



 WorldStrides® | 
Custom Programs



Customized proposal developed for
University of Tennessee, Chattanooga
Japan
March 2020



Teaching global citizenship is a team effort



Your goals come first

Our mission is simple: To meet your goals and deliver your vision, however open-ended or specific it may be. Our decades of experience in higher education help us identify and deliver tailored experiences that support and enrich the academic syllabus throughout your program.

Partnership is paramount

Our passion for global education – and for the people who believe in it – shows in every facet of our work on behalf of your organization. You'll have one primary point of contact—a personal guide through each phase of the program process, from academic alignment to administrative approvals to travel logistics. But our program managers are backed by an internal team of over 1300 professionals in nearly 60 offices around the world, working together as a virtual extension of your university team.

Support that lasts

As a commitment partner of Generation Study Abroad, WorldStrides ISA Custom Programs joins in a collective higher education mission to make education abroad available for more students. That's why we support your program throughout the promotion process, offering proven tools to help get the word out on campus as well as scholarships to make the program more affordable. (See your [program investment page](#) for details!)

Thematic content for an academic advantage

WorldStrides Global Academic Team (GAT) prides itself on thematic content development based on the dynamic environment in your destination(s) and your curriculum. Working closely with program faculty and staff, the team has arranged thousands of interactive engagements for universities including company visits with international business leaders in their boardrooms, as well as meetings in government offices and factories. The GAT also supports applied learning opportunities including Local Market Immersions, service learning, and interactive NGO experiences. Please refer to *page 3* for information on recommended themes for your travel program.

Safety and security for peace of mind

We've spent years building the infrastructure and partnerships to deliver safety and reliability for your traveling groups that exceeds your university standards. From the details – like pre-departure safety orientation presentations – to the major items – like our \$50 million liability coverage, we are relentlessly focused on emergency preparedness so that your groups can travel with absolute confidence.

Two expert teams are better than one

WorldStrides and ISA are proud to unite our faculty-led programming teams under the WorldStrides ISA Custom Programs brand. This re-alignment offers our university partners the broadest and deepest capabilities in custom programs, with experience in more than 110 countries and across the academic landscape. The people are the same, ensuring you'll get the exceptional care we're known for, as we extend our resources in support of your goals for hands-on learning and education abroad.



Your itinerary overview

Graphic Design in Japan

The following itinerary is a working document and is subject to change (revised 5/1/2019).

March 7

Departure

Saturday

- Group flight departs for Tokyo.

Meals Included:
Per airline

March 8

Arrival and Acclimation in Tokyo

Sunday

Welcome to Tokyo! The neon-emblazoned skyline of the ubër-modern Japanese capital lights a city that's pulsing with energy. From edgy architecture to kitschy anime, and from sidewalk sushi to shogun zen, the culture of this city bursts from its crowded seams.

Meals Included:
Per airline

Tokyo Accommodations:
Twin hotel rooms (1 of 12)

Transportation: private coach

- Meet the ISA staff and board your private coach at the airport for transfer to the accommodation.
- Check in to your accommodation.
- The ISA staff will lead a neighborhood walking tour.
- Enjoy a free evening.

March 9

Welcome to Tokyo!

Monday

Meals Included:
Breakfast at accommodation
Dinner

Tokyo Accommodations:
Twin hotel rooms (2 of 12)

Transportation: walking, public transit

- Meet the ISA Staff and walk to the location for your program orientation.
- The ISA Staff will lead an orientation on health and safety while you are in Japan. You will also receive a public transit pass for use throughout your program.
- Depart via public transit for Temple University.

Guest Lecture: History of Japanese Graphic Design

Sourced by ISA Tokyo (Note: specific day and time of lecture subject to lecturer's availability)

- Depart via public transit for the Senso-ji Temple (entrance free of charge).

Senso-ji Temple

Discover this enormous Buddhist temple in the heart of busy Tokyo. Located in the Asakusa neighborhood and surrounded by shops, Senso-ji is the oldest temple in Tokyo and home to Kaminarimon, the famous Thunder Gate, a symbol of the city of Tokyo.

- Taste the local cuisine with a Welcome Dinner.
- Return to your accommodation via public transit.

March 10

Tokyo: Cultural Visits

Tuesday

Meals Included:
Breakfast at accommodation

Tokyo Accommodations:
Twin hotel rooms (3 of 12)

Transportation: public transit, walking

- Meet the ISA Staff and depart via public transit for the Ginza area for shop visits. En route, the ISA staff will provide a brief walking tour of the area and note points of interest.

