

# EF's Booking Conditions



These Booking Conditions are valid for EF Educational Tours (Canada) departing on or after October 1, 2023. For Customized Tours, please also refer to any provided addendums specific to that tour program. All international tours (those travelling outside of North America) are operated by EF Education First International, Ltd., Switzerland. All domestic tours (those travelling within North America) are operated by EF Explore America Inc. EF Institute for Cultural Exchange, Ltd. (Canada) only provides marketing services related to the international and domestic tour programs and is referred herein together with EF Education First International, Ltd. and EF Explore America Inc. as "EF".

### What's included in your program price?

- Round-trip economy-class flights, including fuel surcharges, airport improvement fees, security charges, transfer, arrival, and departure taxes
- Accommodations in hotels with private bathrooms, roomed in triples or quads, unless otherwise indicated on your itinerary
- Continental breakfast and dinner daily in Europe, as specified. For non-European destinations different meal plans may apply
- Lunches on cruise ships (where applicable)
- Comprehensive sightseeing tours and excursions led by licensed local guides and cultural activities as specified
- Airport transfers and transportation between destination cities
- Select entrance fees and theatre tickets as specified
- A Tour Director available 24 hours a day for all tours, from when you arrive at the airport of the first city on your tour itinerary until you depart from the airport of the last city on your tour itinerary, except where specified
- Support from EF offices worldwide
- EF walking tours, orientation tours, and Tour Director-led sightseeings as specified
- Transportation to and from walking tours via coach or public transportation
- Cruises, trains, and ferries as specified
- Customary gratuities for tours travelling within North America (for your Tour Director, local guides, and coach drivers)
- Professional night security at your hotel for tours within North America
- 24-hour worldwide emergency service
- EF's Peace of Mind Program
- EF backpack and luggage tag for each tour
- Preliminary processing services by EF staff
- Dedicated pre-tour support from a Tour Consultant and Traveller Support Team located in Canada
- For residents of Quebec: Office de la protection du consommateur (OPC) Travel Agent Compensation Fund (FICAV) contribution of \$3.50 per \$1000 effective November 1, 2021 through December 31, 2023. Effective January 1, 2024, the contribution of \$1.00 per \$1,000 will be rebated.

### What's not included in your program price?

- Beverages and lunches (except where specified)
- Optional excursions (except where specified)
- Transportation to free-time activities
- Expenses caused by airline rescheduling, cancellations or delays caused by the airlines, bad weather, or events beyond EF's control
- Any applicable baggage fees charged by the airlines
- Adult supplement, roomed in twin accommodation (if applicable)
- Global Travel Protection Plan (except where indicated)
- Cancel For Any Reason (CFAR) Insurance Add-On (except where indicated)
- Customary gratuities for tours travelling outside North America (for your Tour Director, local guides, and coach drivers)
- Passport, visa, vaccinations, reciprocity fees, or any other fees associated with entry to or exit from a specific destination
- Portage

### 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 travellers help cover the cost of the bus, the Tour Director, local guides, etc. Consolidating groups also allows travellers to meet students from other schools, although groups may not be at the same age level. Group travel requires flexibility. Depending on your group's size, you may be combined with other groups and travel together on the same tour. To best serve the group as a whole, your requested tour dates and itinerary may be modified. This is why we ask for a range of dates during which your group is able to travel, as well as alternative destination choices.

#### Standard Date Flexibility

Our standard travel packages require the flexibility of four days before and after the planned travel date, allowing adjustments by EF within this period at no extra cost.

#### Date Flexibility Options

For additional fees, the following options are available:

**Specific Date (\$150 Fee per traveller):** Guarantees travel on a specific chosen date.

**Two-Day Flexibility (\$75 Fee per traveller):** Reduces the flexibility period to one day before or after the requested tour date.

#### How does EF keep its prices so low?

By allowing EF flexibility with your tour and travel dates, EF is able to offer our travellers the lowest prices possible while maintaining high quality.

#### What is group consolidation?

EF's Program Prices are based on a minimum of 35 full-paying travellers, with the exception of some Customized Tours and private groups. To qualify for these low prices, we may combine smaller groups into a larger one to achieve the required number of travellers. This ensures our travellers receive the best value and allows you to meet teachers and students from other schools, although groups may not be of the same age level.

#### What if my group can't be booked on our requested tour?

If we are unable to consolidate your group on your chosen tour, we will offer you a comparable tour. The new tour's Program Price will apply. Please keep in mind that the replacement tour may not include all countries on the original tour. In the event we cannot offer for booking a tour comparable to your first-choice tour, travellers can opt to receive a full refund. Once a program is booked, EF's Standard Cancellation Policy applies. EF defines a comparable tour as having 50% of the same overnight destinations as your requested tour.

#### Will my tour itinerary change?

While we make every effort to keep your itinerary as is, there are times when we may need to modify it. Sometimes this involves changing the order in which cities are visited, altering your length of stay in a city or country/destination, using an alternate airport or a change in the departure, arrival, or return date of a tour. If a date change made by EF results in increases to the Program Price, EF will absorb the increased costs. EF strives to keep the new departure dates within one to two days of the original date on tours departing October through April, and within four days of the original date on tours departing May through September. On certain dates, especially holidays, some tour inclusions may be unavailable. In such cases, we may have to substitute different inclusions or change the order in which they occur. 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. Once a tour commences, itineraries cannot be changed by the Group Leader or any tour traveller. EF reserves the right to make any changes as necessary.

### 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 a Tour Director just for your group, 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 full-paying travellers, per bus. Please note that all Customized Tours will be considered private groups and travellers will be charged according to group size. 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. Let EF know prior to your first enrolment if you would like to be a private group.

#### What if my group is travelling on a customized tour?

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

### Enrolment

Group Leaders should encourage travellers to apply as soon as possible because tours tend to fill up quickly. Applications must be received by EF by 110 days prior to departure, including chaperones/free place travellers. Travellers should provide complete first, middle, and last names, and dates of birth as they appear (or will appear) on their passports.

#### Name changes and applicable fees

Each traveller must provide EF with their first, middle (if applicable,) and last names and date of birth exactly as they appear (or will appear) on their passport. Any changes after 110 days prior to departure are subject to a minimum fee of \$200, plus any additional fees from the airline(s), or may be impossible to accommodate. If the traveller's first, middle, and last names on the ticket do not match their passport exactly, they may be denied boarding by the airlines. Travellers 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 travellers enrol?

