

## GENERAL TERMS BEFORE WE GET STARTED

### Important Information

By registering for this program, you are agreeing to participate in a full-service group educational travel experience, operated by Lakeland Tours LLC dba 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, 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: [customerservice@worldstrides.org](mailto:customerservice@worldstrides.org) 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. Any participant who has already paid the deposit for a previous tour will receive a \$100 credit on your account.

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 will 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.

WorldStrides Sports programs will not be cancelled due to roster size. There will be no refund to participants who cancel due to roster size. WorldStrides reserves the right to include, at our discretion, guest players to fill out a group roster. Opposing teams also reserve the right to open their rosters up to guest players of other age groups.

**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, portage 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).

# EXPLORE BEYOND THE SPORTING ARENA!

## 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 is 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 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 U.S., 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 a proper identification, passport or visa, or necessary inoculations, the standard cancellation policy will apply. Reservations are not transferable at any time.

## Application for Foreign Travel

Any amateur sports organization travelling for an international match or tournament is required to complete an Application for Foreign Travel through their governing organization. This application will be provided by WorldStrides Sports or your affiliated organization / governing body (ex: Canada Soccer). Once the required application is completed by the travelling club, the application is sent to the club's affiliated organization for approval and is then sent to the club's governing body for final approval. There is an application fee per team, per trip. This application fee is to be paid by the club/team for each team that is travelling. This is not an individual participant's responsibility. Canada-based teams will pay their fees via their governing body. This application process does not pertain to college or high school teams.

## 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**.

## Optional Accommodations for Individuals and Groups

Participants may upgrade to a single room for an additional fee upon availability. All participants aged 22 and younger at time of departure room in same-gender rooms in twin or triple 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 not enough 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 your 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:** Depart from an airport different from your fellow group members. You pay the Tour Fee from the alternate airport, plus a service fee of \$145 if requested up to 130 days before departure. If requested between 90-129 days before departure, the fee is \$195. 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, constitutes grounds for immediate expulsion from the Program.

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, itinerary, venues, facilities, 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.

WorldStrides reserves the right to adjust the number of games played with no financial compensation to the group, if an arranged friendly opponent cancels or at the discretion of the Program Leader, School, or Club administrator.

WorldStrides reserves the right to change the date of departure by no more than two days from the original departure date in spring (Oct.-Apr.) and three days in the summer (May-Sept.). These changes are not grounds for cancellation without penalty or for refunds after the tour.

On occasion, WorldStrides must change dates of a scheduled program by more than three days as the result of Exceptional Circumstances, as defined below, or as a result of operational challenges or difficulties, including without limitation, travel restrictions, event cancellations, facility closures, government-imposed restrictions/closures, or other reasons beyond the control of WorldStrides.

Should WorldStrides need to change the destinations visited and/or the dates of a scheduled program by more than three days, we will work with your group's Program Leader to reschedule your trip to dates that work for your group.

**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 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 enrollment 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 original 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 [customerservice@worldstrides.org](mailto:customerservice@worldstrides.org) 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, school board, sports club or organization (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 enroll in the Cancel for Any Reason Plan and you, the Program Leader, School, Team, or 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, \$289 for trips involving domestic air travel, or \$149 for trips involving domestic bus travel. After August 2021, cancellation fees for non-purchasers of Cancel for Any Reason Plan will be \$499 for international air travel, \$389 for domestic air travel, and \$189 for domestic bus 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 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 more than 2 days 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.

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

The cost of Travel Protection Plan Plus is \$25 per day of your tour, to a maximum of \$375. 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 wilful 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 [celestialcruises.com/en/conditions-of-carriage](https://www.celestialcruises.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](https://www.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 1-800-468-5899. WorldStrides’ legal address is 3080 Yonge Street, Suite 5052 Toronto, ON M4N 3N1.