behaviour infringing upon the ability of others to enjoy the Program, or compromising your own or others' safety, or is otherwise inappropriate, or violates the law as well as violation of certain other rules, constitute grounds for immediate expulsion from the tour.

WorldStrides is committed to providing an environment that is free from harassment. Harassment based upon an individual's sex, race, ethnicity, national origin, age, religion, or any other legally protected characteristics will not be tolerated.

On occasion, program participants may be allowed by the Program Leader to leave the group and to explore on their own. WorldStrides has no responsibility for participants when they are on their own and it is the sole responsibility of those participants to take whatever actions are necessary to rejoin the group, at their own cost. If a program participant is late in appearing for a scheduled departure, the Program Leader has no duty to delay the program to wait for the participant.

## What happens if your program changes after registration?

**Program Changes Made by WorldStrides:** Changes or substitutions in hotels, itineraries, inclusions, or airports may be made depending on your travel dates, arrival and departure times, national holidays, and events beyond WorldStrides' control at the discretion of WorldStrides as it deems necessary or desirable. Changes in itinerary, including reversing the itinerary, changes to the order in which cities or countries are visited, the duration of the stay in each city, and addition and omission of cities or countries may occur. On certain dates, some attractions or activities may be closed, and the availability of some venues advertised or communicated cannot be guaranteed. Some venues may require special equipment. Venues may also close without prior notice due to public holidays, festivals, and routine maintenance. In these instances, no refunds can be given. Whenever possible, suitable alternatives will be provided.

**Changes Made by Your Group:** WorldStrides offers its WorldClass Flexibility Program to enable groups to plan trips with confidence. We understand your group may need to change your trip due to unforeseen circumstances. If your group decides they are not comfortable travelling to the planned destination or on the scheduled dates, the group can move the trip to an alternative destination or move to a new future date up until 60 days before departure. Changing the destination or date of the trip will be determined based on the availability of trip components including, but not limited to, accommodations, venues, attractions, content, meals, and transportation. We will work with your Program Leader to find an alternative future date up to 24 months from your original departure date. Your group will be able to adjust your trip with no additional fees, just the difference (if applicable) in the price of the new trip.

In the event a tour is moved to the future, all monies paid (less any Non-Refundable Fees) can be transferred from an existing participant to a new participant if the new participant enrolls (which enrolment will include express agreement to these Terms and Conditions) by 110 days before departure. Once funds are transferred, the new participant is subject to the full Terms and Conditions and standard refund policies as defined for the group on the originally scheduled trip.

If you or your group reschedules to a new destination or date and then decides to cancel, the cancellation fees will be calculated from the date of transfer from the original tour and standard cancellation fees will apply.

For departures from cities with multiple airports within a reasonable distance, WorldStrides will book flights interchangeably between the airports.

## What if you have to cancel your registration?

All cancellations must be made in writing by the person listed on the registration form to your account representative or customer service at [cancellations@explorica.com](mailto:cancellations@explorica.com), or via mail to: WorldStrides, 3280 Bloor Street West, Suite 901, Toronto, ON M8X 2X3 (must be postmarked prior to the group's departure), and must include Tour Centre ID, registrant's name, and complete address.

The Program Leader, school, or school board (as applicable) may cancel the program on behalf of the entire group, or any individual participant. Within 24 hours following receipt of your registration confirmation or initial payment invoice (whichever is first), you may cancel your WorldStrides program and receive a full refund. After 24 hours, the Standard Cancellation Policy applies unless the Full Refund Program is purchased.

All refunds are issued using the original form of payment on the account. Cheque refunds are only issued to the primary responsible party listed on the account. WorldStrides accepts payment via cheque, e-cheque, debit card, and credit card. Should you choose to use a gift and/or preloaded credit card to make one or more payments on your WorldStrides account, WorldStrides is not responsible for replacing any credits that are successfully processed back to any lost, stolen, or destroyed gift or preloaded credit card account used for payment.



**Standard Cancellation Policy:** The services and value we provide begin long before your date of departure, and there are significant unrecoverable costs as your departure date approaches. Therefore, if you do not enrol in the Cancel for Any Reason Plan and you, the Program Leader, school, or school administration cancel beyond the 24-hour grace period, WorldStrides will be entitled to retain (in addition to the Non-Refundable Fees):

- \$399 non-refundable fee if more than 150 days
- \$599 non-refundable fee if between 150-110 days
- 50% of all fees + \$99 non-refundable fee if between 109-76 days
- 75% of all fees + \$99 non-refundable fee if between 75-31 days
- 100% if 30 days or less

These non-refundable fees are not intended to be a penalty, but rather a fair estimation of a portion of the unrecoverable internal and external costs related to planning, managing, and administering a full-service group travel program that are incurred by WorldStrides prior to the date of departure. As noted above, travel elements are not purchased on an individual basis, and WorldStrides cannot provide individualized refunds or credits for elements purchased from external suppliers.