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

#### Online (recommended for fastest enrolment)

[eftours.ca/enrol](http://eftours.ca/enrol)

#### Mail

EF Educational Tours  
80 Bloor Street West, 16th Floor  
Toronto, ON  
M5S 2V1

#### Phone

1-800-263-2806

Please note all calls may be recorded for training and quality assurance purposes. For your convenience, travellers are automatically enrolled in paperless billing. Travellers who prefer to receive invoices by mail may request this by calling 1-800-263-2806 or by logging into their account at [eftours.ca](http://eftours.ca)

#### Can a traveller enrol on a waitlist if the tour is full?

A waitlist will be offered for full tours. If space becomes available on the tour, you will be contacted to make the minimum payment as outlined in EF's Booking Conditions. Once payment has been received, EF's Booking Conditions will take effect, including EF's payment plan and cancellation policy.

#### Can children 10 and under go on tour?

Applications for children 10 years of age and under are subject to individual review. Travellers aged 6 to 10 must have an adult chaperone other than the Group Leader and will have to room with an adult in a twin room (two beds) and pay all applicable charges. Children under the age of 6 are not allowed to travel on an EF tour.

#### Can adults go on tour?

EF's Program Prices are based on student rates for transportation, admissions, accommodations, etc. We welcome adults, anyone 20 years old or above, while on tour, but have to charge a per-person fee of \$110 per night of the tour, to cover the difference between student and adult rates (except where specified). Adults will pay an additional \$60 per night for the sea portion of their tour on overnight ferries and cruises. EF reserves the right to conduct a background check on all adult travellers prior to travel. EF currently partners with Sterling Talent Solutions, a third-party company, to conduct background checks. All background checks must be completed through Sterling Talent Solutions. EF reserves the right to refuse travel if, in EF's sole discretion, it determines the results pose a risk to the group's safety or wellbeing, or for failure to complete the background check prior to travel. For more information, visit [www.eftours.ca/help-centre/safety/background-checks](http://www.eftours.ca/help-centre/safety/background-checks). Because the EF tour product caters to students, EF accepts adult groups only if they wish to travel as a private group and pay the associated private group fees.

#### Late enrolments

##### Can a traveller enrol after 110 days prior to departure?

If you're enrolling or have cancelled and are re-enrolling after 110 days prior to departure, your application is considered a Late Application. Once we have received your full payment by credit card, including a non-refundable \$145 Late Application Charge, you will be placed on a Late Application List while we check bus, hotel, and flight availability. If we are unable to place you on a tour or offer you an alternate flight to meet up with your tour, you will receive a full refund. If we are unable to find flights with our contracts we may be able to offer you a flight option at an increased cost. We may also offer you the option of arranging your own flight and buying the land-only portion of your tour.

#### Passports, visas, vaccinations, other travel documents & entry and exit requirements

Each traveller 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). For tours travelling outside of Canada, travellers will need to provide passport information to EF by 110 days prior to departure. All passports must be valid for at least six months following the tour's return date. Non-Canadian 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 you will visit or pass through, including transfers between airports in foreign countries and re-entry into Canada. Visit the Government of Canada travel website at [travel.gc.ca](http://travel.gc.ca) for the most up-to-date requirements. If a traveller is unable to obtain these travel documents or meet any applicable entry or exit requirement, EF's Standard Cancellation Policy will apply and travellers will be solely responsible for any incurred expenses. Please note that entry into another country may be refused even if the required information and travel documents are complete.

#### How do I find which vaccinations are required for my travel destination?

Please call Traveller Support at 1-800-263-2806 or visit [travel.gc.ca](http://travel.gc.ca) for the most up to date vaccination recommendations.

### Can I help protect my investment?

#### Global Travel Protection Plan

Travellers can protect their investment from the unexpected with the offered Global Travel Protection Plan. Please visit [eftours.ca/coverage](http://eftours.ca/coverage) or contact Traveller Support at 1-800-263-2806 for details.

#### Cancel For Any Reason (CFAR) Insurance Add-On

We understand that plans can change due to unforeseen circumstances. That's why we offer travellers who have purchased the Global Travel Protection Plan the optional Cancel For Any Reason (CFAR) Insurance Add-On. Travellers who cancel up to 24 hours or more before departure for any reason not covered under the Global Travel Protection Plan can claim up to 80% of their cancellation fees.

The Global Travel Protection Plan and the Cancel For Any Reason Insurance Add-On are only available, and can only be removed, for up to 30 days after enrolment on your EF Tour.

The Global Travel Protection plan and CFAR Insurance Add-On are underwritten by Zurich Insurance Company Ltd (Canadian Branch). Please visit [eftours.ca/coverage](http://eftours.ca/coverage) or contact Traveller Support at 1-800-263-2806 for more details.

### Flight information

#### Which airlines does EF use?

EF reserves seats with major airlines, including Air Canada, Air France, Aer Lingus, Air New Zealand, Air Transat, American Airlines, British Airways, Austrian Airlines, Delta, Iberia, KLM, LATAM Airlines, Lufthansa, Qantas, SAS, Swiss, United, Virgin Atlantic, WestJet, and other domestic and international carriers. Our contracts do not allow upgrades, stopovers, or the accrual of frequent flier miles. Some countries may require aircraft insecticide treatment for inbound foreign flights. A list of such countries is available from Transport Canada at [tc.gc.ca](http://tc.gc.ca).

#### How do flight itineraries work?

EF always strives to provide the most direct route to your destination based on flight routings and seat availability. We cannot guarantee non-stop or direct flights.

#### Is my flight itinerary fixed?

Yes, you must follow the exact flight itinerary as booked by EF. Should you choose not to travel on any portion of your flight itinerary, you cannot resume your travel at a subsequent departure point and your remaining flights will be cancelled automatically by the airline. You will also be responsible for any costs incurred as a result of not completing your itinerary.

#### Will my group fly together?

Depending 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 some cases, groups may have a domestic and/or international overnight, layover, and/or bus transfer due to space availability, routings, and legal connection times. EF is not responsible for airline schedule changes, or mechanical-, weather-, or capacity-related flight delays.

#### Will my group sit together on the plane?

Seating arrangements and upgrades are at the sole discretion of the airlines. Seats will be assigned upon check-in.

#### Are any airports interchangeable?

Flights to and from the following destinations may originate/end at any of the airports in that vicinity.