Mitsukoshi Department Store

Visit one of Tokyo's best known department stores with 12 floors of goods and services.

- Walk to the Itoya Shop and the Akomeya Restaurant and shop.

Itoya Shop

Akomeya Restaurant and Shop

- Enjoy lunch on your own nearby. After lunch, continue to the Muji Yurakucho Flagship Store.



Muji Yurakucho Flagship Store

Explore a beautiful modern grocery market, the first of its kind. Along with a wide array of fresh foods, the store also includes a model of a Muji hut.

- Walk to the Ginza Graphic Gallery.

Ginza Graphic Gallery

Check out the exhibits at the Ginza Graphic Gallery, a unique spot celebrating the art of the everyday by showcasing the works of artists from across the world who have used creativity to communicate with the public and spark the imagination.

- Return to your accommodation at your leisure via public transit. Enjoy a free evening.

March 11

Wednesday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (4 of 12)

Transportation: public transit

Tokyo: Cultural Visits

- Meet the ISA Staff and depart via public transit to the Edo Tokyo Museum (entrance included in program).

Edo Tokyo Museum

Established in 1993, the Edo-Tokyo Museum is a museum of the history of Tokyo during the Edo period when Japanese society was under the rule of the Tokugawa shogunate.

- Get lunch on your own near the museum before departing via public transit for the Sumido Hokusai Museum (entrance included in program).

Sumido Hokusai Museum

Opened by the citizens of the Sumida Ward in 2016, the Sumida Hokusai Museum honors the life and masterpieces of Katsushika Hokusai, a well-known ukiyo-e artist who spent 90 years of his life in this community.

- Return to your accommodation via public transit. Enjoy a free evening with dinner on your own.

March 12

Thursday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (5 of 12)

Transportation: public transit

Tokyo: Cultural Visits

- Meet the ISA Staff and depart via public transit to the Tokyo National Museum (entrance included in program).

Tokyo National Museum

The Tokyo National Museum is known as the oldest Japanese national museum and is one of the largest art museums in the world. Enjoy the museum and explore the outdoor exhibitions and garden while you're there!

- Get lunch at your own expense near the museum before departing via public transit for the Toshogu Shrine (entrance included in program) and Scai The Bathhouse Museum (entrances free of charge).

Toshuga Shrine

Surrounded by beautiful forests, the more than a dozen buildings that make up the Toshuga Shrine bring together elements of Shintoism and Buddhism.

Scai The Bathhouse Museum

Discover modern Japanese and international artists in this 200-year-old converted public bathhouse.

- After the tour, return to your accommodation via public transit. Enjoy a free evening with dinner on your own.



March 13

Friday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (6 of 12)

Transportation: train, walking,
public transit

Day Trip to Kamakura

- Meet the ISA Staff and depart via public transit for the train station.
- **Train to Kamakura** - Approximately 1 hour & 40 minutes
- With the ISA Staff, visit Daibutsu, the Money Shrine Zenarai Bententin, Enoshima and the Hasedera Temple (entrances included, stop for lunch on your own during tour).

Daibutsu

Visit the Great Buddha of Kamakura, a bronze statue that stands 11.4 meters tall, making it the second tallest bronze Buddha in Japan. Explore the grounds of Kotokuin Temple and learn about the destruction of the temple building that once housed the Buddha by typhoons and tsunami throughout the 14th and 15th centuries.

Zenarai Bententin Shrine via hiking trail

Also known as Ugafuku-jinja Shrine, Zeniarai Benten Shrine is located in a cave which was made by hollowing out a rock. Although small in size, the Shrine is a famous one because it is said that the holy water inside the cave has the power to bring prosperity and good fortune in business.

Enoshima

Just west of Kamakura lies the island of Enoshima, which is home to a variety of tourist attractions and notable sites. Explore the shrine and park and take in views of Mount Fuji on a clear day.

View Mt Fuji from Hasedera Temple

Hase-dera, also commonly called Hase-Kannon, is one of the Buddhist temples in the city of Kamakura. The temple is famous for housing a massive wooden statue of Kannon, with a height of 30.1 and is made from camphor wood and gilded in gold. The Kannon has 11 heads, and each of them represents a different phase in the search of enlightenment.

- Return to Tokyo by train and enjoy a free evening with dinner on your own.

