

## Important Notice

By registering for this program, you are agreeing to participate in a full-service group educational travel experience. 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, 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.

The following Terms and Conditions are valid until June 30, 2023, and for travel between July 1, 2020 and June 30, 2023 for WorldStrides Canada Inc. (operating as WorldStrides Canada) hereafter referred to as "WorldStrides Canada."

WorldStrides Canada Inc., doing business as (DBA) WorldStrides Canada, and its representative(s) (hereinafter "WorldStrides Canada") is acting solely as agent for the suppliers who provide all accommodations and all transportation and other services for the Trip (hereinafter the "Suppliers"). Booking a Trip with WorldStrides Canada involves an agreement between the signor of the reservation form (hereinafter the "Passenger") and where the Passenger is under the age of 18, the agreement includes the custodial parent or legal guardian who signs this reservation form, and the Suppliers. The Suppliers are independent parties, over which WorldStrides Canada exercises no control. The travel services and other services provided are subject to the conditions imposed by the Suppliers and their liability to tariffs, conditions of carriage, tickets and vouchers and international conventions and agreements. The passenger acknowledges and agrees that WorldStrides Canada is not in any way liable for personal injury, property damage, inconvenience, loss of time, or loss arising out of the act, omission, or negligence of any direct air carrier, motor coach company, hotel or any other Suppliers in conjunction with the Trip. Furthermore, the Passenger acknowledges and agrees that WorldStrides Canada is not in any way responsible for any injury, damage, or loss due to reason of theft, accident, mechanical breakdown, government action, weather, failure to make timely payments, or any other reason beyond the control of any Suppliers in conjunction with the Trip. When booking the Trip with WorldStrides Canada, the Passenger acknowledges and understands that the Trip and its related activities are ORGANIZATION SPONSORED (i.e. organized and sponsored through a school or club) and as a result decisions regarding, but not limited to, tour itineraries, participants, accommodations, meals, roommates and costs will be made by the sponsoring organization or its representative (hereinafter the "Trip Planner") on the passengers' behalf. WorldStrides Canada STAFF ARE NOT CHAPERONES. The permission and signature of a custodial parent/legal guardian is required if the Passenger is under 18 years of age.

## PAYMENT & CANCELLATION INFORMATION

### Deposits

A minimum non-refundable deposit of \$100 (Canadian programs), \$200 (U.S. programs) for coach tours or \$750 (international programs) or \$249 (North American flight programs) per student is required. Final payment is due in our office 60 days prior to departure for Canadian and U.S. destinations, and 90 days prior to departure for international destinations.

### 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. Deposits are non-refundable and non-transferrable. The amount of the deposit varies based on trip destination. Other non-refundable fees include the cost for insurance, handling charges, merchandise fees, fees for returned cheques, fees for declined credit cards or electronic drafts, late payments, name changes, and registration fees plus special event tickets including, but not limited to, sporting and theatre events. The non-refundable cancellation charges 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 Canada prior to the date of departure. As noted above, travel elements are not purchased on an individual basis, and WorldStrides Canada cannot provide individualized refunds or credits for elements purchased from external suppliers.

#### Canada and U.S. Tours

- 60 days or more: Full refund less non-refundable deposit and non-refundable fees
- Under 60 days: 100% cancellation penalty

#### International Tours

- 90 days or more: Full refund less non-refundable deposit and non-refundable fees
- Under 90 days: 100% cancellation penalty

### Cancellations

All cancellations must be made in writing by the person listed on the registration form (or custodial parent or legal guardian) to customer service or your account representative at [InternationalCS@WorldStrides.com](mailto:InternationalCS@WorldStrides.com) or via mail to 3280 Bloor St, W, Centre Tower, Suite 901, Toronto, Ontario, M8X 2X3, and must be postmarked prior to the group's departure, and must include reservation number, 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 Canada program and receive a full refund. After 24 hours, the Standard Cancellation Policy applies.

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 Canada accepts payment via cheque, debit card, and credit card. WorldStrides Canada only accepts personal cheques until 110 days prior to departure, and debit payments up until 65 days prior to departure.

## Documentation

In the event that the Passenger does not obtain the required documents, the Passenger will be denied boarding by the carrier or refused entry into the country of destination. No refunds will be made should boarding or entry be denied because of insufficient or lost documents. In such an event, any cost associated with an early return home, or to the original departure point, will be the Passenger's expense. If a passport is required for travel, the expiry date on the passport must be valid for a minimum of 6 months from departure date.

## Late Registrants

If there is room on the mode of transportation, space in an existing hotel room and the passenger is paid in full, passengers can be added to the tour up to 24 hours for Canadian destinations, 7 days for U.S. destinations, and 30 days for international destinations. All registrants must sign a registration form or accept our terms and conditions online.