#### Canada

- Québec City or Montréal
- Montréal or Ottawa
- Fredericton, Moncton or Saint John
- Charlottetown or Moncton
- Penticton or Kelowna

#### Europe

- Glasgow or Edinburgh
- Milan, or Venice or Bologna
- Split or Dubrovnik
- Paris or Brussels
- Cork, Shannon or Dublin

Destinations with more than one airport will use the local airports interchangeably as needed. For example, New York: Newark, LaGuardia, or JFK.

#### Are there flight restrictions for travellers under 18?

Anyone younger than 18 years old travelling 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 traveller. Travellers younger than 15 years old are not permitted to do individual special travel unless accompanied by an adult travelling on the tour. Additionally, travellers younger than 18 years old are not permitted to travel land-only unless accompanied by an adult travelling on the tour. Travellers under 18 and are not accompanied by an adult travelling on the tour must be on the same departure flight as the rest of the group.

## Special Travel Requests

### 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 eight paying travellers plus the Group Leader. Each traveller 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 enrolment.

### What if only one traveller has a special travel request?

Individual special travel requests should be submitted online at [eftours.ca](http://eftours.ca) or by sending the completed form back to our Traveller Support Team by 120 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 70 days prior to departure). A \$95 service fee plus any additional air and/or land costs will be charged. Travellers younger than 15 years old are not permitted to do individual special travel unless accompanied by an adult travelling on the tour. Additionally, travellers younger than 18 years old are not permitted to travel land-only unless accompanied by an adult travelling on the tour. Travellers under 18 and are not accompanied by an adult travelling on the tour must be on the same departure flight as the rest of the group.

### 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 traveller's request. Travellers 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. Travellers must depart from and return to the same domestic airport. Travellers 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, travellers have the option to make their own flight arrangements and join the tour at the first hotel on the itinerary. Travellers 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 travellers. Additionally, travellers younger than 18 years old are not permitted to travel land-only unless accompanied by an adult travelling on the tour.

## Optional excursions

### What are optional excursions?

EF offers these exciting activities as a supplement to what's already included on your itinerary. Most Group Leaders choose to add optional excursions to all traveller accounts which could result in additional payments due to EF. 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 optional excursions?

To secure a discounted price, optional excursions must be purchased by 110 days prior to departure. Please note that quoted optional excursion prices are subject to change prior to their purchase.

### Can I get a refund on optional excursions?

If EF has to cancel an optional excursion during a tour (due to site closure or low enrolment, for example), you will be refunded the full price of the optional excursion upon your return. To receive a refund for an optional excursion that you simply no longer wish to be enrolled in, you must let us know by 110 days prior to departure or no refund will be given.

## Rooming

EF handles final rooming assignments for all travellers. We make rooming assignments based on the gender identified on your passport. If you tell us you identify as a different gender, we will work to accommodate you. Please ensure that all rooming requests are submitted by 110 days prior to departure.

### How many students are in a room?

Students will room in triples or quads with others of the same gender from the entire tour group. This may require that students from different schools/groups room together. Rooms may contain two double beds (beds for two people), and two students may be expected to share each bed. On cruises, student rooming is only available in quads.

### Can students request a twin room?

Students may request twin accommodations (a hotel room with two single beds) for the following additional charges:

- \$40 per hotel night per student (additional charges apply for New York City hotel nights; for details and pricing, please contact EF at 1-800-263-2806).
- \$100 per ferry or cruise night per student

### How are adults roomed?

Adults are placed in twin accommodations (a hotel room with two beds) with another adult of the same gender from the entire tour group. This may require that adults from different schools/groups 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 simply providing EF with the name of their roommate by 110 days prior to departure.

### Can adults request a single room?

Adult travellers can request a single room for an additional \$40 per cruise, ferry or hotel night (additional charges apply for New York City hotel nights; for details and pricing please contact EF at 1-800-263-2806).

## Other tour information

### When does my 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 travellers are not escorted by a Tour Director.

### What happens if a tour is delayed?

EF cannot refund tour components that are missed due to weather conditions or airline delays. If your tour starts later than scheduled for these reasons, your tour start date is still considered the date that you were originally scheduled to depart. (For example, if your tour is 10 days and is delayed for two, no refund will be provided for components missed for those first two days.)

### What about travellers with food allergies?

EF recognizes that some travellers may have severe food allergies. EF will do its best to ensure that all our suppliers are aware of the situation and will try to accommodate any special needs, but cannot guarantee that any accommodations will be able to be made. Travellers are responsible for making their own arrangements for all in-flight meal requests relating to allergies. All travellers and parents and/or guardians of minor travellers agree and acknowledge that they assume certain risks in participating in an EF Tour, which may include the risk of harm, injury, illness, or death from allergies, allergic reactions, or any adverse symptoms to any meals, foods, beverages (whether alcoholic or non-alcoholic), candies, medications, or drugs of any kind, or any other consumables, or in connection with allergies, or allergic reactions to any environmental, seasonal, natural, synthetic, chemical, or biological causes, or sources, whether caused by the negligence of EF, or otherwise.

### What about travellers with special diets?

EF is able to offer vegetarian meal options to our travellers. EF will attempt to accommodate other special diets (e.g., vegan, gluten free, kosher, halal, or diabetic meals) but there may be situations when we are unable to do so. If a meal is included on your flight EF can submit a meal request on your behalf. Flight meal requests must be submitted to EF by 30 days prior to departure.

### What about lost belongings?

EF is not responsible for passports, airline tickets, or other documents that are lost or stolen, or for loss of or damage to luggage or any other passenger belongings. EF is not responsible for locating lost property. In the case of lost travel documents, the traveller is solely responsible for meeting the airline's requirements (both logistical and financial) for ticket replacement. Should a traveller 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 traveller is a minor, the traveller's parents are also responsible for any additional hotel or flight costs for the chaperone supervising the student during the trip delay.

### How can I protect myself from the risk of COVID-19 while on tour?

Taking personal responsibility for your wellbeing begins with packing any personal protective equipment and sanitizers you require. Adopt physical distancing and hygiene practices throughout your pre-trip travel arrangements and follow all health instruction whether physical signage, or requests from the Tour Director or our staff once on tour.

## Protection for travellers' payments

EF Educational Tours is registered in accordance with the Travel Industry Act and upholds the standards and policies of this Act, including securing all advanced payments of its customers, regardless of province or territory of origin, through the affiliation of the following organizations. EF Educational Tours is registered with TICO (registration #2395858), Consumer Protection BC (registration #73991), and is a holder of a Quebec permit with the Office de la protection du consommateur (OPC permit #702732).



