

EF Global Rewards Program Terms and Conditions

Group Leaders are automatically enrolled in the Global Rewards Loyalty Program. Participation in the Global Rewards Loyalty Program is optional and subject to the Terms and Conditions outlined herein. Redemption items and their corresponding point values are subject to change. Terms and Conditions are subject to change with or without notice. EF Educational Tours ("EF") reserves the right to suspend Global Rewards accounts without notice. For updated point values and rewards information, please visit our website at www.eftours.ca/rewards.

Global Rewards Participation

Please note that some school boards may only allow limited participation in the Global Rewards Program. EF will honour the regulations set by your school district. Please contact your Tour Consultant or global.rewards@ef.com to learn more about the regulations in your region.

How are Membership Levels calculated?

Membership levels are calculated based on the total number of tours you have led as a Group Leader with EF Educational Tours and EF Go Ahead Tours (henceforth referred to as the "EF Tours family"). Membership levels are re-calculated upon return home from each tour led as a Group Leader. The calculation of Membership levels began Jan. 1, 1990.

How many tours do I need to lead to go up in Membership Level?

Every new Group Leader starts as a Bronze Member (beginning with your first tour). After you complete two tours as a Group Leader you move to a Silver Member. After completing five tours as a Group Leader you move to a Gold Member, and after completing 10 tours as a Group Leader you move to a Platinum Member.

How do I earn Global Points?

Lead a qualifying tour

You earn one point per tour day per full-paying traveller on an international or North American Flight tour. (must have a minimum of six full-paying travellers in order to start earning points). Tours led with fewer than six full-paying travellers do not earn any points on those travellers (the tour will still count toward membership level). Points are awarded for the total number of standard tour days and not for stay-ahead/stay-behind periods. Global Points are not awarded for free-place travellers, travellers who receive family or faculty discounts, and travellers who cancel their enrolments or who transfer to another tour. Land-only travellers do count toward Global Points.

Referral of a future EF Group Leader

The EF Referral Program is available to existing customers with an active account who are leading or have led at least one tour as a Group Leader with the EF Tours Family. To keep your account active, at least once every four years you must complete one of the following: lead a tour in the EF Tours family with a minimum of six full paying travellers, travel on a tour in the EF Tours family as a chaperone, free place or individual traveller, or make a valid referral. A valid referral happens when your referral plans their first EF Educational Tour with at least ten full-paying travelers within four years of the date you submitted the referral to EF. When this occurs, you or your school will earn your choice of 500 Global Points, a \$1500 EF Tours Scholarship, or a \$1000 cash bonus. The referral bonus will not be awarded

for a Group Leader travelling on the same tour with you, unless the Group Leader is teaching in a different school. The referral bonus is not valid for a replacement Group Leader in the case that the original Group Leader is unable to travel. Only one bonus may be awarded per tour. If your referral to EF is valid, 500 Global Points will automatically post to your account on the day your referral plans their qualifying EF Tour with at least 10 paying travellers. If you prefer the scholarship or cash bonus, the 500 points will be deducted from your Global Rewards account, and then either the \$1500 scholarship will be applied to an EF account with a balance, or a direct deposit payment will be made to your bank account. In some cases, based on your School Board requirements, the \$1000 cash referral bonus can only be sent as a cheque to your school and cannot be sent to the Group Leader directly.

Requests for a cash bonus or EF Scholarship (or other special referral incentives if applicable) in lieu of 500 Global Points must be made within 1 year of the referred Group Leader's first tour. All referral bonuses must be claimed within 1 year of the referred Group Leader's first tour.

Referrals on an EF North American Bus Tour are excluded from this incentive.

All listed point values or cash amounts for referrals are subject to change any time without notice by EF.

When do my Global Points become available?

Global Points earned through leading a qualifying student tour remain as Pending Points until the tour departs, at which time they become Active Points. Global Points earned through making a qualified referral remain as Pending Points until the referee reaches 10 full-paying travellers on their first student tour, at which time they become Active Points. Points cannot be redeemed for a reward until they are Active Points. The exception is Discovery Tours, for which pending points can be redeemed to supplement active points. You cannot use cash to supplement point deficiencies. Global Points are non-negotiable, non-transferable and have no alternative cash value. You cannot pool your points with another Group Leader to redeem a reward. You must lead and travel on your EF Tour to qualify for benefits and incentives related to that tour including, but not limited to, Global Points, Discovery Tours and membership benefits. If you cancel your tour, pending points will be removed from your account or if you transfer your tour to another Group Leader, your replacement Group Leader receives all benefits and incentives related to that tour.

