

General Terms and Conditions

These Booking Conditions are valid for all EF tours departing after October 1, 2024. All tours are operated outside of the U.S. by EF Education First International, Ltd., Switzerland. EF Institute for Cultural Exchange, Inc. is a marketing service provider for that company and is referred herein together with EF Education First International, Ltd. as "EF."

WHAT'S INCLUDED IN THE PROGRAM PRICE?

- Round-trip airfare
- Accommodations in hotels with private bathrooms
- A Tour Director available 24 hours a day from when you arrive until you depart
- Breakfast and dinner daily in Europe. (For non-European destinations different meal plans may apply.)
- Sightseeing tours and excursions led by licensed local guides as specified
- Airport transfers and transportation between destination cities
- Transportation to all included activities
- Entrance fees and theater tickets as specified
- EF walking tours and Tour Director-led sightseeing as specified
- Cruises, trains, or ferries as specified
- Adult supplement (if applicable)
- 24-hour worldwide emergency service
- Support from EF representatives abroad
- EF backpack for each tour

The above apply to all tours unless otherwise noted on the tour itinerary. If we ever fail to provide you with any of the above, we will refund you its value upon your return from the tour.

WHAT'S NOT INCLUDED IN THE PRICE?

- Rooming supplement (if applicable)
- Optional excursions (except where indicated)
- Global Travel Protection plan or Global Travel Protection Plus plan (except where indicated)
- Beverages and lunches (except where indicated)
- Transportation to free-time activities
- Customary gratuities (for your Tour Director, bus drivers, and local guides)
- Portage
- Any applicable baggage-handling fees imposed by the airlines (see eftours.com/baggage for complete details)
- Expenses caused by airline rescheduling, cancellations, or delays caused by the airlines, bad weather, or events beyond EF's control
- Passport, visa, and reciprocity fees or any other fees associated with entry to or exit from a specific destination

GROUP TRAVEL

How does group travel work?

We believe that all students should have the opportunity to travel, which means we do everything we can to keep our program prices the lowest in the industry without sacrificing quality. One of the ways we do that is by combining groups to fill a tour bus so that all travelers help cover the costs of the bus, the Tour Director, local guides, etc. Consolidating groups also allows travelers to meet students from other schools, although groups may not be of the same age level.

Therefore, in order for everyone to travel for the lowest price possible, group travel requires some flexibility. Each Group Leader submits their group's preferred tour choices and travel dates at the beginning of the planning process, and then we book the groups with the same requested tours on one specific departure date. Because EF is the largest student travel provider, it's rare that groups do not travel on their first-choice tour. However, on occasion, we may need to book your group on the backup tour your Group Leader selected at the beginning of the planning process. In the event we cannot offer for booking a tour comparable to your first-choice tour or your backup tour, your Group Leader may select an alternative tour or elect for

the entire group to receive a full refund. Once a program is booked, however, EF's Standard Cancellation Policy will apply. EF strives to keep departure dates within one day of the requested date for tours departing October through April and within three days of the requested date for tours departing May through September. Your final tour itinerary and travel dates will be confirmed approximately two months prior to departure. In enrolling on a group travel program, you are also making the decision to travel with your chosen Group Leader who retains the ability to change the requested tour itinerary or travel dates on your and your group's behalf.

Anything else I need to know about my itinerary?

Depending on your travel dates, it may become necessary to modify aspects of your itinerary for reasons outside of EF's control. This may involve changing the order in which cities are visited, altering your length of stay in a city or country, using an alternate airport, or modifying planned activities or entrances. On certain days, especially holidays or peak travel periods, some tour inclusions may be unavailable. In such cases, we will either substitute different inclusions or provide a refund for missed inclusions after the tour. Tours are designed for students, as reflected in the pacing, accommodations, and other aspects of the tour.

PRIVATE GROUPS

What if my group wants to travel on our own without being consolidated?

If you want the privacy of your own tour bus and Tour Director, you can choose to travel as a private group. This option is available for an additional fee, which varies based on the final number of paying travelers. If your group fills a standard-size tour bus, the private group option is free. The itinerary may not be modified while on tour (i.e., you do not have the tour bus at your disposal); however, you are able to make certain tour modifications prior to the tour departure. Although your base itinerary will include only your group, you may be consolidated with others during optional excursions. Also, due to flight and hotel availability, we require the same departure date flexibility as described above. Please let EF know prior to your first enrollment if you would like to be a private group. The final decision to travel as a private or consolidated group needs to be received by 180 days prior to departure.

What if my group is traveling on a customized tour?

If your group is traveling on a customized tour, you will automatically be traveling as a private group. The tour price for your customized tour can fluctuate based on the group size and will be finalized based on the number of paying travelers at the time of departure.

ENROLLMENT

EF incurs substantial non-recoverable staff costs and other expenses from the time of initial enrollment in processing traveler applications, beginning the planning and preparation needed for your and your group's tour program, and offering flexible policies like the Peace of Mind program and eligibility for discounts on other EF programs. As a result, all travelers must pay a non-refundable, non-transferable \$95 enrollment fee to complete their enrollment. All traveler enrollment applications must be received by EF by at least 110 days prior to departure. All accessibility or service animal requests must be received by EF by at least 110 days prior to departure.

What is the cost of a name correction?

Travelers must provide their complete first, middle, and last names and dates of birth as they appear (or will appear) on their passports. Any corrections to match passport names made after 110 days prior to departure require that we change the flight reservation, resulting in a minimum fee of \$200 per airline up to the cost of a new published fare ticket. This may also result in a different flight itinerary from the rest of the group and travelers younger than 15 years old are not permitted to travel without the group unless accompanied by an adult. Travelers who have not yet applied for a passport should provide their full name and date of birth as they appear on their birth certificate.

How do travelers enroll?

Enrollment Applications and payment can be submitted to EF in any of the following ways:

- Online: eftours.com/enroll
- Phone: 800-665-5364
- Mail:
 - EF Educational Tours
 - EF Center Boston
 - Two Education Circle
 - Cambridge, MA 02141

For your convenience, travelers are automatically enrolled in paperless billing. Travelers who prefer to receive invoices by mail may request this by logging into their account at eftours.com or by calling 800-665-5364.