March 14

Saturday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (7 of 12)

Transportation: train, walking,
public transit

Tokyo: Cultural Visits

- Meet the ISA Staff and depart via public transit for the Imperial Palace Gardens (entrance free of charge).

Imperial Palace Gardens

Discover history in the middle of modern Tokyo at the Imperial Palace and Gardens. The palace, built in the 15th century, was home to the Imperial Family during the Edo Period and offers a visitors a chance to see iconic architecture and Tokyo's largest green space.

- Enjoy lunch on your own nearby. After lunch, continue to a traditional tea ceremony (admission included in program).

Tea Ceremony

In the Japanese tea ceremony, guests eat wagashi with a signal from the host before a bowl of matcha is served. This timing has the purpose of first appreciating the taste and design of wagashi. Later, the focus turns to the taste of matcha while the sweetness of wagashi is still in the mouth. Wagashi combined with matcha plays an important role in the Japanese tea ceremony as well as in Japanese tea culture.

- Continue on via public transit to Intermediatheque (entrance free of charge).

Intermediatheque

With a focus on form as well as function, Intermediatheque gives visitors an opportunity to explore world history, art, and archeology.

- Return to your accommodation for a free evening and dinner on your own.



March 15

Sunday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (8 of 12)

Transportation: public transit, walking

Tokyo: Shibuya and Harajuku Walking Tour

- Meet the ISA Staff and depart via public transit for Shibuya.
- The ISA staff will lead a walking tour from Shibuya to Harajuku, with lunch on your own.

Shibuya to Harajuku Walking Tour

Enjoy a walking tour from Shibuya to Harajuku starting at the famous crossing known as the Shibuya Scramble and rumored to be the busiest intersection in the world. Before crossing the intersection we will stop by the famous Hachiko dog statue and learn about his story. From Shibuya we will walk through Yoyogi Park making a stop at the Meiji Shrine, dedicated to the deified spirits of Emperor Meiji and Empress Shoken. Emperor Meiji was the first emperor of modern Japan, born in 1852 and ascending to the throne in 1868 at the peak of the Meiji Restoration when the power was switched from the feudal Tokugawa government to the emperor. Harajuku area is next door to Meiji Jingu and Takeshita Dori, known as the birthplace of kawaii fashion culture and many other fashion trends now celebrated worldwide. Entrance to Meiji Shrine is free of charge.

- After the tour, return to your accommodation for a free evening and dinner on your own.

March 16

Monday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (9 of 12)

Transportation: public transit, walking

Tokyo: Visits

- Meet the ISA Staff and depart via public transit for 3331 Arts Museum (entrance included in program).

3331 Arts Museum

3331 Arts Museum seeks to make art accessible through unique exhibits and creative spaces.

- Get lunch on your own near the museum.
- The ISA staff will lead a tour of the **Shinjuku Neighborhood**, with stops at the Kinokuniya Bookstore and Kabukicho District.
- After the tour, return to your accommodation for a free evening.

March 17

Tuesday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (10 of 12)

Transportation: public transit

Tokyo: Visits

- Meet the ISA Staff and depart via public transit for Kuwasawa Design School Studio.

Kuwasawa Design School Studio Visit

Sourced by ISA Tokyo

- Continue on to the Miraikan National Museum of Emerging Science (entrance included in program) via public transit. Stop en route for lunch at your own expense.

Miraikan National Museum of Emerging Science

Learn about the marvels of modern science emerging from Japan and beyond at this unique museum, full of exhibits and interactive experiences!

- Return to the accommodation. Enjoy a free evening.

March 18

Wednesday

Meals Included:

Breakfast at accommodation

Tokyo Accommodations:

Twin hotel rooms (11 of 12)

Transportation: public transit, train, walking

Tokyo: Cultural Visits

- Meet the ISA Staff and depart via public transit for the National Art Centre (entrance to five exhibits included in program).

National Art Centre

Rather than maintain a permanent collection, the National Art Centre in Tokyo provides a space shared by various rotating and visiting exhibits from across Japan and across the world.

- Continue via public transit to the Tokyo Downtown Design Hub for guest lecture with stop en route for lunch on own.

Guest Lecture: Tokyo Downtown Design Hub

Sourced by ISA Tokyo

- After the lecture concludes, continue via public transit to the Mori Art Museum.



Mori Art Museum

Explore contemporary art and architecture in a uniquely modern setting.