## 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. Booking Conditions are subject to change.

While EF makes every effort to ensure the accuracy of its publications, it cannot be held responsible for typographical or printing errors (including prices). In the event of a major currency fluctuation, EF reserves the right to apply a currency surcharge. This contract permits price increases until the customer has paid in full. If the price increase is more than 7%, except increases resulting from an increase in retail sales tax or federal goods and service tax, the customer has the right to cancel the contract and obtain a full refund.

Enrolling travellers 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 traveller's continued use of EF's services following such notice constitutes acceptance and agreement to be bound by such changes. Travellers agree that the current version of the Booking Conditions in effect at the time of travel or cancellation applies to their tour program, which is available at [eftours.ca/bc](http://eftours.ca/bc).

The tour operator for your international tour 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, Ltd. is an affiliate of EF Education First International Ltd., and acts only as a marketing service for that company. EF Institute for Cultural Exchange, Ltd. is not an agent of EF Education First International, Ltd., does not provide any goods or services for your trip, and is located at 80 Bloor Street West, 16th Floor, Toronto, Ontario, M5S 2V1 (t: 1-800-263-2806). Invoices pertaining to such tours are issued by EF Institute for Cultural Exchange, Ltd. on behalf of EF Education First International Ltd. Note: The services provided are tax-exempt with credit in accordance with Swiss Federal Law with regard to Value-Added Tax Art. #23.

The tour operator for your domestic tour is EF Explore America Inc. ("EF"), Two Education Circle, Cambridge, MA, 02141, USA. GST/HST number 86346 8047. EF Institute for Cultural Exchange, Ltd. is an affiliate of EF Explore America Inc., and acts only as a marketing service for that company. EF Institute for Cultural Exchange, Ltd. is not an agent of EF Explore America Inc., does not provide any goods or services for your trip, and is located at 80 Bloor Street West, 16th Floor, Toronto, Ontario, M5S 2V1 (t: 1-800-263-2806). Invoices pertaining to such tours are issued by EF Institute for Cultural Exchange, Ltd. on behalf of EF Explore America Inc.

## Cancellations and Modifications

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 traveller, their legal guardian, or Group Leader. The date of cancellation is determined by the date on which EF receives notice. Cancellation refunds can only be made to the person whose name appears on the account; monies cannot be transferred to another account.

### EF's Standard Cancellation Policy\*

**110 days or more prior to departure:** Full refund less all non-refundable fees and a \$399 cancellation fee.

**109 days to 45 days prior to departure:** Full refund less all non-refundable fees and a cancellation fee of 50% of the program price.

**44 days or less prior to departure:** No refund will be issued. All non-refundable fees and a cancellation fee of 100% of the program price and tour fees will apply.

### Refunds

Where applicable, refunds for overpayment will be issued only upon request and after a traveller's payment(s) has (have) been on the account for 21 days. All refunds are processed approximately 4 to 6 weeks after the request. Refunds will be issued to the original payment method if all payments were made by the same Credit Card or Direct Debit bank account, otherwise refunds will be issued via cheque or e-transfer. Refund cheques will be issued in the name that appears on the EF account. There will be a non-refundable \$50 stop-payment fee for lost or expired refund cheques. Late refund requests for monies that have been on the account more than six months post tour return date will be subject to a non-refundable \$50 late issuing fee.

\*Non-refundable fees, as defined as the Global Travel Protection Plan, CFAR Insurance Add-On, Cancel for Any Reason Plan, Payment Protection Program, and any late fees, Late Payment Charge, Late Application Charge, Automatic Payment Plan decline charges, return or decline direct debit fees, late special travel request fees and canceled cheque fees which have been applied to the account at the time of cancellation, are also deducted from refunds. Travellers who have transferred between tours and subsequently cancel will be subject to the higher cancellation fee between the original tour and the new tour.

## Group Leader cancellation

A Group Leader must accompany travellers on every tour. If a Group Leader cancels for any reason, EF will ask them to assign a new Group Leader to the group's travellers. The new Group Leader is responsible for any increases in their own airline costs. Any travellers 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, all travellers are required to provide EF with notice of cancellation in order to be eligible for EF's Standard Cancellation Policy. Those travellers interested in being placed with a new tour group should contact EF at 1-800-263-2806. If we cannot find a new tour for these travellers, EF's Standard Cancellation Policy will apply.

## Cancellations or Modifications Required by External Events Beyond EF's Reasonable Control

EF shall not be liable to any traveller for the need to cancel, modify, or postpone the tour as a result of events that are beyond EF's reasonable control. These matters include such "acts of God" or force majeure events as actual or threats of: epidemics or pandemics, or other public health issues or emergencies (such as but not limited to the current COVID-19 pandemic); severe weather events or natural disasters such as but not limited to hurricanes, earthquakes, tsunamis, tornadoes, fires, floods, volcanic activity, or landslides; war (whether declared or undeclared); terrorist activities; instability in a destination location; incidents of violence, riot, sabotage, civil commotion, or nationalization; strikes or labor disputes or lockouts; government orders, sanctions, actual or potential quarantines, or other restrictions affecting travel in, to, or around a location; disruption to transportation; chemical or radioactive contamination; or any other reason that makes it actually or potentially impossible or illegal for EF to conduct the tour as originally contracted. 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 cannot depart as originally scheduled or is delayed or interrupted for any such reason, travellers will receive an EF Future Travel Voucher in the amount of all monies paid less the cost of any purchased Global Travel Protection Plan or CFAR Insurance Add-On. 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 traveller and will not be deemed a "failure" to provide travel services.

## COVID-19 Cancellations or Requirements

EF is not responsible and shall not be liable to any traveller for any destination-imposed travel or entry requirement (including countries visited solely in transit), supplier-imposed requirements, or other travel related requirement related to COVID-19, including but not limited to vaccination, testing, or other public health requirements. Customers who are unwilling or unable to comply with such requirements and who choose to cancel their tour are subject to EF's Standard Cancellation Policy. EF also reserves the right in its sole discretion to, in good faith efforts to protect against health concerns, exceed destination-imposed travel or entry or exit requirements and require full vaccination against COVID-19, pre-tour and on-tour testing for COVID-19, and other public health measures for travellers to certain destinations or as required by certain suppliers. In such an event, travellers unable or unwilling to meet such requirements must notify EF of their decision to cancel. EF's Standard Cancellation Policy applies to travellers who cancel for a reason covered by this provision.