Can a traveler enroll on a waitlist if the tour is full?

A waitlist will be offered for full tours. The \$95 enrollment fee is required to enroll on a waitlist and becomes non-refundable upon EF's confirmation of enrollment. If the applicant chooses to enroll on the waitlist, and then space becomes available on the tour, EF's manual payment plan and cancellation policies apply immediately. If space is not available by 14 days prior to departure or if the applicant cancels from the waitlist, the \$95 non-refundable enrollment fee will be refunded.

Can children under 11 go on tour?

We do not allow children under the age of 6 to travel with us. Travelers ages 6-10 must have an adult chaperone other than the Group Leader and will have to room with that chaperone. Travelers may choose to stay in a family room (a room with two twin beds and a cot) or in a twin (a room with two beds). Applicable fees will apply.

Can adults go on tour?

EF's published program prices are based on student rates for transportation, admissions, accommodations, etc. We welcome adults (those age 20 and older, including those who will turn 20 while on tour) but have to charge a per-person flat fee supplement of \$100 plus \$90 per night of the tour to cover the difference between student and adult rates. Adults will pay an additional \$30 per night for the sea portion of their tour on overnight ferries and cruises, where applicable. Please see next page for information on adult rooming. Group Leaders have the right to refuse or cancel an adult's registration at their sole discretion. Groups comprised of a majority of adults must select the private group option. All adult travelers will be required to complete a background check through a third-party company prior to traveling. EF reserves the right to cancel any traveler if it determines the results pose a risk to the group's safety or wellbeing.

LATE ENROLLMENTS**Can a traveler enroll after 110 days prior to departure?**

Yes. A traveler may submit a late enrollment request 109 days to 14 days prior to departure. The traveler must enroll on the tour, pay a non-refundable \$200 late enrollment fee, and make full payment of the current program fee. The traveler will be placed on a waiting list while we check bus, flight, and hotel availability. The traveler is responsible for any additional charges that may apply. We may also offer an alternate flight to meet up with the tour or the option of arranging your own flight and buying the land-only portion of the tour. In some cases, entrance tickets may no longer be available to a late enrolling traveler and no refund will be available.

If we are unable to place the traveler on a tour or the traveler does not wish to pay the additional charges, the traveler may cancel their enrollment request and receive a full refund, including the \$200 late enrollment fee and \$95 enrollment fee.

PASSPORTS, VISAS, OTHER TRAVEL DOCUMENTS & ENTRY REQUIREMENTS

Each traveler is solely responsible for obtaining prior to departure a valid passport, applicable visas, and any other required travel documents, as well as verifying and satisfying the entry and exit requirements necessary for each destination of the tour itinerary. This may include required medical documents, testing, or proof of vaccinations (including any requirement to provide proof of full and up to date COVID-19 vaccination). All U.S. passports must be valid for at least six months following the tour's return date, and travelers will need to provide passport information to EF by 110 days prior to departure. Non-U.S. citizens will need to contact the embassy or consulate of their destination countries to ensure they meet specific entry requirements. Remember to check your itinerary carefully for all countries that will be visited (including countries visited in transit). Visit the U.S. Department of State's travel website at www.travel.state.gov for more information. If a traveler is unable to obtain these travel documents or meet any applicable entry or exit requirement, EF's Standard Cancellation Policy will apply and travelers will be solely responsible for any incurred expenses.

CAN I HELP PROTECT MY INVESTMENT?**Global Travel Protection plan**

Travelers can help protect their investment from the unexpected with the offered Global Travel Protection plan. Designed specifically with EF travelers in mind, this plan includes both pre and post departure benefits, which includes medical expense coverage that may apply on tour and tour cancellation for stated reasons such as serious injury or illness or financial hardship due to job loss. All benefits are subject to the limits, terms, and exclusions of the policy available at <https://riskstrategiestravel.com/efeducationaltours/>. Learn more at eftours.com/protection. The Global Travel Protection plan becomes non-refundable after any of the following occur: when you depart on your tour, when you file a claim, or 10 days after payment.

Global Travel Protection Plus plan

Along with providing the same benefits in the standard Global Travel Protection plan, travelers who purchase the Global Travel Protection Plus plan receive additional pre-tour cancellation benefits. Travelers are able to cancel their tour up to 24 hours prior

to departure for any reason and receive a refund of their tour program cost (less the cost of the plan, the non-refundable enrollment fee, and other Non-Refundable Fees) through this EF provided cancel for any reason waiver benefit. Learn more at eftours.com/protection. The Global Travel Protection Plus plan must be purchased at the time of enrollment and is non-refundable after any of the following occur: when you depart on your tour, when you file a claim, or 10 days after payment.

FLIGHT INFORMATION**Which airlines are used by EF?**

EF reserves seats on FAA, or similar international governing body, certified commercial and charter airline carriers. Due to the nature of EF's airline contracts, air arrangements may be subject to change and subject to certain constraints including, but not limited to, the availability of certain routings, travel times, and direct or non-stop flights.

What will my flights be like?

We always do our best to provide the most direct route to your destination city. However, due to available flight routings, we cannot guarantee non-stop or direct flights. Sometimes, groups may travel on an overnight red-eye flight, departing the evening before the tour is scheduled to begin. In rare cases, groups may have a domestic and/or international overnight, layover, and/or bus transfer. Based on seat availability and the size of the plane, we may not be able to accommodate all members of a group on the same flight, in which case the Group Leader will determine, where practical, which flight itinerary each traveler will travel. In such instances that a traveler is not satisfied with their flight assignment, standard cancellation fees apply.

Can I make modifications to my flight itinerary or seat assignment?

EF's group contracts do not allow upgrades, stopovers, or the accrual of frequent flier miles. EF and the airlines are not able to accommodate seat changes, upgrades, or modifications for group and/or individual bookings. We are not able to pre-assign seating. Seat assignments will be provided upon check-in. Depending on your group's size, travelers may or may not sit together. Some countries may require aircraft insecticide treatment for inbound foreign flights. A list of such countries is available at eftours.com/insecticide.

Do I have to travel on all legs of my flight itinerary?