- Return to your accommodation for a free evening and dinner on your own.

March 19

Thursday

Meals Included:

Breakfast at accommodation

Kyoto Accommodations:

Traditional ryokan (shared rooms)
(1 of 1)

Transportation: public transit, train,
walking

Travel to Kyoto

- Meet the ISA Staff. Note: you will only need a small overnight bag for the Kyoto excursion. Your luggage can be left at the Tokyo accommodation. Make sure to bring your public transit pass, as you will need it in Kyoto.
- Depart via public transit for the train station.
- Train to Kyoto** - Approximately 3 hour & 30 minutes

Welcome to Kyoto! After a millennium as Japan's imperial capital, it's comes as no surprise that present-day Kyoto is home to a rich history – thousands of ancient palaces, shrines, and gardens offer a respite to the otherwise bustling city. Centuries old craftsmanship is a source of pride here. Explore the tea shops, washi stores, locally-made tofu and specialty food markets nestled between centuries-old temples and sleek modern architecture.

- Arrive in Kyoto and walk to your accommodation to store your luggage.
- Get lunch on your own near your accommodation.
- Depart via public transit for Kyoto Art Center.

Kyoto Art Centre

Created in 2000, the Kyoto Art Centre works to promote the arts and collaboration within the arts in the city of Kyoto. They provide activities and experiences related to Japanese culture, local arts, and interactions between artists and the citizens of Kyoto.

- Return to your accommodation for a free evening and dinner on your own.

March 20

Friday

Meals Included:

Breakfast at accommodation
Dinner

Tokyo Accommodations:

Twin hotel rooms (12 of 12)

Transportation: public transit, train

Return to Tokyo

- Meet the ISA Staff to check out of your accommodation and store your luggage.
- Depart via public transit for today's cultural visits.

Sannen-zaka & Ninen-zaka Streets

A stroll down the narrow road leading to and from the Kiyomizudera temple will lead to Sannenzaka and Ninenzaka. These famous streets in Kyoto, lined with old wooden houses, traditional shops and restaurants in Japanese style buildings.

Kiyomizu-dera

Kiyomizu Temple, known as the Pure Water Temple, which is one of the most celebrated temples of Japan. Founded in 780, it stands in the wooded hills of eastern Kyoto and offers visitors fantastic views over the city from its famous wooden terrace. Entrance is included in program.

- Stop for lunch on your own en-route to your accommodation.
- Pick up your luggage and walk to train station.
- Train to Tokyo** - Approximately 3 hour & 30 minutes
- Arrive in Tokyo and return to your accommodation.
- Enjoy a free evening and dinner on your own.

March 21

Saturday

Meals Included:

Breakfast at accommodation
Per Airline

Transportation: private coach

Return Home

- Meet the ISA Staff to check out of your accommodation. Board coach and transfer to the airport for your return flight home.
- Group flight departs en-route to the US.

Program Ends



A Note about Confidentiality: This document contains proprietary work product of WorldStrides ISA and is presented in good faith. The recipient(s) agree(s) to protect the confidentiality of this proposal subject to any state laws that require certain information to be made publicly available if requested. The proposal should not be sent to a third party without informing WorldStrides ISA and gaining consent.

Comprehensive inclusions & services

Your itinerary reflects the day-to-day arrangements we've designed for your program. We will be proud to arrange the meals, tours and excursions, academic/company visits, accommodations, and transportation detailed in the itinerary.

Throughout your program

As part of our commitment to quality and value, we've included the following:

- Locally-based ISA Resident staff and orientation meeting upon arrival
- Entrances for cultural sites, unless otherwise noted
- Ground transportation including:
 - o Transportation in safe, clean motorcoach as noted in your itinerary -
 - Meal transfers, as noted
 - Airport transfer for group flights
 - o Public transportation passes, as noted in itinerary
 - o Intra-city transportation, as listed in your itinerary
- Intra-program train transportation from Tokyo to Kyoto with return

Before your program departs

- Marketing website and resources to help promote your program to students
- A custom-designed promotional flyer and 25 color copies to market your program
- ISA University Relations Regional Director and/or ambassadors to promote your program on campus and regionally
- Customized online registration portal to manage student registration, payments, dietary and health information collection, roommates, etc.
- A customized app with offline access to materials including your-day-to-day itinerary, group messaging, and important documents
- Customized pre-departure information for students and faculty

Academic Support

- 2 guest lectures, as listed in your itinerary

Air Transportation

- WorldStrides has nearly 50 years of experience in building long term relationships and working with over 90 different airlines. Our dedicated Air Team will work with you to find the best fares and routing for your program. Airfare is not available until 11 months prior to departure and at that time we can provide a schedule and quote.