**Cancellation due to Exceptional Circumstances:** If your group is unable to reschedule your trip to a new destination or date, and your program is cancelled or cannot be delivered due to Exceptional Circumstances (explained below), travellers who did not purchase the Cancel for Any Reason Plan will be refunded all monies paid less Non-Refundable Fees and an additional cancellation fee of \$399 for trips involving international air travel. After August 2021, cancellation fees for non-purchasers of Cancel for Any Reason Plan will be \$499 for international air travel. Please note: These fees are not intended to be a penalty, but rather a fair estimation of a portion of the unrecoverable internal and external costs related to planning, managing, and administering a full-service group travel program that are incurred by WorldStrides prior to the date of departure.

**Exceptional Circumstances:** Without limitation, WorldStrides, including its affiliates, owners, officers, agents, employees, or any associated organization, is not responsible for any injury, loss, or damage to person or property, death, delay, overbooking or downgrading of accommodations, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely, dangers associated with animals, sanitation problems, food poisoning, lack of or quality of medical care, illness or disease, difficulty in evacuation in case of a medical or other emergency, or for any other inconvenience beyond the direct control of WorldStrides, in connection with the provision of any goods or services whether occasioned by or resulting from, but not limited to, Exceptional Circumstances. Exceptional Circumstances may also justify postponement or (if postponement is not achievable) cancellation of trips. Exceptional Circumstances include, but are not limited to, acts of force majeure, war (whether declared or not), criminal or terrorist activities of any kind or the threat thereof, civil unrest, strikes or other restrictive labour activities, illness or disease, actual, perceived or threatened epidemics or pandemics, government-imposed travel restrictions or closures, and other events outside WorldStrides' control that make the performance of a trip as contemplated impossible or impractical.

## PROTECTING YOUR INVESTMENT

WorldStrides offers a great plan that helps protect your educational travel investment.

The Travel Protection Plan Plus, which includes the “Explorer” insurance package from TuGo, covers you for a range of events, including:

- A traveller’s injury, sickness, or death of a family member;
- Theft of passport or visas;
- Flight cancellations and delays;
- Loss of luggage and personal effects;
- Trip cancellation or trip interruption due to covered reasons such as illness, injury, death, acts of terror;
- Trip cancellation due to Government of Canada travel advisory for “Avoid all travel” or “Avoid non-essential travel”
- School Board or governing organization-enforced trip cancellations

Along with providing you with the above insured benefits from TuGo, the Travel Protection Plan Plus also includes the WorldStrides exclusive Cancel For Any Reason (CFAR) Waiver benefit. This CFAR waiver allows you to cancel your trip for any reason not otherwise covered by your insurance policy. WorldStrides will reimburse you for 75% of the applicable non-refundable cancellation fees, provided you cancel your trip thirty (30) days or more before your scheduled trip departure date.

The Cancel For Any Reason Waiver benefit does not cover:

- Penalties associated with any air or other travel arrangements not provided by WorldStrides; or
- The failure of WorldStrides to provide the bargained-for travel arrangements due to cessation of operations for any reason

The Cancel For Any Reason Waiver benefit is provided by WorldStrides and is not a TuGo insurance policy benefit.

For additional details visit [explorica.ca/protect](https://explorica.ca/protect).

If you have questions about your coverage, please call TuGo at 1-855-929-8846 and refer to the “Explorer” insurance package.

TuGo policy number: PL-SPCK-20

The cost of Travel Protection Plan Plus is \$20 per day of your tour, to a maximum of \$300. The plan should be purchased within 10 days of your tour enrolment to ensure maximum coverage, and cannot be refunded after 7 days from purchase.

# GENERAL INFORMATION

**Third-Party Providers:** Lakeland Tours, LLC d/b/a WorldStrides, its employees, shareholders, subsidiaries, affiliates, officers, directors, successors, agents, and assigns (collectively, "WorldStrides") does not own, operate or control any person or entity which is contracted to or does provide goods or services for your trip, including, for example, lodging facilities, airline, vessel or other transportation companies, guides or guide services, local ground operators, entertainment or sightseeing operators, providers or organizers of optional excursions, food service providers, etc. All such persons and entities are independent contractors. As a result, WorldStrides is not liable for any negligent or willful act or failure to act of any such person or entity, or of any third party. Further, WorldStrides is not liable for any inconvenience, costs, losses, or damages associated with the denial of services or special requirements of services imposed by such person or entity, or of any third party.

Participants travelling on tours that include a Greek cruise should refer to the Carrier's Conditions of Carriage (which govern the legal relationship between the passenger and the carrier), at [celestyalcruises.com/en/conditions-of-carriage](http://celestyalcruises.com/en/conditions-of-carriage).

**Privacy:** Because the nature of our business requires coordination with various providers who deliver the travel services, it is necessary to share some personal information from time to time. For more information, please visit [worldstrides.com/privacy-policy](http://worldstrides.com/privacy-policy).

**Please note:** A participant will not be allowed to travel on a WorldStrides tour if the participant name does not appear on the travel roster on the day of departure, or if the participant has not submitted a signed waiver and release form, emergency medical release form, or personal behaviour contract. By registering for a WorldStrides trip, and making an initial deposit, participants and/or persons listed on the account are agreeing to and consenting to these Terms and Conditions. If you do not understand any of the foregoing Terms and Conditions, or if you have any questions or comments, please contact WorldStrides Customer Support at 1-888-378-8845. WorldStrides' legal address is 3080 Yonge Street, Suite 5052, Toronto, ON M4N 3N1.

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