EDUCATIONAL TOURS

# Special Travel Requests

Frequently asked questions for travelers and families

A Special Travel Request is a request to travel on an itinerary that differs from your EF group's itinerary.

The four common types of special travel plans:

- **Stay Ahead:** Arrive at the destination before the group. *Depending on your specific tour itinerary, you can either request to arrive early to the city your tour begins, or a different city/gateway within EF's offered options.
- **Stay Behind:** Remain at the destination after the group's tour ends. *Depending on your specific tour itinerary, you can either request to stay later/return home from the city your tour ends, or a different city/gateway within EF's offered options.
- **Domestic Gateway Change:** Use a different U.S. departure and return airport from the group. *Please note: Both departure AND return gateways must be the same (you must fly to/from the same domestic gateway).
- **Land Only:** Arrange and manage your own round trip airfare at a reduced EF program price.

### Start here

If you are considering a Special Travel Request, please make sure to read the age, timing, transportation, and cost information below before submitting. Individual Special Travel Requests remove the traveler from the group booking, so the traveler may not fly with the group on either leg of the journey.

## Before you submit

**When do I need to submit a Special Travel Request?**
Submit your request at least **110 days before departure**. Requests submitted after that deadline may not be possible to accommodate.

**Why submit before my tour dates are confirmed?**
Submitting early gives EF's Travel team time to review options. Your group's tour dates are typically confirmed around **70 days before departure**—sometimes earlier. If a date change affects your request, EF will contact you directly. Do not book independent flights, hotels, or other travel until EF has confirmed your tour dates and your request.

**What age does a traveler need to be to submit?**
**Stay Ahead, Stay Behind, and Domestic Gateway Change:** The traveler must be 15 years old or older. A traveler younger than 15 may submit one of these requests only when an adult traveling on the tour submits the same request and will travel under the applicable arrangement.
**Land Only:** The traveler must generally be 18 years old or older. A traveler younger than 18 may submit a Land Only request only when an adult traveling on the tour is submitting the same Land Only request and will travel under that arrangement.
Airline unaccompanied-minor rules and other restrictions may still apply. EF cannot guarantee that every request involving a minor can be accommodated.

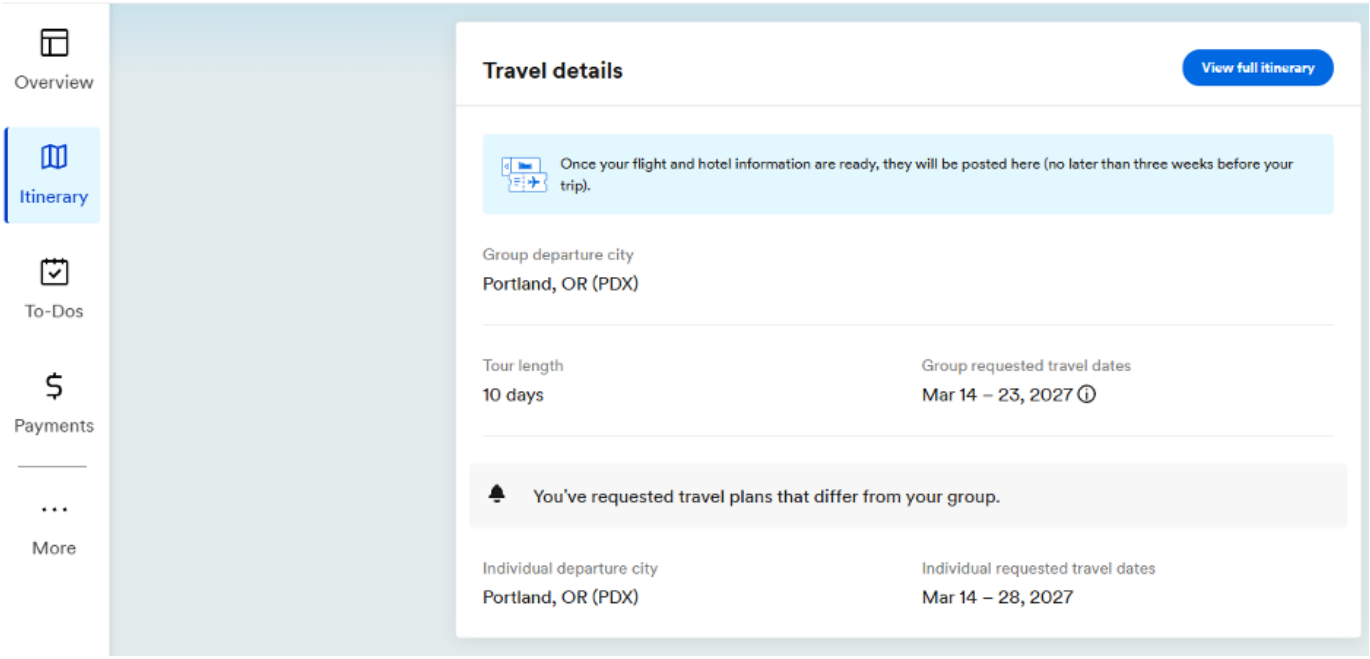
**Are there fees?**
A Special Travel Request has a **$200 processing fee**. Additional air, land, gateway, or other travel costs may apply and will be shown before you submit. Fees may also apply if you later request a change to an approved arrangement.