Accommodations

- 13 nights hotel accommodations in twin rooms in properties selected by WorldStrides ISA
 - **Tokyo:** 12 nights in Sakura Hotel Nippori or similar
 - **Kyoto:** 1 night in Matsubya Ryokan or similar
- Daily buffet breakfasts at the hotel, wireless internet, hotel taxes, service charges, and applicable meal gratuities included.



Visa Services

The WorldStrides ISA Visa team is dedicated to assisting faculty, staff, and students with visa procedures and requests. This includes communicating specific visa requirements and provides guidance to non-U.S. residents following their registration. Regardless of whether visas are required or included in package pricing, a customized visa assessment and toolkit (including application(s) and instructions) is emailed to every participant with U.S. residency status following their registration.

- Visas are not required for U.S. citizens entering Japan.
- Some non-US passport holders will be required to obtain a visa on own, which is based on embassy or consulate requirements. These individuals will be provided documents for any arrangements made by WorldStrides. This may include a hotel confirmation letter and confirmations for intra-program transportation, if applicable. Upon request, we can also provide a standard invitation letter and proof of insurance. Other documents may be required, and the individual is responsible for obtaining these independently.

Our commitment to risk management

We understand risk management is serious business for universities, which is why our services in this essential area are *always* included.



Preparedness

Relentless proactivity is a hallmark of our service to you and your university. All vendors, including hotels, are strictly vetted for insurance and local regulation compliance. Your group will receive a pre-departure presentation with itinerary-specific advice to help you stay safe and/or respond in the event of an emergency. What's more, our internal team is always preparing – undergoing extensive training and contingency planning for dozens of scenarios.



Global breadth

Our network extends into 110 countries where we operate programs, with field offices and infrastructure in more than 60 locations. In addition to offering your university uniform support throughout the world, this breadth allows us to be agile in case of an emergency in your planned destination. Ask us for examples of world events for which we've provided universities with alternate arrangements on short notice.



A network of support

Our global network of employees is always standing by. And only WorldStrides ISA Custom Programs is also backed by a 24/7 emergency call center staffed by trained WorldStrides employees. This exceptional service is augmented with partnerships with organizations like the George Washington University Department of Emergency Medicine for our Doctor's on Call service, as well as WorldAware, OSAC, and iSOS.



Insured so you're ensured

WorldStrides' \$50 Million in liability coverage is the highest in the industry, and your university will be named on the policy to extend extra protection to your institution. What's more, students and traveling leaders will have embedded insurance that covers a wide range of health and safety risks, with special coverage for medical-related cancellation, mental health, and even security or medical evacuation.



Robin Reliford, Vice President of Health and Safety

Robin manages international risk and crisis management for WorldStrides, monitoring world events in order to mitigate against risks; implementing emergency protocols and procedures; managing student emergencies and large-scale incidents in collaboration with staff globally; and working closely with executive management on policy development and compliance. Robin has collaborated closely with university partners to build the organization's security group and has established a reputation as a leader in the field. Robin received her J.D. from the University of Pittsburgh School of Law and her B.A from West Chester University.



Your program investment details

Proposal Submitted May 1, 2019

Per Person Program Ground Costs

Our package includes components detailed throughout the proposal, and academic services as contracted.

\$3,159	Twin occupancy for participants throughout the program based on a minimum of 10 full paying participants & 1 program leaders (single occupancy) included in the program costs.
\$2,892	Twin occupancy for participants throughout the program based on 15 or more full paying participants & 1 program leaders (single occupancy) included in the program costs.
\$402	Supplement for single accommodations throughout program

Scholarships and Financial Assistance

WorldStrides ISA Custom Programs is committed to making global travel experiences accessible for students. As part of our commitment to Generation Study Abroad, we pledged to significantly expand our scholarships program. To date, we have given away more than \$100,000.