You must travel on all legs of your itinerary. If you do not travel on a portion of your flights, the remaining portions will be cancelled. You will be responsible for purchasing a new ticket as well as for any service fees charged by the airlines.

What happens if my flight is delayed?

EF is not responsible for airline schedule changes or mechanical, weather, or capacity-related flight delays; however, visit eftours.com/protection for benefits offered in the Global Travel Protection plan and Global Travel Protection Plus plan.

Are any airports interchangeable?

Flights to and from the following destinations may originate/end at any of the airports in that vicinity. On occasion, the tour may return to a different airport than the one you departed from.

- Chicago: O'Hare or Midway
- Dallas: Dallas/Fort Worth or Dallas Love Field
- Houston: George Bush Intercontinental or Hobby
- Miami: Fort Lauderdale or Miami
- New York: LaGuardia, JFK, or Newark
- San Francisco: Oakland, San Jose, or San Francisco
- Washington, D.C./Baltimore: BWI, Dulles, or Ronald Reagan National
- Los Angeles: Los Angeles, Ontario, Burbank, or Santa Ana
- Ireland: Cork, Shannon, or Dublin
- Scotland: Edinburgh or Glasgow
- London: Heathrow or London City
- Paris: Charles de Gaulle or Orly
- Milan: Linate or Malpensa
- Tokyo: Narita or Haneda
- Osaka: Itami or Kansai
- Seoul: Incheon or Gimpo

Are there flight restrictions for travelers under 18?

Anyone younger than 18 years old traveling apart from the group without an adult companion must contact each airline on the minor's itinerary and may need to register as an unaccompanied minor per the airlines' policies. Any resulting fees will be assessed by the airlines and are the responsibility of the traveler. Travelers younger than 15 years old are not permitted to do individual special travel unless accompanied by an adult traveling on the tour. Additionally, travelers younger than 18 years old are not permitted to travel land-only unless accompanied by an adult traveling on the tour.

SPECIAL TRAVEL REQUESTS

EF is happy to provide stay-ahead/stay-behind options, alternate departure airports, and land-only tours for individual travelers or the whole group. If you have requested special travel arrangements, EF cannot guarantee that you will fly with your group in either direction.

What if the whole group wants to do a stay-ahead or stay-behind?

Where possible, EF will provide altered flight and/or land arrangements for a group of at least six paying travelers plus the Group Leader. Each traveler will have to pay any additional air and/or land costs. The Group Leader should submit one request for the whole group, which needs to be received prior to the first enrollment.

What if only one traveler has a special travel request?

Individual special travel requests should be submitted online at eftours.com by 110 days prior to departure. Please keep in mind that you should not make any actual arrangements—such as booking a flight or hotel—until your final tour itinerary and departure date have been finalized (around 60 days prior to departure). A \$200 service fee plus any additional air and/or land costs will be charged. Travelers younger than 15 years old are not permitted to do individual special travel unless accompanied by an adult traveling on the tour.

What are the types of individual special travel requests?

- Individual stay-ahead/stay-behind option: Where possible, EF will provide altered flight arrangements, according to a traveler's request. Travelers are responsible for making their own arrangements to and from the hotel or airport as well as all land arrangements pertaining to their individual itinerary.
- Alternate departure airports: Program prices are based on group departures. If an individual chooses to fly out of a different airport than the group, the program price of the alternate airport will apply. Travelers must depart from and return to the same domestic airport. Travelers are responsible for making their own arrangements to and from the hotel or airport as well as all land arrangements pertaining to their individual itinerary.
- Land-only tours: On certain tours, travelers have the option to make their own flight arrangements and join the tour at the first hotel on the itinerary. Travelers are responsible for making their own arrangements to and from the hotel or airport. In this case, the program price will be reduced depending on the length and destination of the tour. EF is not responsible for any travel-related delays or inconveniences for land-only travelers. Additionally, travelers younger than 18 years old are not permitted to travel land-only unless accompanied by an adult traveling on the tour.

EXCURSIONS**What are excursions?**

EF offers these activities in addition to what is already included on the itinerary. Most Group Leaders choose to add excursions to all traveler accounts. If only part of the group plans to attend a planned excursion, the Group Leader must ensure that either a chaperone or Group Leader is available to supervise both parts of the split group.

When should I purchase excursions?

To secure a discounted price, most excursions need to be purchased by 50 days prior to departure (70 days for Versailles). Some excursions may be purchased on tour, though at an increased price.

Are excursions refundable?

If EF cancels an excursion (due to low enrollment, for example), travelers will receive a full refund for the excursion after returning home from tour. To receive a refund for an excursion that you simply no longer wish to be enrolled in, you must let us know by 50 days prior to departure or no refund will be given.

ROOMING

EF handles final rooming assignments for all travelers. We make rooming assignments based on the gender identified on your passport. If you tell us you identify as a different gender or prefer alternate arrangements based on your sexual orientation, we will work to accommodate you at no additional cost. Please ensure that all rooming requests are submitted by 110 days prior to departure.

How are students roomed?

Students will room in triples or quads with others of the same gender from the entire tour group. This means that students from different schools may room together. EF uses hotels with rooms that contain two double beds (beds for two people). Two students are expected to share each bed.

Can students request a twin room?

Students may request twin accommodations (a hotel room with two single beds) by submitting the name of their roommate. The following additional fees will apply:

- \$90 per hotel night per student
- \$120 per ferry or cruise night per student

How are adults roomed?

Adults are placed in twin accommodations (a hotel room with two single beds) with another adult of the same gender from the entire tour group, unless the name of a roommate has been provided. This will mean that adults from different schools/organizations may room together.

Can adults request a room with a double bed?

Adults can request double-bed accommodations (a room with one bed for two people) by providing EF with the name of their roommate by 110 days prior to departure.

Can adults request a single room?

Adults can request a single room for an additional \$90 per hotel, cruise, or ferry night. This fee is in addition to the standard adult supplement fees covered on the previous page.

MISCELLANEOUS**When does the tour officially start and end?**

Each tour begins with the take-off from the departure airport and ends when the flight lands at the return airport. For those making their own flight arrangements, the tour begins upon arrival at the first EF hotel and ends upon departure from the last EF hotel, according to the itinerary. The official length of an EF tour does not include stay-ahead, stay-behind, or any optional periods or activities when travelers are not escorted by a Tour Director.