## Price Increases

The prices advertised are based on fixed costs at the time of printing the brochures. These costs are dependent on fuel costs, rates of exchange, and other factors. Should these costs increase, WorldStrides Canada reserves the right to increase the price. Should the price increase be greater than 7%, the consumer has the right to cancel the contract for the travel service and obtain a full refund of all amounts paid to WorldStrides Canada, unless the price increase is the result of government taxation. Every effort will be made to advise you of any price increase at least 15 days before your Trip departure. Please note that no price increases are allowed once you pay in full.

# TOUR INFORMATION

## Room Occupancy Policy

It is the responsibility of the Program Leader to fill each room to maximum occupancy based on price. If a cancellation by one or more Passengers changes the occupancy of an assigned room, leaving rooms filled below maximum occupancy, it is the Program Leader's responsibility to reassign rooms to maximize occupancy. Rooms may consist of any combination of the following, based on occupancy: one king size bed, one queen sized bed, one double sized bed, two double sized beds, a pull-out couch, a rollaway bed, or single bed. In accommodations other than hotels (i.e. university or college residences, international youth hostels, camps, pensions) there may be shared washroom and/or shower facilities.

## Rooming List Due Date

All rooming lists are due in our office 60 days prior to departure. Rooming list changes that occur between 30 days and 24 hours (Canadian destinations), 30 days and 48 hrs (U.S. destinations), and 30 days and 72 hours (international destinations) prior to departure are subject to a \$25 change fee.

## Airline Baggage

For air tours, airline baggage fees, unless otherwise indicated, are not included in the price of the Tour and are the responsibility of the individual or group checking bags or instruments.

## Notice to Passengers

Passengers should be aware that different living standards and practices, and different standards and conditions with respect to the provision of utilities, services and accommodations, may exist outside of your home province.

## Changes in Accommodation

Every effort will be made to ensure that the accommodation included in the price of the Trip will be provided as advertised. WorldStrides Canada reserves the right to substitute accommodation for equal or better accommodation. WorldStrides Canada does not control the management of hotels and resorts.

## Construction or Renovation

The Passenger acknowledges that the hotel or other accommodation selected and confirmed by WorldStrides Canada for the Trip may be undergoing construction or renovations during the Passenger Trips. The Passenger agrees that he/she shall not be entitled to any refund or discount due to any such condition. It is the responsibility of WorldStrides Canada to inform the clients of any construction or renovation prior to departure.

## Air Travel

According to the International Air Transport Association (IATA), Resolution 830d effective 1 June 2019, WorldStrides Canada provides its emergency service information (as opposed to your personal contact information) to airlines participating in your itinerary in case of operational disruptions. Thus, you may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure). If you wish to have your contact information provided to airlines participating in your itinerary, please contact WorldStrides Canada Customer Service.

## Damage

Passengers in each room are responsible for damages in their respective rooms, as well as any unpaid room service bills. Passengers on each motor coach are responsible for any damage to that motor coach. Common area damage will be paid for by the entire tour group unless damage is associated to specific passengers. Common areas are defined as hallways, stairwells, elevators, lobbies etc. Accommodations can also hold passengers or the group responsible for the cost of excessive cleaning to the property.

## Passengers with Disabilities

Any disability or allergy requiring special attention should be reported to WorldStrides Canada at the time you make your reservation. We will make reasonable attempts to accommodate special needs, including food allergies, but we are not responsible for any denial of services by carriers, hotels, restaurants, and other independent suppliers. Travellers requiring extraordinary assistance must be accompanied by a companion who is capable of and totally responsible for providing the necessary assistance.

## Unclaimed Luggage

Any lost or unclaimed articles that have been turned over to WorldStrides Canada will be held by WorldStrides Canada for 30 days from end of Tour date. After the 30-day period, any articles remaining unclaimed will be donated to charity. Any expense in returning lost or forgotten items is solely at the expense of the Passenger.

## Conduct Letter

You may be required to sign a conduct letter before leaving for your destination. This will outline what our Suppliers, the sponsoring organization (i.e. school or club), and WorldStrides Canada expect from you when travelling with us. Misconduct could result in being evicted from the Trip. Passengers who are evicted from the Trip in any way and for any reason are responsible for any associated costs and arrangements to return home. WorldStrides Canada and the sponsoring organization reserve the right to decline or evict any Passenger from participating on the Trip at any time either before or during the Trip and for any cause.

# INSURANCE INFORMATION

## Travel Insurance

WorldStrides Canada strongly recommends the purchase of Travel Insurance. Insurance is provided either by Travel Guard Insurance or TuGo as indicated on your reservation form. Insurance is non-refundable and non-transferable. Passengers must indicate if they wish to purchase or decline insurance on the registration form. If no indication is made this means insurance has been declined. If any Passenger chooses to decline the insurance package, they will be subject to the cancellation policies. WorldStrides Canada will not be responsible for any claims denied by Travel Guard, TuGo or any other 3rd party insurers.