- **Group Scholarships/Grants** – Through our Passport to Travel program, new Program Leaders in the WorldStrides ISA family can earn up to \$1,000 to use at their discretion in support of the program. An additional \$500 early confirmation bonus can be earned for groups with 10 or more registered students at 110+ days before departure.
- **International Financial Assistance** – This need-based assistance program awards small grants to students who demonstrate financial need.
- **Higher Ed Traveler Scholarships** – In 2017, WorldStrides ISA Custom Programs began offering this \$3,000 scholarship to three worthy students who will be participating in short-term study abroad. One winner is selected in the fall; 2 more are selected in the spring/summer. Students will be chosen based on an application and personal statement. Learn more at worldstrides.com/higheredtravelerscholarship.

Please note:

- Program costs for a faculty leader in single room is included with minimum participants.
- Luggage overage fees and hotel incidentals such as mini bar use are not included and are the responsibility of the program participants.
- Accommodations are booked at time of program confirmation.
- **The following items are not currently included in your program cost:**
 - Uneven room pairing charges
 - Wireless internet access in hotels
 - Hotel meeting room space
 - Local mobile phone rental for program leader/staff
 - Gratuities for guide/driver

Program proposal conditions:

1. This price is valid until April 26th, 2019. If you have not indicated WorldStrides ISA as your preferred provider at this date, WorldStrides ISA Custom Programs reserves the right to re-price the program.
2. If the actual number of full paying participants falls below the figure(s) stated above, WorldStrides ISA Custom Programs reserves the right to re-price the program.
3. Program price fixed in USD. WorldStrides accepts any foreign currency risk. Includes all current local government taxes, where applicable for all included services.



- 4. **In case of any conflicting terms between WorldStrides' Terms and Conditions and the executed version of the client proposal, the terms of the client proposal shall control.**
- 5. If a student withdraws between the submission of the roster to WorldStrides ISA and 60 days prior to departure, the university will be responsible for non-refundable costs.
- 6. Please note that for any new services added to the itinerary after the proposal is executed, WorldStrides ISA Custom Programs reserves the right to apply the more restrictive cancellation terms between the WorldStrides cancellation terms and the third party supplier. WorldStrides ISA Custom Programs will make best efforts to communicate in writing in a timely manner price increases as a result of any university approved changes.
- 7. Registration Roster Deadline: University agrees to send a final roster of traveling participants no later than 90 days prior to the departure date. The University will qualify for \$500 scholarship by submitting the final roster with 10 or more fully paying registrants via email to WorldStrides on or before 110 days prior to the group departure date.

WorldStrides ISA Custom Programs Roster & Payment Schedule

1	Roster due	<i>100 days prior to departure November 28, 2019</i> Earn a \$500 Early confirmation scholarship if a final roster with 10 or more full paying participants names is submitted by 110 days prior to the departure date. Valid only for travel with 10 or more full paying participants.
2	Final pre-program payment due	<i>60 days prior to departure January 7, 2020</i> 100% of the total pre-program invoice due
3	Post-program balance due (if applicable)	<i>30 days after the group returns April 20, 2020</i> 100% of the program costs due, including costs for added services (if applicable)

Any modifications to this payment schedule must be by mutual agreement and confirmed on the signature page of this program proposal or by email. Payment as agreed upon by both parties must be received prior to the group's departure. All participants must be fully paid prior to travel unless alternative arrangements have been agreed upon.

Ready to get started?

WorldStrides ISA Custom Programs is ready to help you promote your program on campus!

Submit a letter of intent to begin using the Passport to Travel, a toolkit for promoting your program on campus based on the best practices of successful university groups. Earn up to \$1,000 in scholarship funds by implementing the Passport to Travel.

Please sign below and return one copy of this letter to our office at your earliest convenience by email or fax (434-951-5939). We will begin operating your program with your authorization.

By signing below, I accept this proposal for services, acknowledge WorldStrides' Terms and Conditions (enclosed), and authorize WorldStrides ISA Custom Programs to begin operations for the proposed travel program.