What if a refund is due?

Where applicable, refunds for overpayment or credit will be issued upon request and after the most recent payment has been in the traveler's account for 21 days. Refunds will be issued back to the original form of payment unless that is no longer valid, in which case a refund check will be issued in the name that appears on the traveler's account. All refunds (electronic or paper) are issued 4-6 weeks after the request has been processed. There will be a non-refundable \$50 stop-payment fee for lost refund checks.

Non-Refundable Fees

Non-Refundable Fees are defined as the Enrollment Fee (\$95), Global Travel Protection plan cost, Global Travel Protection Plus plan cost and Manual Payment Plan Fee as well as any late fees, late enrollment fees, Automatic Payment Plan decline charges, return check/direct debit fees, late special travel request fees and canceled check fees which have been applied to the account at the time of cancellation.

What about lost belongings?

EF is not responsible for loss of passports, airline tickets, or other documents, or for loss of or damage to luggage or any other passenger belongings. EF cannot facilitate retrieval of the lost items and/or their delivery to the traveler. In the case of lost travel documents, the traveler is solely responsible for meeting the airline's requirements (both logistical and financial) for ticket replacement. Should a traveler lose their passport during the tour, they are responsible for the costs of any additional hotel or flight costs associated with their trip delay while a replacement passport is in process. If the traveler is a minor, the traveler's parents are also responsible for any additional hotel or flight costs for the chaperone supervising the student during the trip delay.

What about travelers with food allergies?

EF recognizes that some travelers may have severe food allergies. We will do our best to ensure that our suppliers are informed of the situation, but we cannot guarantee that all requests will be accommodated. Travelers are responsible for making their own arrangements for all in-flight meals.

What items are prohibited from tour?

For the safety and well-being of all travelers, no firearms or any other weapons are permitted on tour except as required by law.

What if my tour dates do not fall in the range covered by these Booking Conditions?

Visit eftours.com/bc for the most recent version of the latest travel year's Booking Conditions.

PERSONAL DATA

EF will process your personal data in compliance with applicable data protection legislation for the purposes of completing your enrollment, customer service, the purchase of an offered travel protection plan, and providing you with the products and services related to your tour. This may entail sharing your personal data with corporate affiliates, claims handlers, insurance providers, and other business partners both within and outside the U.S., including to and within the EEA/Switzerland. We have put appropriate safeguards in place for such transfers of your personal data, including the standard data protection clauses adopted by the European Commission. EF may also use your personal data, combined with data from third-parties, to market products and services based on your interests, including by email and SMS/text. You may contact EF at any time to unsubscribe from any direct marketing purposes.

We will only keep your personal data for as long as it is necessary for the purposes for which it has been collected or in accordance with time limits stipulated by law and good market practice, unless further retention is necessary for compliance with a legal obligation or for the establishment, exercise or defense of legal claims. We will keep your personal data for marketing purposes until you withdraw your consent.

If you have questions about the processing or use of your personal data, would like to have a copy of the information EF holds about you, or have inaccurate personal data corrected or erased, please contact Traveler Support at 800-665-5364.

PROTECTION FOR TRAVELERS' PAYMENTS

Traveler's tour money has protection in the unlikely event of EF bankruptcy, insolvency, or cessation of business under our participation in the United States Tour Operators Association (USTOA) \$1 Million Travelers Assistance Program. For program details and a list of its affiliates, contact USTOA by mail at 275 Madison Avenue, Suite 2014, NY, NY 10016, by email at information@ustoa.com, or online at USTOA.com.

Cancellations and Modifications

STANDARD CANCELLATION POLICY

The cancellation policies outlined below take into consideration the costs EF incurs often years before groups ever depart. Notice of cancellation from an EF tour will only be accepted from the traveler, their legal guardian, or the Group Leader. The date of cancellation will be determined by the date on which EF receives notice. In order to qualify for refunds in accordance with EF's Standard Cancellation Policy, all payments must be received on time.

EF's Standard Cancellation Policy*

- *150 days or more prior to departure:* Full refund less the \$95 non-refundable enrollment fee, all Non-Refundable Fees, and a \$300 cancellation fee.
- *149 to 110 days prior to departure:* Full refund less the \$95 non-refundable enrollment fee, all Non-Refundable Fees, and a \$500 cancellation fee.
- *109 to 45 days prior to departure:* Full refund less the \$95 non-refundable enrollment fee, all Non-Refundable Fees, and 50% of the program price.
- *44 days or less prior to departure:* No refund will be issued.

*Travelers who purchase a Global Travel Protection plan have the option to cancel the trip until 60 days prior to departure due to reasons not covered by the insurance underwritten by United States Fire Insurance Company and to rebook to another EF Educational Tour within 30 days of such cancellation. Travelers are responsible for finding a new tour, and final placement is based on availability. Such tour needs to take place within 180 days from cancellation, and any difference in price will be covered by the traveler (non-refundable fees from the original tour will not be put toward the rebooked tour). These cancellation fee waiver and rebooking benefits are not an insurance provided by United States Fire Insurance Company.

* Travelers who purchase the Global Travel Protection Plus plan also have the option to cancel with a non-insurance Cancel for Any Reason waiver benefit provided by EF Educational Tours up to 24 hours before departure. The non-insurance Cancel for Any Reason waiver benefit provided by EF Educational Tours provides a cash refund for trip costs paid (less the cost of the plan, the non-refundable enrollment fee, and other Non-Refundable Fees) to EF Educational Tours for cancellation prior to departure. For plans issued in New York, customers can purchase the non-insurance Cancel for Any Reason waiver benefit separately from the rest of the travel protection plan – for further details, please contact Risk Strategies at 877-974-7462 ext. 321.

Cancellation with replacement**

- *150 days or more prior to departure:* Full refund less the \$95 non-refundable enrollment fee and all Non-Refundable Fees.
- *149 to 110 days prior to departure:* Full refund less the \$95 non-refundable enrollment fee, all Non-Refundable Fees, and a \$100 substitution fee.
- *109 days or less prior to departure:* Replacements can no longer be accepted and EF's Standard Cancellation Policy will apply.