## EF's Peace of Mind Program

At EF, we do everything we can to make planning for future travel as flexible as possible. We know that plans can change due to unforeseen circumstances—that's why we provide the Peace of Mind Program automatically to all of our groups, so you can feel secure planning your next trip.

### 45 days or more prior to departure:

Group Leaders can make the following decisions on behalf of their group for any reason (the "Group Leader Options"):

1. Change the travel dates of your group's current tour
2. Work with EF to modify your group's current tour or find a new tour
3. Cancel your group's tour, with all travellers receiving a transferable future travel voucher, in the amount of all monies paid for the original tour less non-refundable fees (to be used toward a future tour with EF)

### 44 days or less prior to departure:

Group Leaders may choose not to depart on the tour as scheduled, and elect one of the Group Leader Options set forth above in the following situations:

- If a formal travel warning status of "Avoid Non-Essential Travel" or "Avoid All Travel" is newly issued by the Government of Canada for any location included in the group's itinerary, or
- If a Canadian provincial order has newly imposed a travel ban to any location included in the group's itinerary, or newly issued an order requiring self-quarantine for travellers in your group upon arrival to a location on your itinerary, or upon your return home from a location on your group's itinerary.

## EF's Peace of Mind Program Terms and Conditions

Benefits of the Peace of Mind Program are only available to the entire group and not to individual travellers unless specifically indicated. Individual travellers should refer to their certificate of insurance. Travellers missing any payment deadlines must pay any incurred late fees to qualify for this program. Revised tours must depart within one year of the original tour. If the revised tour has a higher price than the original tour, travellers will be required to pay the difference as a condition of travelling 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. Travellers 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 will be issued in the amount of all monies paid by a traveller for the original tour including the \$199 minimum enrolment deposit, less Global Travel Protection Plan fees, CFAR Insurance Add-On fees, Payment Protection Program fees, and any non-refundable fees. Travel vouchers are valid for the current and following two travel years. Future travel vouchers are transferrable at the face value of the voucher to members of the traveller'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. Full Terms and Conditions appear on the future travel vouchers.

## Global Travel Protection Plan\*

EF's recommended travel protection plans let you explore the world with confidence. EF offers a Global Travel Protection Plan which gives you all the benefits below, and the option to add the Cancel For Any Reason Insurance Add-On for additional flexibility and peace of mind. With this plan, you have access to representatives knowledgeable of these benefits 24 hours a day, so you can relax and enjoy your trip of a lifetime!

### The Global Travel Protection Plan includes\*:

- Illness and Accident Coverage
- Baggage and Property Coverage
- Tour Cancellation and Interruption Coverage for specified reasons\*\*
- School Board Tour Cancellation Coverage\*\*
- 24-hour Emergency Assistance

### Cancel For Any Reason (CFAR) Insurance Add-On\*\*

CFAR Insurance Add-On provides additional tour cancellation protection. It allows you to cancel up to 24 hours before departure for any reason not covered under the Global Travel Protection Plan, and you will be eligible to claim up to 80% of your non-refundable cancellation fees.

The Global Travel Protection Plan and Cancel For Any Reason (CFAR) Insurance Add-On will be automatically added to your account upon enrolment on your EF Tour. They are only available, and can only be removed, for up to 30 days after enrolment in your EF Tour. The CFAR Insurance Add-On cannot be added to the Global Travel Protection Plan if you enrol on your EF Tour within 109 days prior to your departure.

There are similar travel insurance products available from other insurance providers. If you choose to obtain your own travel insurance, you are wholly responsible to ensure that you have adequate and appropriate coverage for the duration of your EF Tour, and you must ensure that there are no exclusion clauses limiting or excluding the type of activities included on your EF Tour.

Please visit [eftours.ca/coverage](https://eftours.ca/coverage) or contact Traveller Support at 1-800-263-2806 for details.

\*The Global Travel Protection Plan, including the Cancel For Any Reason (CFAR) Insurance Add-On, is underwritten by Zurich Insurance Company Ltd (Canadian Branch) 100 Kings Street West, Suite 5500, P.O. Box 290 MSX 1C9 Toronto, Ontario, Canada, pursuant to a Master Group Policy issued to EF Travel Canada Ltd. For complete terms, conditions and exclusions, please refer to the Zurich Certificate of Insurance, which will be provided to you via email and can also be obtained by calling EF at 1-800-263-2806 or by visiting [eftours.ca/coverage](https://eftours.ca/coverage)

\*\* Coverage does not apply to any amounts added to Your account via a Future Travel Voucher.

## Payment schedule

Your enrolment is considered active once EF has received the minimum enrolment deposit as well as a signed application, signature form, or online acceptance.

## 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

- EF must have the pre-authorized debit information on the Enrolment Form, and electronic or written authorization indicating agreement to EF's Automatic Payment Plan Terms and Conditions before the plan is activated.
- A minimum of three withdrawals of automated payments are required. Travellers who are not eligible for the Automatic Payment Plan must pay in full upon enrolment.
- Travellers must pay the tour's \$199 minimum enrolment deposit before the plan is activated.
- Travellers who choose monthly payments must choose a date between the 1st and 26th of the month on which their account will be automatically debited.
- Travellers who choose bi-weekly payments must choose a weekday on which their account will be automatically debited.
- If no monthly withdrawal date is selected, travellers withdrawal date will be the 14th of each month. If no bi-weekly withdrawal date is selected, travellers withdrawal day will be Thursday.
- Due to weekends and holidays, EF reserves the right to debit the travellers' account up to three days after the scheduled date.
- A non-refundable \$30 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 travellers from the plan for returns or declines in two consecutive payments. Should the final payment be returned or declined, travellers will automatically be withdrawn from the plan.
- 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, and travellers will be notified of the new amount via billing email address. 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.
- Travellers are not charged late fees while enrolled in the Automatic Payment Plan. Should the traveller opt to withdraw from the plan or is withdrawn by EF, the traveller will be enrolled in the Manual Payment Plan.