**Important**
Because a Special Travel Request separates a traveler from the group booking, changing one part of the itinerary may change the entire itinerary. EF cannot guarantee that the traveler will keep the group's outbound flight, return flight, airline, flight time, or routing.

## Submitting and tracking your request

**How do I submit a Special Travel Request?**
Submit the Special Travel Request form through your online account. To request access to this form, use the live chat at eftours.com or call Traveler Support at 800-665-5364.

**What will I see after I submit?**
Your online account should indicate that your special travel plans request was submitted or received. Upon logging in, click into the applicable tour and click "Itinerary" on the left-hand section – this will show you that you have requested travel plans that differ from the group, and will show you how your request differs from the group. See the example below:




EF will contact you if the group's confirmed dates affect your request. Your final flight information is generally posted in your online account approximately **21 days before departure.**

**Can I combine more than one Special Travel Request?**
Yes. When the form allows it, you may request more than one change as part of the same overall travel plan—for example, **Stay Ahead + Stay Behind** or **Domestic Gateway Change + Stay Behind**. Please note that there are certain country and destination specific limitations that EF must adhere to, and exceptions cannot be made.

**Can a Group Leader request special travel for the whole group?**
Yes. A Group Leader may request special flight and/or land arrangements for the full group, including a group Stay Ahead or Stay Behind where available. Group Leaders should make these requests directly with their EF Experience Specialist. Additional costs are added to each traveler's balance.

## Flights, meeting up, and your responsibilities

**Will I be on the same flights as my group?**
You should expect to fly separately from your group on one or both legs—and potentially all legs—of the journey. EF's group airline contracts allow EF to reserve group space far in

advance, but an individual Special Travel Request is handled outside that group booking. EF cannot guarantee that you will share flights with your group, even if you request the same itinerary.

**Who is responsible for meeting the group?**
The traveler is responsible for getting to the correct meeting point and for all transportation that is not expressly included in the confirmed EF itinerary. EF **does not provide transportation** to meet up with the group or to reconnect a traveler to the group after an Stay Ahead, Stay Behind, or Land Only arrangement. Contact your Group Leader to coordinate a meeting plan after you receive your confirmed itinerary.

**What if I arrive late or leave early?**
If your travel plans cause you to arrive after the tour begins or leave before it ends, you are responsible for arranging and paying for the related transportation and other expenses. EF **does not reimburse missed tour days, activities, meals, hotels, transportation, or other included time on tour**. Please confirm your plans carefully before submitting.

**What arrangements do I make before or after the tour?**
EF will rebook the eligible roundtrip airfare associated with your approved request. You are responsible for any hotels, accommodations, meals, flights, ground transportation, and other arrangements before the tour begins or after the EF tour ends. For example, if your tour ends in Paris and your EF-booked return flight departs from Rome three days later, you are responsible for getting from Paris to Rome and for your arrangements until that flight.

**Can EF book my traveler on the same flight as family members who are traveling independently?**
EF cannot book or reserve airfare for people who are not traveling on the EF program, and EF cannot guarantee that the traveler's flight will match a family member's flight. Once the traveler's itinerary is posted on their EF online account at 21 days prior to departure, family members may independently try to book the same flight, subject to availability and price.

## Flight preferences and changes

**Can I request a specific airline, flight, departure time, or seat?**
EF cannot guarantee a specific airline, flight number, departure time, routing, layover, seat, or meal. EF will review available options that meet the request and applicable airline and program requirements.
If booking a specific flight is essential for you, you may want to consider whether Land Only is the better option - but keep in mind that a Land Only traveler is fully responsible for their roundtrip airfare and meeting up with the group.

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**What if I change my mind? Can I get back on the group's flights?**
Contact Traveler Support as soon as possible as the deadline to make any changes to your itinerary – including cancellation of a Special Travel Request – is 110 days prior to departure. Returning to the group flight is subject to availability, airline rules, timing, and any applicable fees; it may not be possible after the request has been confirmed or tickets have been issued.

**What if I do not like my flight itinerary that is posted at 21 days prior to departure? Can I change it?**
Once your final flight itinerary is posted, **it cannot be changed** based on personal preference. This includes requests for a different airline, flight time, routing, layover, or seat. Do not purchase replacement flights or make other travel arrangements as there will be no reimbursement from EF. If EF needs to make an operational change, the updated itinerary will be posted to your online account. Please check your account regularly for the most current flight information.

**Can EF book only my outbound or only my return flight?**
EF's program includes roundtrip airfare, and **EF cannot convert the EF-booked itinerary to a one-way booking**. If you want to arrange only one part—or all—of your air travel yourself, ask about Land Only and review the age requirements and responsibilities above.

## Final reminders

### Before you submit, make sure you understand

Your request may result in separate flights; the $200 processing fee and possible additional costs; age and destination/country restrictions; your responsibility for hotels, meals, transportation, and meeting up with the group; and the fact that missed tour time is not reimbursed.

1. Submit by the deadline: At least 110 days before departure.
2. Wait for confirmation: Do not book independent travel until EF confirms your tour dates.
3. Check your online account: Look for your final flight information approximately 21 days before departure.
4. Ask questions early: Use live chat at eftours.com or call Traveler Support at 800-665-5364.

***This FAQ is a general guide. EF's current Booking Conditions, your confirmed itinerary, and written confirmation from EF control if there is a conflict.***