**Cancellation with replacement refers to a traveler who cancels but finds a person to replace them for the same program. The replacement's Enrollment Form must be submitted at the same time as the notification of cancellation.

GROUP LEADER CANCELLATIONS

A Group Leader must accompany travelers on every tour. If a Group Leader cancels or is removed for any reason, they will be asked to assign a new Group Leader. Any travelers who cancel at this point and choose not to travel with their replacement Group Leader will be treated as standard cancellations. If no replacement Group Leader is found, the affected travelers will need to cancel to be eligible for EF's Standard Cancellation Policy. Those travelers interested in being placed with a new tour group should contact EF at 800-665-5364. If we cannot find a new tour for these travelers, EF's Standard Cancellation Policy will apply.

CANCELLATIONS OR MODIFICATIONS REQUIRED BY EXTERNAL EVENTS BEYOND EF'S REASONABLE CONTROL

EF is not responsible or liable for, and no refunds will be given as a result of, delays, cancellations, modifications, or interruptions affecting all or part of a tour program that result from any event, cause, or circumstance beyond the reasonable direct control of EF (a "Force Majeure Event"). For avoidance of doubt, a Force Majeure Event includes but is not limited to: (i) so-called "acts of God"; (ii) epidemics, pandemics, plagues, outbreaks of infection diseases, mass-illness or other public health issues, emergencies, or associated quarantine or isolation requirements; (iii) acts of any governmental or ruling authority or governmental shut-down; (iv) acts of war (whether declared or undeclared) or civil unrest, insurrection or revolt; (v) strikes or other labor activities; (vi) criminal, terrorist or threatened terrorist activities of any kind; (vii) travel restrictions, warnings or advisories issued by any local, municipal, county, state or federal governmental body, agency, or organization; (viii) overbooking or downgrading of accommodations by third-parties; (ix) limitations imposed on or cancellations of group bookings for entrances or activities by third-party suppliers or vendors; (x) structural or other defective conditions in houses, apartments or other lodging facilities (or in any heating, plumbing, electrical or structural problem therein); (xi) 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 (including flight delays, interruptions, or cancellations); (xii) severe or unexpected weather or other environmental events (including storms, fire, floods, and volcanic ash clouds); (xiii) financial failure or other defaults by suppliers; or (xiv) any unavailability or interruption of any service provider that is relied upon by EF to operate the program or otherwise fulfill an obligation to its travelers.

EF incurs substantial non-recoverable costs and expenses of its own in planning, preparing, and pre-paying amounts for such tours. Accordingly, if a tour needs to be cancelled or postponed due to a Force Majeure Event, travelers will receive an EF Future Travel Voucher for all monies paid, less the cost of any purchased travel protection plan, to allow travelers the ability to reschedule their tour at a time after the Force Majeure events abate. In the event of a delayed or interrupted tour program, the amount of the Future Travel Voucher will be pro-rated for the missed portions of the tour. Cancellation, modification, or postponement by EF for causes described in this section shall not be a violation of its obligations to any traveler.

Peace of Mind Program

We understand that plans can change due to unforeseen circumstances. EF provides an exclusive Peace of Mind program to account for such situations. This program is automatically included for all travelers and can be enacted at the group level by your Group Leader for any reason, including terrorism, pandemics, or other world events. Your Group Leader may choose from the following options:

45 days or more prior to departure

- Work with EF to modify your group's current tour itinerary and dates, or find a new tour, and apply all money paid to the new tour

- Cancel your tour and all travelers will receive a transferable Future Travel Voucher in the amount of all monies paid for the original tour, less the cost of any purchased travel protection plan
- Cancel your tour with applicable fees under the Standard Cancellation Policy

44 days or less prior to departure

Your Group Leader or the individual traveler will have the same Peace of Mind Options set forth above in the event: (i) any location(s) included in the group’s itinerary is newly designated as a Travel Advisory Level 4 by the U.S. Department of State or (ii) U.S. federal or state governmental authority has newly imposed a travel ban to your destination, or newly issued an order requiring a self-quarantine for travelers in your group upon arrival to a location on your itinerary or upon return home from a location on your group’s itinerary

Peace of Mind Program Terms & Conditions

Benefits of the Peace of Mind program are only available to the entire group and not to individual travelers unless specifically indicated. Travelers missing any payment deadlines must pay any incurred late fees to qualify for this program. Revised tours must depart within 1 year of the original tour. If the revised tour has a higher price than the original tour, travelers will be required to pay the difference as a condition of traveling on the revised tour. If EF cannot accommodate a revised tour request and/or the group decides not to travel on the original tour, then the group may opt for Future Travel Vouchers. If the group does not travel on the original tour, travel on a revised tour, or receive a Future Travel Voucher, standard cancellation fees will apply.

Travelers cancelling from a revised tour will be charged a cancellation fee based on the date that the original tour was revised or the date of cancellation from the revised tour, whichever is higher. EF will make every effort to accommodate revised tour requests.

Future Travel Vouchers are valid up to 25 months from the month of the original tour’s scheduled departure. Future Travel Vouchers are transferable at the face value of the voucher to members of the traveler’s immediate family or school community. The Future Travel Voucher is not a merchandise credit or a gift certificate and may not be redeemed for cash unless specifically noted on the voucher. Travelers who had booked their program by redeeming a previously issued Future Travel Voucher may have different terms and options available to them based on the originally issued voucher terms.

Payment Plan Terms and Conditions

Should you choose the Automatic Payment Plan or Manual Payment Plan, the following Terms and Conditions apply.

AUTOMATIC PAYMENT PLAN

- Travelers must select a payment method of either direct debit from a checking account or an ATM/debit card (card must display the Visa or MasterCard logo).
- EF must have the checking account or card holder signature on the Enrollment Form, electronic signature, or verbal authorization indicating agreement to EF’s Automatic Payment Plan Terms and Conditions before the plan is activated.
- A minimum of three months of automated payments are required. Travelers who are not eligible for the Automatic Payment Plan must pay in full upon enrollment or enroll in the Manual Payment Plan.
- Travelers must provide a valid email address and pay the tour’s \$95 non-refundable enrollment fee before the plan is activated.
- Travelers who choose monthly payments must choose a date between the 1st and 26th of the month on which their account will be automatically debited.
- Travelers who choose bi-weekly payments must choose a weekday on which their account will be automatically debited.
- Due to weekends and holidays, EF reserves the right to debit the travelers’ account up to three days after the scheduled date.
- The Automatic Payment Plan amounts are subject to change if tour items or payments (other than the Automatic Payment Plan) are added or removed in excess of \$20. All other items or payments totaling \$20 or less that are added or removed will only be reflected in the final payment.