### Manual Payment Plan

- If travellers do not pay in full upon enrolment or choose the Automatic Payment Plan, they will be enrolled in the Manual Payment Plan.
- Travellers must pay the tour's \$199 minimum enrolment deposit, and if applicable the Global Travel Protection Plan and Cancel For Any Reason (CFAR) Insurance Add-On, upon enrolment. Based on date of enrolment, travellers will be invoiced up to three payments. The first payment of \$500 is due 30 days after enrolment. The second payment of \$500 is due 90 days after enrolment. The remaining balance is due 110 days prior to departure.
- Full payment is due immediately for any enrolments less than 110 days prior to departure.
- A late fee of \$95 will be assessed for any missed payment. All late fees are non-refundable.
- Travellers can pay with credit card (card must display the Visa or MasterCard logo) or direct debit from a chequing or savings account.
- All payments must be received 110 days prior to departure.
- EF reserves the right to cancel the traveller's reservation if any payment is past due by 30 days (or 15 days after final payment).
- A non-refundable \$30 fee will be assessed each time a direct debit payment is returned or declined.
- Travellers 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.

## Paperless Billing Terms & Conditions

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

- Travellers or primary contacts (for travellers under the age of 20) will receive electronic invoices for all information related to their EF account and other notices that are available in electronic format. Once enrolled, no paper copies will be received. Travellers may view and print invoices by logging into their account at [eftours.ca](https://eftours.ca)
- EF is not responsible for any delay or failure to deliver any invoice, and travellers understand that nothing in these Terms and Conditions relieves any obligation to pay the invoice.

- Travellers may elect not to receive electronic invoices and change to billing by mail at any time by logging into their account at [eftours.ca](http://eftours.ca) or by calling 1-800-263-2806.
- To the extent permitted by law, paperless billing is provided "as is" with faults and without warranties of any kind, either expressed or implied. The traveller assumes 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.

### Pre-authorized debit agreement

I/we authorize EF and the financial institution designated to begin deductions as per the pay schedule I/we selected in the Automatic Payment Plan and/or a one-time payment as outlined in writing to EF, per transaction.

I/we understand that by enrolling in the Automatic Payment Plan, I/we authorize variable monthly or biweekly reoccurring payments for the amount of the account balance, which is divided into the number of charge dates available 25 days prior to departure, to be debited from my/our specified account until paid in full.

This authorization is to remain in effect until EF has received written notification from me/us of its change or termination, or upon completion of my scheduled Automatic Payment Plan as outlined in the Automatic Payment Plan Terms and Conditions. This notification must be received at least ten (10) business days before the next debit is scheduled by logging into my EF secure website or by mailing EF a cancellation form. I/we may obtain a cancellation form by calling EF at 1-800-263-2806.

EF may not assign this authorization, whether directly or indirectly, by operation of law, change of control, or otherwise, without providing at least ten (10) days prior written notice to me/us.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any debit that is not authorized or is not consistent with this pre-authorized debit agreement. To obtain more information on my recourse rights, I/we may contact my/our financial institution or visit [payments.ca](http://payments.ca)

Questions? **Call us at 1-800-263-2806**

## Diversity, Equity, Inclusion and Belonging

EF is committed to providing an inclusive tour experience, and all of our travellers 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

The Tour Director and Group Leader will work together to provide a safe travel experience, but everyone must cooperate and use good common sense while on tour.

When the traveller enrolls on tour, they agree to EF's Rules of the Road which can also be found on their personalized website. If the traveller does not conform to these regulations or any specific rules set by the Group Leader, they risk disciplinary action and possible dismissal from the tour, returning home at the traveller's expense with no refund for the missed tour portion. That decision is up to EF and/or the Group Leader. Additionally, if the traveller does not adhere to specific rules set by the Group Leader, the Group Leader has the ability and support of EF to send the traveller home early from tour at the traveller's expense.

## All travellers must adhere to the following regulations while on tour:

**All scheduled activities are obligatory.** If the traveller is sick, has signs of becoming sick, or has a physical ailment that might prevent them from participating in an activity, they must tell the Group Leader, who will notify the Tour Director.

**If the traveller wants to visit friends or relatives while on tour,** they must tell the Group Leader before the tour departs. The Group Leader must obtain the permission of the parents and school administration and give the details to their EF Tour Consultant by 30 days prior to departure.

**Travellers are expected to respect any nightly curfew.** For the traveller's own safety and security, room checks will be conducted at the Group Leader's discretion. Visitors or group members of the opposite sex are not permitted in your room.

**Smoking is not allowed** on buses, during meals, in hotel rooms, or any other shared, enclosed space.

**Hitchhiking or the driving/renting of any motor vehicle** is strictly forbidden for all travellers.

**Travellers 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.

**Travellers under the age of 18 may not consume alcohol on tour.** Travellers 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. The Group Leader and/or parents may prohibit alcohol consumption at their discretion. Excessive drinking by any traveller will not be tolerated and will result in dismissal from tour at the traveller's own expense.

**Illegal activities will not be tolerated and are punishable by immediate dismissal from the tour.** If the traveller is involved in any illegal activities, all costs to return home are at the traveller's own expense. If the local authorities are involved, the traveller will be subject to the laws of the country they are visiting.

**Payment for damage done to hotel rooms or to buses is the traveller's responsibility.** If they notice any damage upon arrival at a hotel, they should notify the Tour Director immediately.

EF is committed to creating a safe and comfortable environment for all travellers, 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 travellers, 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.

## Release & Agreement

**I (or parent or legal guardian if enrollee is a minor) have read, understand and agree to the following in exchange for enrolment on an EF Educational Tour:**