What happens to my Global Points if there are cancellations on my tour?

If you cancel your tour, pending points will be removed from your account. If an individual traveller cancels from your tour, points associated with that traveller will be removed from your account. If you have already redeemed these points for a reward, and cancellations result in a negative Global Point account balance, you will be invoiced for the full cost of the reward.

Do my Global Points expire?

Points do not expire as long as you maintain an active account. To keep your account active, at least once every four years you must complete one of the following: lead a tour in the EF Tours family with a minimum of six full-paying travellers, travel on a tour in the EF Tours family as a chaperone, free place or individual traveller, or make a valid referral. After four years with no tour activity or valid referral, all global points on your account expire. Expired points cannot be reinstated.

What redemption options are available?

EF Discovery Tours

To qualify to attend, you must be a Group Leader leading an EF Educational Tour for the same travel season as the Discovery Tour. You must have a positive active point balance to redeem for a Discovery Tour. To enroll, submit your request online in your Group Leader Global Rewards secure site as soon as you have qualified. Discovery Tours are filled on a first-come, first-served basis. Exact dates and point values for Discovery Tours will be available online. All Group Leaders enrolled will receive notification of exact departure dates as soon as they are determined. Confirmation of attendance is contingent upon your signing EF's Discovery Tours Release and Agreement. You may bring only one adult guest (paying with points or cash). All guests must be accompanied by a Group Leader. Guests must be at least 18 years of age. Cancellations from a Discovery Tours under 110 days prior to departure may result in cancellation fees. See Discovery Tour Terms and Conditions for full program details.

EF's Flight and Hotel Finder

You can use the EF Flight Finder website to search for and book domestic and international flights and hotels using your Global Points. A minimum of 100 active points is required to search for flights on the booking engine, and flights must be booked at least 24 hours in advance. No changes or refunds can be made to a ticketed flight or a confirmed hotel booking. A listing on the EF Flight Finder website does not imply, suggest, or constitute a recommendation by EF of that Travel Product or Travel Provider, or any affiliation with such Travel Provider. Since EF does not control the Travel Products and does not verify the content uploaded by the Travel Providers, it is not possible for us to guarantee the prices displayed on our website.

On-Tour Experiences

Optional excursions: Global Points may be redeemed toward pre-booked optional excursions offered on your tour. Your request must be received at least 110 days prior to departure.

Single room upgrade: Global Points may be redeemed toward upgrading an adult traveller from a twin room to a single room on your student tour. Your request must be received at least 110 days prior to departure.

Student Scholarships: Global Points may be redeemed toward a tour scholarship for a traveller. Scholarships are redeemed in increments of 10 points. Scholarships may not be used to pay for application deposits or Global Travel Protection Plan. If the scholarship recipient cancels from the tour it may result in the loss of your points.

Travel on a colleague's tour: Global Points may be redeemed toward your program price if you are a paying traveller on a friend or colleague's tour. You must receive approval from the Group Leader to participate in their tour. Your request must be received at least 110 days prior to departure. If you cancel from your colleague's tour it may result in the loss of your points.

Go Ahead and Language School Rewards

Requests for a featured EF Go Ahead Tour or EF Language School can be made online from your Group Leader Global Rewards secure site. In addition to the featured EF Go Ahead Tours, points can be redeemed towards any of EF Go Ahead

Tours' offerings in increments of 100 points. EF makes every effort to accommodate desired dates of departure, EF cannot always guarantee exact dates, and some flexibility on the part of the Group Leader may be required.

After Global Points have been redeemed, booking is non-refundable and EF Language School or EF Go Ahead Tours Terms and Conditions will apply. In the event of weather delays or cancellations, the airlines will attempt rebooking. EF cannot guarantee rescheduling of trips or Global Point reimbursement.

Educational Tools and Merchandise

Delivery of merchandise is approximately 4-6 weeks after EF receives the request. Please visit your Group Leader Global Rewards secure site for the most up-to-date merchandise options.

Are there any redemption restrictions?

Only active points can be redeemed for a reward (the one exception being Discovery Tours). Only items listed by EF are available; upgrades are available for some items at additional point value. EF reserves the right to make alterations to Global Point totals needed for travel and gift rewards and to discontinue or change rewards at any time. Please refer to your Group Leader Global Rewards secure site for the most up-to-date reward items and point values. Travel dates are subject to airline contract availability, and flexibility of date and time may be required. Offers are subject to change without notice.