- After the Automatic Payment Plan’s final scheduled payment, any additional items are due at time of purchase. Payments will no longer be automatically deducted.
- A non-refundable \$50 fee will be assessed each time a payment is returned or declined. In these cases, the plan will be recalculated to have the missed payment redistributed across the remaining schedule. EF reserves the right to withdraw travelers from the plan for returns or declines in two consecutive payments. Should the final payment be returned or declined, travelers will automatically be withdrawn from the plan.
- Travelers are not charged late fees while enrolled in the Automatic Payment Plan. If the traveler opts to withdraw from the plan or is withdrawn by EF, the traveler will be enrolled in the Manual Payment Plan, and the non-refundable manual plan fee will be assessed.
- All of the above terms and conditions of the Automatic Payment Plan also apply to travelers on EF Tours for Girls programs.

MANUAL PAYMENT PLAN

- If travelers do not pay in full upon enrollment or choose the Automatic Payment Plan, they will be enrolled in the Manual Payment Plan and a non-refundable manual plan fee will be applied.
- Based on date of enrollment, travelers will be invoiced up to three payments. The first payment of \$500 is due 30 days after enrollment. The second payment of \$500 is due 90 days after enrollment. The remaining balance is due 110 days prior to departure.
- Based on date of enrollment, travelers on an EF Tours for Girls program will be invoiced up to four payments. The non-refundable enrollment fee of \$95 is due at the time of enrollment. The first payment of \$300 is due 60 days after enrollment. The second payment of \$500 is due 14 months prior to departure. The third payment of \$500 is due 9 months prior to departure. The remaining balance is due 110 days prior to departure.
- A late fee of \$100 will be assessed for any missed payment. All late fees are non-refundable.
- Travelers can pay with ATM/debit card, credit card (card must display the Visa or MasterCard logo), or personal checks.
- Payments made by personal check must be submitted with the traveler’s name and account number.
- A non-refundable \$50 fee will be assessed each time a payment is returned or declined.
- Travelers are responsible for making on-time payments even if an invoice is not received.
- All payment due dates refer to the dates by which each payment must be received by EF.
- EF reserves the right to cancel the traveler’s reservation if any payment is past due by 30 days (or 15 days after final payment).
- Payment for the Global Travel Protection plan or Global Travel Protection Plus plan is due at time of purchase, and the plan will not be purchased until payment is received.

Paperless Billing Terms and Conditions

For travelers enrolled in Paperless Billing, the following Terms and Conditions apply:

- Travelers will receive electronic invoices in connection with all information related to their EF account, including tour invoices, and other notices that are available in electronic format. Travelers understand this means that, once enrolled, they will not receive paper copies. Invoice reminders will be sent to the primary contact e-mail address that travelers provide on their enrollment form. Travelers may view and print invoices by logging into their account at eftours.com.
- EF is not responsible for any delay or failure to deliver any invoice, and travelers understand that nothing in these Terms and Conditions relieves obligation to pay any invoice.

- Travelers may elect not to receive electronic invoices and change to billing by US mail at any time by logging into account at eftours.com or by calling 800-665-5364.
- To the extent permitted by law, paperless billing is provided “as is” with faults and without warranties of any kind, either expressed or implied. Travelers assume all responsibility and risk for use of paperless billing. EF does not warrant that the information, processes, or services will be uninterrupted, or bug or error free.

Other Terms and Conditions

The terms and provisions of these Booking Conditions supersede any other warranties, representations, terms, or conditions, unless they are expressly stated within a Booking Conditions Addendum or in a letter signed by an EF officer. While EF makes every effort to ensure the accuracy of its publications, it cannot be held responsible for typographical or printing errors (including prices).

Enrolling travelers acknowledge that EF may change the Booking Condition terms from time to time and those changes become effective immediately. Notice will be provided to you in the event of a material change. A traveler's continued use of EF's services following such notice constitutes acceptance and agreement to be bound by such changes. Travelers agree that the current version of the Booking Conditions in effect at the time of travel or cancellation applies to their tour program.

The tour operator for your trip is EF Education First International, Ltd., Selnaustrasse 30, 8001 Zurich, Switzerland, organization number CHE-109.874.655, VAT number CHE- 116.325.678 MWST. EF Institute for Cultural Exchange, Inc. is an affiliate of EF Education First International, Ltd. and acts only as a marketing services provider for that company. EF Institute for Cultural Exchange Inc. is not an agent of EF Education First International, Ltd., does not provide any goods or services for your trip, and is located at Two Education Circle, Cambridge, MA 02141 (t: 800-665-5364). The services provided are tax-exempt with credit in accordance with Swiss Federal Law with regard to VAT Article #23.

EF is a registered as a “Seller of Travel” as defined by travel regulations in the following states: Florida (Reg. No. ST36778); California (Reg. No. 2015641-20); Washington (Reg. No. 603084928).

DIVERSITY, EQUITY, INCLUSION AND BELONGING

EF is committed to providing an inclusive tour experience, and all of our travelers play a role in this. On tour, you will meet people who represent a variety of backgrounds and beliefs and explore diverse cultures and histories. Our goal is to create an environment that celebrates these differences and fosters learning more about the world, yourself, and yourself in the world.

EF's Rules of the Road

When you enroll on tour, you agree to EF's Rules of the Road, which can also be found on your personalized website. If you do not conform to these regulations or any specific rules set by your Group Leader, you risk dismissal from the tour, returning home at your expense with no refund for the missed tour portion. Decisions regarding tour dismissal are up to EF and/or your Group Leader.