WorldStrides ISA Custom Programs Representative

University of Tennessee, Chattanooga Representative

2/27/19

Jessica Smith
Senior Director of Account Management

Date

Name
Title

Date



University Terms and Conditions

1. **Price:** The price quoted is based on the minimum number of full-paying participants agreed to in the University Contract and the inclusions listed therein. Quoted prices are subject to adjustment if this minimum is not met, if new inclusions are added, or in the event of circumstances beyond WorldStrides' direct control. These include, but are not limited to, airline, vendor, or group-imposed schedule changes or delays as well as fuel surcharges or local country taxes and fee adjustments. WorldStrides will communicate in writing any known charges to the program leaders. The university sponsors will determine if the university or individual travelers will be responsible for these additional charges.
 - **Air:** Quoted airline prices are inclusive of all airfare taxes, fees, fuel, security and other surcharges imposed by the carrier as of the date prices are quoted, but are subject to increase if additional charges are assessed prior to ticketing. A minimum of 10 people are required for the group airfare. If less than 10 participants elect the group fare, the fare returns to the full published rate and travelers are responsible for the difference between the quoted group fare and the individual published fare.
2. **Additional Services:** Participants may have the option to purchase additional services for their program such as pre and post program hotel nights, airport transfers, appointment tickets as well as other items. Participants are required to pay in full for all additional items selected through the online portal. Additional services purchased are subject to Standard Fees. Participants must be fully paid in order to travel. No refunds will be provided for additional services cancelled within 30 days of departure. If participant purchases optional travel interruption insurance, please refer to the terms and conditions of the policy.
3. **Student-pay Program Fees:** The following non-refundable fees apply:
 - **Late fees:** A late fee of \$40 per person will be assessed if payments are not received within seven (7) days of their respective due dates per the invoice unless advance arrangements have been made with WorldStrides. These arrangements and requests must be made in writing via email to your assigned WorldStrides Account Manager. Please include participant full name, Customer Account Number, and a brief description outlining the circumstances for the requested payment extension.
 - **Handling fees:** Please note that a non-refundable handling fee representing approximately 2.0% of the transaction amount will be applied to any participant payments. Handling fees will be waived for participants who utilize the ECheck payment method.
 - **Other fees:** There is a \$35 service charge on returned checks, declined credit cards, or a declined ECheck. A fee up to \$250 may apply for any correction made to your name within 75 days of the departure date. Those opting to make payment by wire transfer must absorb all fees associated with that transaction, making sure WorldStrides receives full payment for program without fees subtracted from wire amount.
4. **Cancellations & Associated Penalties:** All cancellations must be sent in writing via email to WorldStrides at higher@worldstrides.org. Cancellations are effective on the date they are received by WorldStrides.
 - **International air utilization:** Between 90 and 61 days prior to departure, there is a \$200 per seat cancellation penalty.
 - **Cancellation of international air once tickets are issued:** Once any international air tickets are processed and ticketed (approximately 45 to 60 days prior to departure), the entire amount of the airline tickets becomes fully non-refundable. In these instances, the issued tickets will be delivered to the canceling participants and it may be possible, subject to the airline's rules and change fees, to reuse them in the future. However, WorldStrides is not responsible for such changes, and can make no guarantees regarding the availability of any future use. Tour conductor tickets have no value for later use.
 - **Cancellations received 31 to 60 days prior to departure:** For any cancellations received between 31 and 60 days prior to travel, WorldStrides will retain 50% of the ground services portion of the program fee in addition to any penalties due for international air.
 - **Cancellations within 30 days of departure:** Cancellations received within 30 days of departure are subject to a cancellation fee equal to 100% of both the ground services and international air, although canceling participants will receive any issued airline tickets subject to airline restrictions on future use.
5. **Health & Insurance:** Participants with special medical or physical requirements should investigate destination(s) beforehand and ensure the care and conditions they need will be available. For further information regarding travel to specific destination(s), please visit the Centers for Disease Control and Prevention's Travelers' Health website (<https://wwwnc.cdc.gov/travel/>). Any physical or mental condition requiring special medical attention or equipment must be disclosed in writing to WorldStrides as soon as the condition is known and registration confirmed. WorldStrides will make efforts to meet special needs, but may alter itineraries accordingly. In compliance with WorldStrides safety and security standards, all participants are covered by insurance underwritten by an independent insurer with benefits including but not limited to medical, dental, mental health, and emergency medical and security evacuation coverage. Covered expenses resulting from an on-tour incident must be incurred on tour. Any charges not covered will be the responsibility of the participant. In the rare event of a major medical issue, evacuation, or other serious situation, the university and/or participant may be responsible for additional fees related to staff time and risk management resources, and vendor support, if activated.
6. **Registration, Privacy, and Information Retention:** WorldStrides risk management procedures and liability insurance providers require that we collect certain information from all participants. As a result, we require all traveling participants to register online via our secure online registration platform. Because the nature of our business requires coordination with various partners and suppliers who assist us to deliver the travel services requested, it is necessary to share certain personal information collected from our online registration system. This includes registration of international travelers' email addresses with the U.S. State Department seven days before travel, which may result in participants receiving urgent email advisories before and during the program. WorldStrides assumes no responsibility or liability for unregistered participants and prohibits their participation in the program. WorldStrides uses commercially reasonable physical, technical, and administrative safeguards to assist us in preventing unauthorized access, use and disclosure of sensitive information. Furthermore, WorldStrides uses industry best-practices for the secure and reasonable retention of information and records and information. In the event that WorldStrides believes an unauthorized party has obtained access to any protected records, WorldStrides will notify university officials immediately.
7. **Visa(s) & Passport:** Visa(s) are required for U.S. citizens and citizens of most other countries for certain WorldStrides program destinations. Please refer to registration materials to be sure that visa issues are addressed prior to travel. While WorldStrides may assist in the visa(s)