Other Terms

Free Single Room

For our Gold and Platinum members, you can choose to receive a free single room on your student tour. You will automatically be placed in a twin room. If you prefer a single room, your request must be received at least 110 days prior to departure. Free single room upgrades are non-transferable and apply only to qualifying student tours and are not available on reward tours. The upgrade has no alternative value and if you choose not to elect into a single room, the upgrade is forfeited.

Opting out of the Global Rewards Loyalty Program

You may opt out of the Global Rewards Loyalty Program. By opting out of the program, all points accrued are forfeited. Points remain non-transferable. Your membership level will be maintained, however. You may re-join the program and your account balance will start at zero points. Points associated with tours led during the opt-out period will not be credited to your account. Global Points and bonuses are not retroactive.

Legal Responsibilities

EF is not responsible for any events including, but not limited to, personal injury, property damage or loss of earnings from any event whatsoever. All Group Leaders are responsible for ensuring that they are in compliance with any province, local or district rules regarding their membership in a rewards program. EF reserves the right to make changes to the Global Rewards Loyalty Program at any time and without notice, including but not limited to, changes in point expiration policies and membership levels and benefits.

EF Experiential Training Tour

Terms and Conditions

What is an Experiential Training Tour?

EF is committed to safety and support and we make it our priority to ensure that educators are fully prepared to lead educational tours. During an EF Training Tour, Group Leaders will collaborate and learn from peers along with EF staff and an experienced Group Leader to cover a wide range of important topics such as tour safety, traveller engagement, and on-the-ground logistics. By exploring a new destination and experiencing an EF tour first-hand, Group Leaders develop the skills and practical knowledge to handle any situation and will be ready to confidently lead a safe and successful tour.

How to qualify

EF Experiential Training Tours are open to First-Time Group Leaders leading an international EF tour. To qualify, Group Leaders must be travelling on their first international (outside of North America) EF tour as a Group Leader with at least 15 paying participants enrolled. If the required number of participants have not enrolled on your student tour by 60 days before departure of the training tour, you will be removed from the Training Tour. First-Time Group Leaders may participate in a Training Tour only prior to leading their first EF tour. EF reserves the right to train only one Group Leader per student tour. Should a Group Leader decide to not participate in a training tour before leading their first tour with EF, they will not qualify for a future training tour.

Tour cancellation

If you cancel your EF tour, your Training Tour will also be cancelled. If you have enrolled on a Training Tour and your travellers' cancellation(s) results in less than 15 paying travellers on your international (outside of North America) tour. If you need to cancel your Training Tour for any other reason, this must be received by EF in writing at least 60 days prior to departure. If you cancel within 60 days prior to departure, EF reserves the right to charge the traveller for the full amount of the airfare.

If you travel on the training tour and then cancel your student tour after, EF reserves the right to charge for the full amount of the training tour.

EF reserves the right to cancel or change the Training Tour for any reason, including, but not limited to, political unrest, natural or world events in the destination.

Global Travel Protection Plan and rooming upgrade fees are non-refundable.

Passports, visas & other travel documents

Each traveller must obtain a passport and any applicable visas for his or her tour prior to departure. We will need passport information 110 days prior to departure. If a traveller is unable to obtain these travel documents, our standard cancellation fees will apply. Please be sure that passports are valid for at least six months after your tour ends. 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. Please note that entry into another country may be refused even if the required information and travel documents are complete. 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.

Additional details and restrictions

Experiential Training Tours are filled on a first-come, first-served basis, with enrolment closing either when the tour is full or 60 days prior to departure (whichever comes first). The package is based on twin room occupancy, if a participant wants to upgrade to a single room, additional fees will apply. Rooming upgrade requests must be received by 60 days prior to departure.

Training Tours have no cash value and are not transferable to another

Group Leader, chaperone, or traveller.

Special Travel

Do you want to continue exploring after your Experiential Training Tour to keep the education and professional development going? If so, you have the option to change your return date and extend your stay for a fee. Please contact your Global Learning Team at Global.Learning@ef.com for more information. All special travel requests must be submitted by 110 days before departure or within 48 hours of enrollment if enrolling after this deadline. EF cannot guarantee that your special travel request can be accommodated.

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 for the most up to date vaccination recommendations.

Name changes and applicable fees

Each traveller must provide EF with his or her first, middle (if applicable,) and last names and date of birth exactly as they appear on his or her 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.

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).