All travelers must adhere to the following regulations while on tour:

1. All scheduled activities are obligatory. If you are sick, have signs of becoming sick, or have a physical ailment that might prevent you from participating in an activity, you must tell the Group Leader, who should notify the Tour Director.
2. If you want to visit friends or relatives in a destination country, your Group Leader must be told before the tour begins. Please complete the Tour Leave Form, found under Forms and Resources on the Help Center (eftours.com/help-center), to receive permission for the visits. You must then give the form to your Tour Director upon arrival.
3. You are expected to respect the nightly curfew that your Group Leader may set for your own safety and security. Room checks will be conducted at the Group Leader's discretion. Visitors or group members of the opposite gender are not permitted in your room.
4. Smoking is not allowed on buses, during meals, in hotel rooms, or in any other shared, enclosed space.
5. Hitchhiking and the driving or renting of any motor vehicle is strictly forbidden for all travelers.
6. You are required to pay for any phone calls or incidental personal expenses incurred at hotels. These will be payable the evening before departure at each hotel.
7. Travelers under the age of 18 may not consume alcohol on tour. Travelers over the age of 18 (or older, if local laws require) may consume beer or wine in moderation. The consumption of hard liquor is strictly forbidden. Group Leaders and/or parents may prohibit all alcohol consumption at their discretion. Excessive drinking by any traveler will not be tolerated and will result in dismissal from tour at the traveler's own expense.
8. Illegal activities will not be tolerated and are punishable by immediate dismissal from the tour. If you are involved in any illegal activities, all costs to return home are at your own expense. If the local authorities are involved, you will be subject to the laws of the country you are visiting.
9. Payment for damage done to hotel rooms or to buses is your responsibility. If you notice any damage upon arrival at a hotel, you should notify the Tour Director immediately.
10. EF is committed to creating a safe and comfortable environment for all travelers, and diversity, equity and inclusion are an integral part of our mission to break down barriers through educational travel. Harassment, bullying or discrimination aimed at other travelers, suppliers or staff on the basis of gender identity, age, sexual orientation, disability, physical appearance, race, ethnicity, religion or any other factor will not be tolerated and may result in a participant's dismissal from tour at their own expense.

Release and Agreement

I (or parent or legal guardian if enrollee is under 18 or a minor under any other applicable law) have read, understand and agree to the following in exchange for enrollment on an EF Educational Tour:

1. I acknowledge and understand that my tour is operated outside of the U.S. by EF Education First International, Ltd., Switzerland, and that EF Institute for Cultural Exchange, Inc. acts only as a marketing service provider for that company.
2. EF Institute for Cultural Exchange, Inc., EF Education First International, Ltd., and their affiliated companies, partners, and any companies acting on their behalf, along with their officers, directors, employees, agents, and authorized representatives (collectively referred to herein as “EF”) do not own, operate, or control any entity that is to or does provide goods or services for my program, including but not limited to: hotels, houses, apartments, or other lodging facilities; tour directors; airline, vessel, bus, or other transportation companies; local ground operators; visa processing services; providers or organizers of optional excursions; or food service or entertainment provider. I acknowledge that all such persons and entities, specifically the Tour Director assigned to my tour, are independent contractors and not employees or agents of EF. As a result, EF is not responsible or liable for any injury, loss or damage to person or property, death, disease, sickness, delay or inconvenience in connection with the provision of any goods or services or arising from any negligent or willful act or failure to act of any such person or entity or of any third-party.
3. I acknowledge that international travel programs include certain inherent risks that include dangers associated with water-based activities; dangers associated with or bites from animals, insects, or pests; sanitation problems; food poisoning; lack of access to or quality of medical care; difficulty in evacuation in case of a medical or other emergency; or any negligent or willful act or failure to act of any third party or for any other cause beyond the direct control of EF.
4. To the fullest extent permitted by law, I agree to release EF and my school, my school district, my school board, my Group Leader, and Tour Director (collectively, the “Released Parties”) from, and agree not to sue the Released Parties for, any and all claims of any nature related in any manner to my participation on an EF-sponsored tour or a Service Learning Tour, including, but not limited to, claims for negligence, breach of contract, breach of express or implied warranties, negligence or wrongful death, or any statutorily based claim. I hereby unconditionally and unequivocally waive any and all claims and demands for all damages, losses, costs and expenses of any nature whatsoever (including attorneys' fees) on account of or arising out of any and all personal