1. That all international tours are operated by EF Education First International Ltd., Switzerland, marketed by EF Institute for Cultural Exchange Ltd. and that all domestic tours are operated by EF Explore America Inc., marketed by EF Institute for Cultural Exchange Ltd.
2. EF Institute for Cultural Exchange, Ltd., EF Explore America 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 or operate any entity which is to or does provide goods or services for my program, including, for example, hotels; arrangements for, ownership of, or control over 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 providers; etc. 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 liable for any negligent or willful act or failure to act of any such person or entity or of any third party.
3. Without limitation, EF is not responsible for any injury, loss or damage to person or property, death, delay, or inconvenience in connection with the provision of any goods or services occasioned by or resulting from, but not limited to, acts of God; force majeure; acts of government; acts of war or civil unrest; insurrection or revolt; strikes or other labor activities; public health issues or emergencies, epidemics, pandemics, plagues, outbreaks of infectious disease, mass-illness; criminal, terrorist, or threatened terrorist activities of any kind; overbooking or downgrading of accommodations; structural or other defective conditions in houses, apartments, or other lodging facilities (or in any heating, plumbing, electrical, or structural problem therein); 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; financial failure or other defaults by suppliers; 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. I understand that travel in other nations is not similar to travel within Canada. Living standards and practices at the destination and standards and conditions there with respect to the provision of utilities, services and accommodations may differ from those found in Canada. Travel outside of Canada 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 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 Public Health Agency of Canada's Travel Health website at [www.canada.ca/en/public-health/services/travel-health](http://www.canada.ca/en/public-health/services/travel-health) and the Government of Canada Travel Advice and Advisories website at [www.travel.gc.ca/travelling/advisories](http://www.travel.gc.ca/travelling/advisories). I knowingly 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. I have read and understand these risks and have been given an opportunity to ask any questions related to these risks and it is my intention fully to assume all of the risks of travel and participation in the program.
5. 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 in an EF-sponsored 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 in any EF-sponsored tour.
6. I further understand and assume any risk, financial or otherwise, related to EF's 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.
7. I agree that this Release and Agreement applies to and binds myself and my minor child enrolling on tour (if applicable) along with my personal representatives, executors, heirs, and family.
8. In addition, 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.
9. 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.
10. 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.
11. EF or my Group Leader reserves the right to refuse or cancel my registration at its sole discretion 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.
12. I agree to abide by EF's regulations 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.
13. I agree to abide by all local laws when on tour. I understand that if I abuse or disobey such 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.
14. If I become ill or incapacitated, EF and their employees, 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 traveller's parents/guardians with regards to health issues or any matter whatsoever that relates to the traveller'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 traveller 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.
15. 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 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.



16. If I will be age 20 or older at any time during my tour, I acknowledge that EF reserves the right to conduct a background check ("BC") as a pre-condition to travel. EF currently partners with Sterling Talent Solutions, a third-party company, to conduct background checks. All background checks must be completed through Sterling Talent Solutions. If such a traveller refuses to consent to the BC, EF reserves the right to refuse travel and it will be deemed a cancellation and EF's Standard Cancellation Policy will apply.

17. 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.

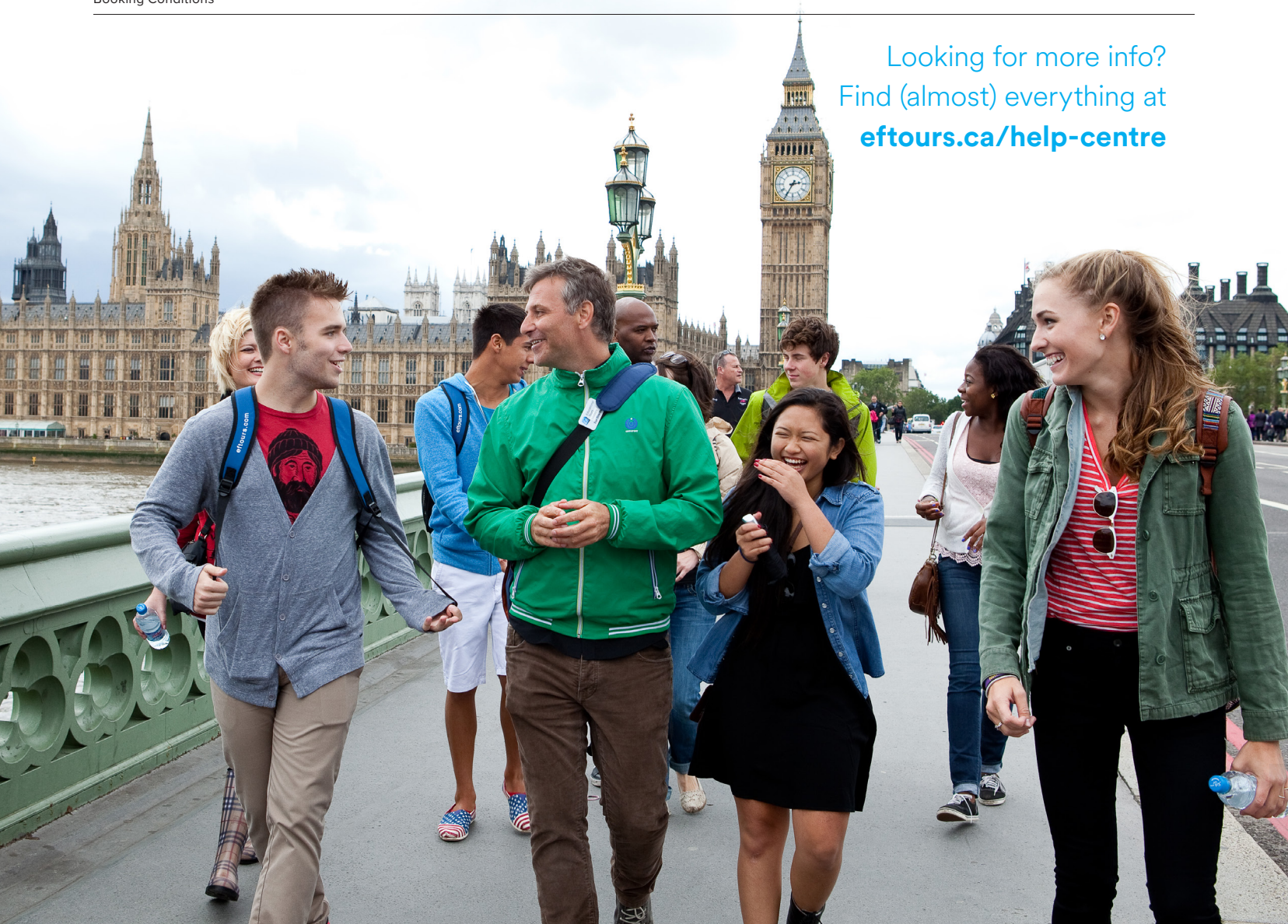
18. That this agreement shall be governed in all respects, and performance hereunder shall be judged, by the laws of the Province of Ontario and the laws of Canada applicable thereto. In the event of any claim, dispute, or proceeding arising out of my relationship with EF, or any claim which in contract, tort, or otherwise at law or in equity arises between the parties, whether or not related to this agreement, the parties submit, attorn to and consent to the exclusive jurisdiction of the laws and regulations of the Province of Ontario.

