

## *How do you manage the safety and security of travellers on-tour?*

WorldStrides is proud of our decades-long safety record. Our experienced team is constantly updating our policies and procedures to ensure your travel experience is safe and full of the enriching learning opportunities and engaging adventures that we've been delivering for years. From our rigorous safety checks and detailed site visits to our continual training, we take every possible precaution to ensure a safe and worry-free tour for all of our participants.

Our in-house Health and Safety team works to maintain our industry-leading safety measures that ensure you can travel with confidence in any environment. Our team receives guidance from bodies including the Government of Canada, the World Health Organization (WHO), and The George Washington University Medical Faculty Associates. We've partnered with Exlog-Global in order to utilize their extensive resources to stay up-to-the-minute on world events and improve our ability to respond in serious situations. Finally, our WorldAssist team, staffed by WorldStrides employees provides 24/7 on-tour support to all groups for any on-tour issues, minor or major.

## *When will I receive my flight itinerary?*

Prior to departure, you will receive all transportation details. This includes flight and hotel information, departure and return times, packing tips, and drop-off/pick-up locations. Final flight itineraries will be available approximately 30 days prior to departure.

## *Can I choose or upgrade my seats for my flights?*

Group flight bookings are restrictive, so we are not able to select specific seats or request upgrades. If you would like to book an upgraded seat, we suggest you choose the "land only" option and make the appropriate arrangements separately to your WorldStrides Canada booking.

## *Can I book my own airline ticket and travel land only instead?*

For many of our tours, travellers may opt to arrange their own airline tickets and join the group at the hotel of the first destination. Some tours that include an internal flight do not allow this option. Please contact a Customer Care Representative for more information.

Travellers may opt to arrange their own transportation online by selecting the "Land Only" box on the *Change Selections* page. This change should be requested upon enrolment.

**Please note:** All participants who opt to arrange their own transportation are responsible for their own airline tickets AND airport transfers. They will not be met at the airport by a WorldStrides representative. Travellers should not make any flight arrangements until they receive the final tour itinerary and departure date from the Program Leader.

## *Can I collect frequent flyer miles?*

The ability to obtain frequent flyer miles will vary depending on the airline; some airlines will credit your account and others cannot do so because you are flying on a group ticket. You will need to contact the airline directly, as WorldStrides is unable to negotiate frequent flyer miles on your behalf. It may be helpful to retain your boarding passes.

## *What if I have special dietary requirements?*

We will make every reasonable attempt to accommodate the dietary requirements and restrictions of our travellers. All dietary concerns (including allergies, halal, Kosher, and vegetarian diets) should be reported to our Tour Consultants upon tour registration.

## *Can you accommodate passengers with mobility concerns?*

Any passengers with mobility concerns, physical disabilities, or special needs are welcome to travel on a WorldStrides tour. Mobility accommodations should be reported to our Tour Consultants upon registration. We will do everything in our power to accommodate the needs of every traveller.

It is important to us that all travellers have an engaging experience throughout their travels. Unfortunately, wheelchair accessibility and general mobility concerns can vary greatly from country to country. While we always do our best to accommodate accessibility requirements, we cannot guarantee accessibility for wheelchairs, walkers, dialysis equipment, guide dogs, or other special aids at hotels, restaurants, public transportation, museums, or other attractions overseas. For more information on destination specific accommodations, the Program Leader, Tour Consultant, or one of our Customer Care Representatives can advise on specific needs.

## *Do we have to stay with our group at all times?*

It is recommended that all travellers remain with their group for the duration of the tour to ensure they do not miss any prepaid transportation, meals, events, or attractions. Many of our itineraries have free time built in, at which point travellers can explore sites and destinations on their own.

## *Can I arrive early or stay later after my tour?*

If an individual participant would like to opt to arrive early or stay behind the scheduled tour, WorldStrides can arrange to change their airline ticket for a service fee of \$145 when requested upon enrolment. After enrolment, the service fee to change an individual ticket is \$195. Airline ticket changes can only be requested up to 110 days before departure. After that, WorldStrides is unable to guarantee a ticket change. The traveller with the updated ticket is responsible for all accommodations, meals, and transfers outside of the scheduled tour itinerary. We cannot guarantee that travellers with altered tickets will share any of the group flights, and additional airline fees may apply to these travellers. If travelling on an altered ticket, the traveller(s) should be in contact with the Tour Director to establish a meeting plan prior to departure.

## *How much money should I bring?*

Money should be brought to pay for items NOT included in your tour fee. These expenses include, but are not limited to:

- Beverages at dinner
- Lunch (unless specified on the itinerary)
- Optional excursions and/or extensions
- Local transportation to unscheduled activities
- Tips for Tour Directors, bus drivers (unless noted in your pricing breakdown)
- Any applicable baggage-handling fees imposed by airlines

## *What can I expect from pre-arranged meals? Will there be a choice each night?*

WorldStrides provides breakfast and dinner daily on all tours, unless otherwise indicated. Generally, lunch is not provided to participants except on Greek cruises, tours to Costa Rica and China, or when indicated on the program itinerary. On all other tours, participants have lunch breaks and free time to explore local food options.