- injury, death, bodily injury, mental anguish, emotional distress, or property or other damage that I may suffer from any cause whatsoever related in any way to my participation on any EF-sponsored tour or a Service Learning Tour.
5. I understand that travel in other nations is not similar to travel within the United States. Travel outside of the United States can involve inconvenience and risk, including, but not limited to: forces of nature; geographic and climatic conditions: different hygienic standards: infrastructure problems (including road maintenance, transportation delays and accommodation conditions); civil unrest; vandalism; crime; political instability; and terrorism. Medical services or facilities may not be readily available or available at all during all or part of a program and, if available, may not be equal to standards in the participant's home country. I understand that a Service Learning Tour is a physically demanding excursion in a developing country, and I knowingly assume the risks of such an excursion. I further understand that different parts of the world present unique health, disease, and safety concerns, and I agree to review any specific risks related to my destination by visiting the U.S. Centers for Disease Control and Prevention's Traveler's Health website at www.cdc.gov/travel and the State Department's International Travel website at travel.state.gov/content/travel/en/international-travel.html.
 6. I acknowledge that international travel includes certain inherent risks that include but are not limited to: (i) injuries caused by other travelers or third-parties; (ii) traffic-related accidents; (iii) dangers associated with water-based activities; (iv) dangers associated with or bites from animals, insects, or pests; (v) sanitation problems; (vi) food poisoning; (vii) lack of access to or quality of medical care; (viii) difficulty in evacuation in case of a medical or other emergency; (ix) or any negligent or willful act or failure to act of any third party or for any other cause beyond the direct control of EF. I assume all risk of bodily injury, death, emotional trauma, property damage, inconvenience, and/or loss resulting from negligence or any other acts of any and all persons or entities, however caused, including, but not limited to, those risks mentioned above. It is my intention fully to assume all of the risks of travel and participation in the program and to release the Released Parties from any and all liabilities to the maximum extent permitted by law.
 7. I further agree to release the Released Parties from any and all decisions to cancel, modify, or delay the tour as a result of unforeseeable events that are beyond the reasonable control of EF or which become necessary or advisable for my safety or for the quality of the tour experience.
 8. I agree that this Release applies to and binds myself and my minor child enrolling on tour (if applicable) along with my personal representatives, executors, heirs, and family.
 9. EF shall have no responsibility for me whatsoever when I am absent from an EF-supervised activity or for non-supervised activities, such as visits to friends or relatives or during stay-ahead/stay-behind option periods or any other optional period or activity when not escorted by a Tour Director.
 10. My tour begins with the takeoff from the EF departure airport and ends upon completion of the flight back to the origination (or other arrival) airport.
 11. The air carrier's liability for loss of or damage to baggage or property, or for death or injury to person, is subject to and limited by the airlines' contract of carriage, its tariff, the Montreal Convention or Warsaw Convention and their amendments or both.
 12. EF or my Group Leader reserves the right to refuse or cancel my registration in the event my participation would negatively affect the wellbeing or satisfaction of me or my travel group or if EF or my Group Leader cannot in its sole discretion accommodate a medical or behavioral health condition. In such event, EF's Standard Cancellation Policy as outlined in the Booking Conditions apply.
 13. I agree to abide by EF's rules and the directions of my Group Leader, my Tour Director, and EF's personnel during my tour. Failure to do so may result in my Group Leader or EF terminating me from the tour immediately. I understand that to disobey such rules or directions is to waive the right to a refund of any part of my program price, and that my Group Leader or EF may then send me home at my own expense.
 14. I agree to abide by all local laws, regulations, and governmental advisories for all locations of my tour while abroad. I understand that if I refuse to follow, abuse, or disobey those laws, even unintentionally, I waive my right to a refund of any part of the program price, and my Group Leader or EF may send me home at my own expense. I also understand that, should local authorities be involved, I will be subject to the laws of the country I am visiting.
 15. If I become ill or incapacitated, EF and their employees, my Tour Director, or my Group Leader, may take any action they deem necessary for my safety and wellbeing, including notifying parents/guardians and/or securing medical treatment (at my own expense) and transporting me home. EF retains the right, in its sole discretion, to contact the traveler's parents/guardians with regard to health issues or any matter whatsoever that relates to the traveler's tour. These rights transcend any and all privacy regulations that may apply. In the event of a medical emergency, EF will attempt to cause appropriate treatment to be administered, and the traveler authorizes EF to do so. EF, however, makes no warranty that it will be able to cause effective (or any) emergency treatment to be administered or to be timely administered.
 16. I have made the choice to travel with the teacher/Group Leader organizing my group. I understand that this choice is not the responsibility of EF. I understand that my Group Leader is able to make decisions on my behalf, including but not limited to changing the group's requested tour or travel date and requiring that I purchase items such as the Global Travel Protection plan and optional excursions. I understand that a Group Leader must accompany me on tour. If my Group Leader cancels or is removed for any reason, EF will ask them to assign a new Group Leader. If I cancel at this point and choose not to travel with the replacement Group Leader, I will be treated as a standard cancellation. If no replacement Group Leader can be found, I will need to cancel and EF's Standard Cancellation Policy will apply. I may also request that EF place me with a new tour group. If EF cannot find a new tour group for me, EF's Standard Cancellation Policy will apply.
 17. If I will be age 20 or older at any time during my tour, I acknowledge that EF will conduct a criminal background check ("CBC") as a pre-condition to travel. If such a traveler refuses to consent to the CBC, it will be deemed a cancellation and EF's Standard Cancellation Policy will apply.
 18. This Release and Agreement and EF's Booking Conditions constitute the entire agreement between EF and me with reference to the subject matter herein, and I do not rely upon any promises, inducements, marketing materials, or agreements not herein, including, but not limited to, any oral statements made to me by any agents or employees of EF or by my school or Group Leader. This agreement may be amended or modified only in a writing, signed by EF. The waiver by EF of any provision of this agreement shall in no way affect the remaining provisions of this agreement, and this agreement shall be interpreted as if such clause or provision were not contained herein.
 19. This agreement and performance hereunder shall be governed in all respects by the substantive laws of the Commonwealth of Massachusetts. In the event of any claim, dispute, or proceeding arising out of my relationship with EF, or any claim which arises between the Parties, whether or not related to this agreement, the literature for the trip or the trip itself, it shall be resolved solely in courts of the Commonwealth of Massachusetts and/or the United States District Court for the District of Massachusetts.
 20. For travelers in Utah only: This tour is not sponsored by any public school, public school district, or other public entity and is operated and organized by a privately owned company.
 21. EF may use any film or digital likeness taken of me and any of my comments while on an EF tour as well as any project work (including, but not limited to, online learning programs offered by EF) for future publicity without compensation to me and also use my contact information for future EF promotions. I have read and agreed to the Terms of Use and Privacy Policy outlined at eftours.com/legal-notices and I consent to EF's processing of my personal data.
 22. I have read and agreed to the Terms of Use and Privacy Policy outlined at eftours.com/legal-notices, and I consent to EF's processing of my personal data as set forth on page 19.

LIMITED POWER OF ATTORNEY**For parents/guardians of travelers under the age of 18 or a minor under any applicable law**

The tour itinerary may include certain activities (such as whitewater rafting in Costa Rica) that may require the Group Leader to sign a release on behalf of the travelers (who are minors and cannot sign for themselves) in order to allow participation. This Limited Power of Attorney allows the Group Leader to execute these documents on your behalf should the need arise. Your execution of this Limited Power of Attorney is voluntary, and if you choose not to grant this Limited Power of Attorney, your child may still participate in the tour but may not be able to participate in some tour activities. With regard to said activities:

1. I understand and agree that my child, with my permission, has voluntarily chosen to participate in the activities, and we assume all dangers and risks associated with the activities.
2. I do hereby delegate to the Group Leader a "Limited Power of Attorney" and full authority to sign any documents, including, but not limited to, liability releases, permission slips, waivers, and/or any other type of participation agreement required by the operators of any activity for participation. By signing the EF Educational Tours Enrollment Form, I understand and agree to the above.