Eligible expenses may include; cancellation charges prior to departure, trip interruption, excess hospital/medical, baggage, personal effects, out-of-pocket expenses, return of vehicle, family transportation benefit, death after departure, and accident benefits. This form is not an insurance policy. The policy, terms, conditions and restrictions are set out in the insurance certificate. All claims must be submitted in writing. Claims for reasons that are covered under the insurance policy purchased. Your reservation and insurance policy do not commence until your Reservation Form is received and accepted in our office at 3280 Bloor St. W, Centre Tower, Suite 901, Toronto, Ontario, M8X 2X3.

# GENERAL INFORMATION

## WorldStrides Canada's Responsibilities

Once travel has commenced, WorldStrides Canada cannot assume responsibility for any refunds, losses, costs or expenses arising out of injury, accident or death, loss of or damage to or delay in connection with baggage or other property, delay inconvenience, upset, disappointment, stress, frustration or loss of enjoyment or loss of holiday time resulting from: a) mechanical breakdown, government action, war, terrorism, revolution, elements of nature or acts of God, weather, strike, public health quarantine or any other action beyond WorldStrides Canada's control; b) the Passenger's failure to provide documentation necessary for the journey and return to Country of Origin; c) being denied access to aircraft due to contravening the airline's conditions of carriage; d) being held by the Government direction or security or law enforcement agency; e) the Passenger missing connections or failing to follow the directions of WorldStrides Canada or its representatives; f) the need for WorldStrides Canada to change itineraries or substitute accommodation or hotels or services provided that every effort is made to supply the most comparable services and accommodations available. No refund is allowed for any unused tour or air service.

## 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.

## Complaints

If the Passenger has a problem with the services provided on or in connection with the Trip at the destination, the Passenger will contact WorldStrides Canada who will do its best to correct the problem. If the problem cannot be resolved at the destination, the Passenger may send a written complaint to WorldStrides Canada when the Passenger returns from the Trip.

## Worldclass Flexibility Program

Groups can 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 45 days before departure. Changing the destination or date of the trip will be determined based on 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. 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.

## Trip Cancellation by WorldStrides Canada

WorldStrides Canada and the sponsoring organization (i.e. school or club) reserve the right to cancel any Trip at their sole discretion. In the event that a Trip is cancelled by WorldStrides Canada, WorldStrides Canada shall have no responsibility beyond the refund of all monies paid by the Passenger, which shall be deemed to constitute full settlement. WorldStrides Canada cannot guarantee weather conditions nor can WorldStrides Canada be responsible for any shut down, whether wholly or partially, of the operations of any services in connection with the Trip whether they be caused by weather or for any reason or cause, and WorldStrides Canada hereby expressly reserves the right to change the Trip destination if deemed necessary by WorldStrides Canada.

## Interpretation

This contract regardless of where it is performed shall be interpreted in accordance with the laws of the Province of Ontario, Canada. If there is a dispute, the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) and WorldStrides Canada agree that any legal proceedings must be commenced and conducted in the City of Toronto, Canada. In the event that any covenant, provision or term of this contract should at any time be held by any competent court or other tribunal to be void or unenforceable, then this contract for reservation shall not fail, but the covenant, provision or term shall be deemed to be severable from the remainder of this contract, which will remain and continue in full force and effect. Any oral or written assurance or statement that differs from the terms and conditions not expressly approved in writing by WorldStrides Canada head office at 3280 Bloor St. W, Centre Tower, Suite 901, Toronto, Ontario, M8X 2X3, is not the responsibility of WorldStrides Canada and does not form part of this contract. The provisions contained herein constitute the entire contract between WorldStrides Canada and the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian). The Passenger and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) hereby acknowledges having read the contract or been given a reasonable opportunity to read and understand this contract.

## Exceptional Circumstances

Without limitation, WorldStrides Canada, 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 Canada, 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 rescheduling or 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, teacher's strike, illness or disease, actual, perceived or threatened epidemics or pandemics, government-imposed travel restrictions or closures, and other events outside WorldStrides Canada's control that make performance of a trip as contemplated impossible or impractical.

## Cancellation Due to Exceptional Circumstances

If your group is unable to reschedule your trip to a new destination or date, and/or cannot be delivered by WorldStrides Canada due to Exceptional Circumstances, you will be refunded all monies paid in, less non-refundable Fees and an additional cancellation fee of \$399 for trips involving international air travel, \$289 for trips involving domestic air travel, or \$100 for trips involving domestic bus travel.