Terms and provisions

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.

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. The tour operator for your international tour is EF Education First International Ltd. ("EF") Selnaustrasse 30, 8001 Zurich, Switzerland, organization number CHE-109.874.655, VAT number CHE-116.325.678 MWST. EF Institute for Cultural Exchange, Ltd. ("Educational Tours" or "ET") is an affiliate of EF Education First International Ltd. ("EF"), and acts only as a marketing service for that company. ET does not provide any goods or services for our trips. 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. 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.

EF Discovery Tour

Terms and Conditions

What are Discovery Tours?

Discovery Tours are opportunities for you to share ideas, knowledge and tips about student travel with other experienced Group Leaders, all while exploring and getting to know a new destination around the world.

How to qualify

Discovery Tour. A Group Leader must have an active student tour the year of the Discovery Tour as well as a combination of active and pending points equivalent to the cost of the Discovery tour at the time of enrolment. If a Group Leader would like to bring a guest, only one guest per Group Leader is permitted. For the guest's spot, the Group Leader will have the option to use Global Points or pay with cash. A combination of points and cash is not permitted. The Guest must be 18 years of age or older upon departure date of the Discovery Tour.

How to enrol

Group Leader will receive emails leading up to the launch of the Discovery Tours indicating destination, dates, and point value, as well as the date enrolment opens on their Group Leader Global Rewards secure site. Enrolment for the Group Leader and Guest onto the Discovery Tours is on a first come first served basis. The Group Leader will be contacted by a member of the Global Rewards team about the enrolment status. When the enrolment is confirmed, Global Rewards points will be automatically deducted from the Group Leader's account. Should the Discovery Tour be full, the Group Leader will have the option to be added to a waitlist. If space becomes available, the Group Leader will be contacted to confirm their enrolment. All enrolments must be made by 110 days prior to the departure date of the Discovery Tour.

What's included on a Discovery Tour?

Like your student tours, Discovery Tours include round trip airfare, hotel accommodations, select meals, sightseeing and entrance fees, transportation to included activities, and a full time Tour Director. Gratuities for your Tour Director, bus driver(s) and local guides are included. You will also travel with EF Staff from Canadian as well as international EF offices. One checked bag (meeting airline requirements) is included for destinations outside of Canada and the U.S.

What's not included on a Discovery Tour?

Global Travel Protection Plan, single room upgrades, beverages and meals not specified on the itinerary, optional excursions and free time activities are not included. You are also responsible for any fees related to travel documents (visas, etc.) that you may need for the tour. Checked baggage is not included for Discovery Tours within Canada or the U.S.

Rooming

The package is based on double room occupancy, if you wish to upgrade to a single room additional fees will apply. Rooming upgrade requests must be received by 110 days prior to departure and may not always be possible based on destination.

Special Travel

It's almost always possible to arrange to stay behind after the end of the Discovery Tour program for a fee. There is also the option to return from a different major gateway (some restrictions apply based on the destination.) Please contact your Customer Loyalty Team at Global.Rewards@ef.com for more information. All special travel requests must be submitted by 110 days before departure or within 24-hours of enrollment if enrolling after this deadline. Special Travel Requests are subject to additional fees. EF cannot guarantee that your travel request can be accommodated.

Additional details and restrictions

Discovery Tours are filled on a first-come, first-served basis, with enrollment closing either when the tour is full or 110 days prior to departure (whichever comes first).

Tour cancellation

If paid by points: If your spot has been paid by points and cancelled within 110 days or more prior to departure a full refund of points will be issued less any non-refundable fees. Cancellations received 109 days to 45 days prior to departure will receive a refund less any non-refundable fees and 50% of the points. Cancellations made 44 days up to departure day, no point refund will be issued. Non-refundable fees, such as Global Travel Protection Plan, single room supplements and special travel fees are also deducted from refunds.

If a guest's spot is paid in cash, and cancelled within 110 days or more prior to departure, a full refund will be issued less any non-refundable fees. Cancellations received 109 days to 45 days prior to departure will receive a refund less any nonrefundable fees and 50% of the convention program price. Cancellations made 44 days up to departure day, no refund will be issued. Non-refundable fees, such as Global Travel Protection Plan, single room supplements and special travel fees are also deducted from refunds.

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 for the most up to date vaccination recommendations.

Name changes and applicable fees

Each traveller must provide EF with his or her first, middle (if applicable,) and last names and date of birth exactly as they appear on his or her 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.

Protection for traveller's payments

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