procurement process, the attainment of a visa(s), including transit visas, is ultimately the responsibility of the participant. Inability to travel due to a lack of proper travel documents (Passports & Visas) does not constitute grounds for a refund. WorldStrides' quoted visa processing price is subject to adjustment. Visa documents submitted after the processing deadline may result in late fees. Late fees or consular fee changes are the responsibility of the participant.

- 8. Changes to Program:** WorldStrides reserves the right to make additions or deletions in the program deemed advisable for the well-being of the group or changes in circumstances. WorldStrides will work with key decision makers at the university regarding additions or deletions to the program that are directly related to the well-being of the group or changes in circumstances. WorldStrides will notify the authorized university representative of any proposed changes or alterations to the program before confirming. Reservations are not transferable.
- 9. Individual or Group Non-Program Reservations:** WorldStrides assumes no responsibility for reservations, travel, or program excursions that are not booked directly through WorldStrides. Further, WorldStrides' insurance programs will not extend to or cover any program element that is not booked directly through WorldStrides.
- 10. Responsibility:** All program participants will be responsible for their own actions at all times. WorldStrides assumes no responsibility for participants when they are on their own "free time." The university understands that traveling program participants are solely responsible for the pre-program, program, and post-program medical care in all respects, including, but not limited to, obtaining and taking necessary medication(s), vaccinations and any other medical care and treatment. Furthermore, the university understands that it is the participants' responsibility to understand the risks associated while traveling, including, but not limited to, understanding hotel fire safety and emergency evacuation plans at each location. Additional information can be found at the State Department's International Travel website (<https://travel.state.gov/>).
- 11. Behavior:** While participating on the WorldStrides program, participants are ambassadors of the U.S., their home university, and WorldStrides, and participants will behave in a manner that is respectful of the host culture, its people and laws at all times. While on the program, participants

remain bound by the home university's academic and behavioral rules, including any student code of conduct, and participants can be expelled from the program if he/she breaches such rules. Any costs associated with disrespectful behavior, including damage, will be the responsibility of the student. In the event a participant is expelled from a program, no refund of any kind will be made. Any expelled participant is responsible for all costs to return home. The university is responsible for informing program participants of this behavior standard.

- 12. Force Majeure:** WorldStrides assumes no responsibility for events beyond its reasonable control, including, but not limited to, acts of God, war (whether declared or not), terrorist or criminal activities, strikes, civil unrest, government restrictions, lost or stolen belongings, overbooking of accommodations, mechanical failure of or delays with transportation, illness, dangers associated with animals, sanitation problems, food poisoning, lack of or quality of medical care, or actual, perceived, or threatened epidemics. WorldStrides shall not be responsible for personal or bodily injury, loss, or damage from any event caused by persons or companies not directly or indirectly controlled by WorldStrides, including without limitation air carriers, bus companies, railways, hotels, subcontracted agents, or tour operators, except to the extent of WorldStrides' negligence or willful misconduct in selecting and contracting with such persons or companies.
- 13. Indemnity:** To the fullest extent permitted by law, WorldStrides will indemnify, participate in the defense of, and hold harmless the University, and its agents and employees, against any claims, damages, losses and expenses, arising out of or resulting from the provision of travel-related services pursuant to the contracted program, provided that any such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property, but only to the extent caused by the negligent acts or omissions of WorldStrides, or anyone directly employed by WorldStrides. This indemnification is specifically limited by the exclusions in Paragraph 12 above. Furthermore, this indemnification will not apply to claims, damages, losses or expenses caused in any part by the University. WorldStrides will name the University as an additional insured under its applicable liability policy for the duration of events and travel booked directly through WorldStrides.