- **Breakfast:** European-style breakfast is offered every morning and includes juice, cereal, bread (such as toast, croissant, or pastry), and coffee, tea or hot chocolate, as well as a selection of cheese, eggs, yogurt, fruit, or meat.
- **Dinner:** WorldStrides chooses restaurants that provide familiar fare with regional food, giving guests the opportunity to indulge in new flavours without risking culture shock.
- **Dietary Restrictions:** Travellers should notify their Program Leader of any special dietary requirements or food allergies prior to departure. Our team will notify all hotels and restaurants in advance and do our best to meet dietary needs on a case-by-case basis. Unfortunately, we cannot control every dining experience and we recommend that travellers with dietary restrictions pack safe snacks to have on hand.
- **Meal Refunds:** All breakfasts and dinners are included in the tour fee. It is not possible to refund the fee for any meals travellers choose to miss.



## Who do I contact if I have a question about my account or my travel arrangements?

Travellers can contact their Program Leader or Tour Director, who should be able to answer any questions you may have. If travellers need additional information or assistance, they may contact our customer service team at [customerservice@worldstrides.com](mailto:customerservice@worldstrides.com).

## When do I need to enrol by?

We always recommend enrolling early, to take advantage of the best rates on flights and tours. WorldStrides charges a late registration fee of \$145 if enrolment is less than 110 days before departure. Late registrants may also face additional airfare costs for late registrations.

## What is our Tour Director responsible for?

Quality Tour Directors are the basis of the WorldStrides travel experience. Therefore, we take great care in the selection and training of our guides. A WorldStrides Tour Director accompanies every tour group for the entirety of the itinerary. In addition to being fluent in the language(s) of the destination and trained in emergency management procedures, the responsibilities of our Tour Directors include:

- Leading and coordinating tours;
- Ensuring itineraries runs smoothly and on time;
- Advising travellers of safety practices and procedures;
- Liaising with all on-tour activity providers, restaurants, hotels, etc. during the trip;
- Communicating effectively with our WorldStrides operations and emergency teams if any on-tour issues arise.

## If I book a trip but am unable to travel, can I get a refund?

Travellers may cancel their WorldStrides program and receive a full refund if the cancellation is received within 24 hours following receipt of registration confirmation or initial payment invoice (whichever is first).

After 24 hours, the Standard Cancellation Policy applies unless the Travel Protection Plan Plus is purchased.

**Standard Cancellation Policy:** The services and value we provide begin long before the date of departure. As such, there are significant unrecoverable costs that accrue as the departure date approaches. Therefore, if travellers do not enrol in the Travel Protection Plan Plus and they or the Program Leader cancel beyond the 24-hour grace period, WorldStrides is entitled to retain:

DAYS PRIOR TO DEPARTURE	INTERNATIONAL
More than 150 days	\$399 non-refundable fee
149-110 days	\$599 non-refundable fee
109-76 days	50% of all fees + \$99 non-refundable fee
75-31 days	75% of all fees + \$99 non-refundable fee
30 days or less	100%

DAYS PRIOR TO DEPARTURE	NORTH AMERICAN FLIGHT
110 days or more	\$249 non-refundable fees
109-76 days	50% of all fees + \$99 non-refundable fee
75-46 days	75% of all fees + \$99 non-refundable fee
45 days or less	100%

Refunds are issued in the same method payments were made, unless paid directly from a chequing account, in which case a cheque will be issued.

**Please note:** WorldStrides cannot refund credit cards that were not originally used for payments or in amounts that exceed the total charged to that card. Please contact WorldStrides at **1-888-378-8845** with questions concerning refunds.



## Does my trip include travel insurance?

Travel insurance can be purchased for an additional cost at the time of booking. The Travel Protection Plan Plus, which includes the “Explorer” insurance package from TuGo, covers travellers for a range of events, including:

- A traveller’s injury or sickness;
- The death of a family member;
- Theft of passport or visas;
- Flight cancellations and delays;
- Loss of luggage and personal effects;
- Trip cancellation and/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”.

The cost of the Travel Protection Plan Plus is \$25 per tour day, to a maximum of \$375. The plan should be purchased within 10 days of tour enrolment to ensure maximum coverage and cannot be refunded after 7 days from purchase.

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

## Cancel For Any Reason Waiver

When travellers purchase the TuGo “Explorer” insurance package within 10 days of the initial deposit/payment for their trip, they will also receive the WorldStrides “Cancel For Any Reason (CFAR)” Waiver benefit. The CFAR waiver allows travellers to cancel their trip for any reason not otherwise covered by the TuGo insurance policy. WorldStrides will reimburse travellers for 75% of the applicable non-refundable cancellation fees, provided the cancellation is received more than 2 days before the 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 an insurance benefit provided by TuGo or their designated underwriters. To file a CFAR claim, travellers must first contact TuGo to open a Trip Cancellation claim or visit [tugo.com/claims](https://www.tugo.com/claims). TuGo will contact WorldStrides once the claim is processed, informing WorldStrides of any cancellation benefits to be paid out. WorldStrides will then process the CFAR claim for 75% of the non-refundable cancellation fees, less any TuGo paid cancellation benefits.