19. 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 [www.eftours.ca/legal/privacy-policy](http://www.eftours.ca/legal/privacy-policy) and I consent to EF's processing of my personal data.

20. EF will process your personal data in compliance with applicable data protection legislation for the purposes of completing your enrolment, 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, my school, my school board and Group Leader and other business partners both within and outside of Canada, including but not limited to the U.S. and 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 and the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA). 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. If you have questions about the processing or use of your personal data, would like to have to have a copy of the information EF holds about you, or have inaccurate personal data corrected or erased, please contact Traveller Support at 1-800-263-2806.

*Sign your enrolment form only when you have read in full and understood the contents of this release and agreement.*

Looking for more info?  
Find (almost) everything at  
[eftours.ca/help-centre](https://eftours.ca/help-centre)



**Ready to give your child a global perspective?  
Enrol them on tour today.**



VISIT  
[eftours.ca/enrol](https://eftours.ca/enrol)



CONTACT OUR  
Traveller Support Team  
at 1-800-263-2806



SEND AN ENROLMENT FORM TO:  
EF Educational Tours  
80 Bloor Street West, 16th Floor  
Toronto, ON M5S 2V1  
(Please do not send cash payments)



Sign up online at  
[eftours.ca/enrol](http://eftours.ca/enrol) for  
 fastest enrolment

Please ask your Group Leader to affix label here or fill out the following:

Tour # (required for processing enrolment form): \_\_\_\_\_

Tour name and requested travel date and year: \_\_\_\_\_

Group Leader: \_\_\_\_\_

(Group Leaders should not fill out an enrolment form for themselves.)

# Enrolment form

**TRAVELLER INFO - Important:** Please use block capitals only. Full name (including middle name, if applicable) must be an exact match of your passport name. There is a minimum \$200 fee for name changes.

First name: \_\_\_\_\_  
(As written on your passport. No nicknames)

Middle name: \_\_\_\_\_  
(If listed or will be listed on passport)

Last name: \_\_\_\_\_

Date of birth: \_\_\_\_\_ **Are you a Canadian citizen?**  Yes  No **Sex:**  Male  Female  Other \_\_\_\_\_  
M M D D Y Y (As it appears on your passport)

Traveller's email: \_\_\_\_\_  
(Required for all adult travellers for tour and payment communications)

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ **Province:** \_\_\_\_\_ **Postal code:** \_\_\_\_\_

Mobile phone: \_\_\_\_\_  Preference for communication in French?  
(Required for all adult travellers)

**Tour Association:**  Student  Administrator  Faculty/Staff  Family member of Group Leader  Friend of Group Leader  Family of student/traveller  Alumni  
 Troop or Council Member  Other

**Primary Contact Info -** We'll be in touch with this person about payments and other important travel details. **Important:** Only required for travellers **less than 20 years of age** at time of tour.

Please let us know the best time to call: \_\_\_\_\_

First name: \_\_\_\_\_ **Last name:** \_\_\_\_\_

**Relationship:**  Parent  Guardian  Relative  Spouse  Friend **Date of birth:** \_\_\_\_\_  Preference for communication in French?  
M M D D Y Y

Contact's email: \_\_\_\_\_

Mobile phone: \_\_\_\_\_

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ **Province:** \_\_\_\_\_ **Postal code:** \_\_\_\_\_

**Primary Contact** will also be traveller's Emergency Contact while on tour. If not, fill in Emergency Contact section below.

**EMERGENCY CONTACT INFO - Important:** Required in case of emergency. Emergency contact should not be travelling (on tour or otherwise) during the length of the tour.

First name: \_\_\_\_\_ **Last name:** \_\_\_\_\_

**Relationship:**  Parent  Guardian  Relative  Spouse  Friend

Contact's email: \_\_\_\_\_

Mobile phone: \_\_\_\_\_  Preference for communication in French?



# Enrolment form

A \$199 minimum deposit will be processed at time of enrolment. Please select one of our payment options below for remaining balance:

**Pay in full today**

Can pay with: direct debit or credit card (Visa or MasterCard)

**Automatic Payment Plan**

Can pay with: direct debit from my bank account.

**I would like to pay:**

Monthly—select day when you would like payments made (between 1st and 26th): 

D	D

Bi-weekly—select day of the week for charges:  Mon  Tues  Wed  Thurs  Fri  
(Your first charge could be as early as two business days after your enrolment date)

**Manual Payment Plan**

Can pay with: direct debit or credit card (Visa or MasterCard)

Total amount to be processed at time of enrolment: \$ \_\_\_\_\_

Travellers must pay the tour's \$199 minimum deposit, and if applicable the Global Travel Protection Plan and Cancel For Any Reason (CFAR) Insurance Add-On, upon enrolment.

**PROVIDE PAYMENT METHOD details**

**If paying by direct debit, please provide:**

Account type:  Chequing account  Savings account

TRANSIT/BRANCH	INSTITUTION	ACCOUNT

Please use bank account information from my void cheque attached

I/we authorize EF to debit the bank account identified for this one-time payment for the amount listed above and /or to begin automatic pre-authorized debit transactions for payment of my EF tour. I/we have completely read and fully understand the Automatic Payment Plan Terms and Conditions (if applicable) and Pre-Authorized Debit Agreement

**Billing information**

Account name (please print): \_\_\_\_\_ Account signature: \_\_\_\_\_

**If paying by credit card:**

Please note: We do offer credit card (Visa or MasterCard) as an enrolment payment option by completing your online enrolment at [eftours.ca/enrol](https://eftours.ca/enrol) or by calling EF.

**Please do not send cash payments.**

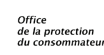
**SIGNATURE** - Your enrolment form must be signed by you or (if you are a minor) by your parent/guardian.

I (or parent/legal guardian if enrollee is a minor) have completely read, understand, and agree to be bound by the incorporated "EF Booking Conditions", which include a "Release & Agreement", the "Standard Cancellation Policy", and "Rules of the Road." I consent to EF's processing of my personal data as set forth in EF's Privacy Policy at [www.eftours.ca/legal/privacy-policy](https://www.eftours.ca/legal/privacy-policy).

Signature of enrollee (or parent/legal guardian if enrollee is a minor) \_\_\_\_\_ Date: \_\_\_\_\_

Print name of Signee \_\_\_\_\_

Failure to sign these booking conditions will result in cancellation from tour and standard cancellation policy will apply.



**EDUCATIONAL TOURS**

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