



Customized proposal developed for

University of Tennessee - Chattanooga

Myths and Legends Come to Life

Rome, Italy

March 2019



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!)

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 105 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

The following itinerary is a working document and is subject to change. (revised 10/1/2018)

March 8

Friday

Meals Included:
Per airline

Departure

- Group flight departs for Italy

Departure Flights

Flight #	Origin	Destination	Departure	Arrival
DL3793	Chattanooga (CHA)	Atlanta (ATL)	7:55 p.m.	8:47 p.m.
KL622	Atlanta (ATL)	Amsterdam (AMS)	10:25 p.m.	12:25 p.m. + 1
KL1603	Amsterdam (AMS)	Rome (FCO)	2:15 p.m.	4:25 p.m.

March 9

Saturday

Meals Included:
Per airline
Dinner

Rome Accommodations:
[Hotel Nizza](#) (1 of 9)

Arrival and Acclimation in Rome

Welcome to Rome! Once the heartbeat of the world's most important empire, modern Rome is a well-preserved monument to its historical legacy and an experience in living well. Whether you are viewing the artistic wonders of the Vatican, meeting with business leaders in the business district, or simply enjoying an afternoon espresso, the Eternal City leaves an eternal impression.

- Meet your field specialist and board your private coach at the airport for transfer to the hotel.
- Check in to your hotel.
- In the evening, meet your guide in the hotel lobby for sightseeing on foot – one 7-Day travel card and one 48-hour card included for all participants for unlimited use by bus, metro, and train
- Tour Rome!** Explore Campus Martius, the historic center of Rome, and see its famous sights include the Trevi Fountain, Piazza Navona, the Spanish Steps, and the Pantheon (free entrances)
- After tour, continue on to a nearby restaurant.
- Taste the local cuisine with a **Welcome Dinner!**

March 10

Sunday

Meals Included:
Breakfast at the hotel

Rome Accommodations:
[Hotel Nizza](#) (2 of 9)

Rome: Sightseeing & Immersion

- Meet your guide for a full day of sightseeing via public transportation
- Domus Aurea:** The Domus Aurea (Latin, "Golden House") was a vast landscaped palace built by the Emperor Nero in the heart of ancient Rome after the great fire in 64 AD had destroyed a large part of the city and the aristocratic villas on the Palatine Hill (entrances included)
- Lunch on own, stop provided. After lunch, continue with sightseeing.
- Colosseum & Roman Forum:** This tour is a perfect introduction to the most famous Imperial Rome's attractions to whom is coming to Rome for the first time: **Colosseum** (inside), **Constantine Arch**, **Roman Forum** and **Capitol Hill**. Walking through the centuries on the same footsteps of the Caesars, you'll start from the majestic Colosseum, during the centuries interpreted as the allegory of the Imperial Rome. After visiting the Colosseum you'll take a pleasant stroll to the valley of the Roman Forum, pulsing heart of the Roman Empire, where, walking along the "Sacred Way" used for triumphal processions, you'll explore temples, **Temple of Vesta**, basilicas, commemorative arches before getting the Capitol hill where you will complete our Ancient Rome basic tour with a breathtaking panoramic view over the Roman Forum and the Eternal City (entrances to Colosseum and Roman Forum included, and whispers included)
- After tour, return to your hotel. Enjoy a free evening.



March 11

Monday

Meals Included:

Breakfast at the hotel

Rome Accommodations:

[Hotel Nizza](#) (3 of 9)

Excursion to Ostia

- Meet guide for a full day excursion via public transportation
- **Ostia Antica Tour:** Ancient Ostia (Ostia Antica), one of the best-preserved archaeological sites in Italy, was once a thriving port city of roughly 100,000 inhabitants conquered by Rome. As the Roman Empire expanded, its capital city needed a larger port, and Ostia was eventually abandoned and buried under silt as the course of the Tiber River changed. This layer of mud protected the ancient Roman town from the ravages of time (entrance included)
- Enjoy some free time to explore the area at your leisure. Lunch on own.
- After tour, return to your hotel in Rome.
- Dinner on own and evening free.

March 12

Tuesday

Meals Included:

Breakfast at the hotel

Rome Accommodations:

[Hotel Nizza](#) (4 of 9)

Sightseeing | Free Afternoon

- Meet your guide for a half day of sightseeing via public transportation
- **Villa Borghese:** Explore the gardens of the Villa Borghese, the second largest public park in Rome. Visit the Galleria Borghese located in the Borghese Palace (entrances and whispers included)
- After visit, return to your hotel. Enjoy a free afternoon to explore the city at your leisure!
- Lunch and Dinner on own.

March 13

Wednesday

Meals Included:

Breakfast at the hotel

Rome Accommodations:

[Hotel Nizza](#) (5 of 9)

Rome: Sightseeing & Immersion

- Meet your guide for a full day of sightseeing via public transportation
- **St. Paul's Basilica:** The Papal Basilica of St. Paul outside the Walls commonly known as St. Paul's outside the Walls, is one of Rome's four ancient, Papal, major basilicas, along with the Basilicas of St. John in the Lateran, St. Peter's, and St. Mary Major. The monastery's striking cloister was built between 1220 and 1241. The cloister is one of the few parts of the Basilica which survived the fire of 1823 (entrances included)
- Lunch on own, stop provided. After lunch, continue with sightseeing.
- **Catacombs of Santa Domitilla:** In the morning, visit Appia Antica and the Catacombs of Santa Domitilla. Walk along the old Roman Appian Way, which ran from Rome down to Brindisi. Visit one of the largest and most important catacombs in Rome -- the most sacred and important of all the Roman catacombs, more than 50 martyrs and 16 popes have been buried here, making it one of the most important Christian cemeteries (entrances included)
- After tour, return to your hotel. Enjoy a free evening.

March 14

Thursday

Meals Included:

Breakfast at the hotel

Rome Accommodations:

[Hotel Nizza](#) (6 of 9)

Rome: Sightseeing & Immersion

- Meet your guide for a full day of sightseeing via public transportation
- **Vatican City Tour:** Visit to the Vatican Museums, which house one of the most impressive collections of art in the world; includes the map rooms, the tapestry rooms, and the magnificent Raphael Rooms, as well as the spectacular Sistine Chapel, highlighted by Michelangelo's ceiling and his Last Judgment (entrances included)
- Lunch on own during tour.
- **St. Peter's Basilica:** Visit to St. Peter's Basilica, the largest church in the western world and the most important point of pilgrimage in the Catholic world; highlights will include: The Pieta by Michelangelo, the tomb of St. Peter and Bernini's magnificent Baldacchino. (Entrances included. Please note, entrances today are based on University students under the age of 26. A letter from the University signed by the Dean must be shown for entrance)
- After tour, return to your hotel. Enjoy a free evening.



March 15

Friday

Meals Included:

Breakfast at the hotel

Rome Accommodations:

[Hotel Nizza](#) (7 of 9)

Excursion to Lago Albano

- Meet guide and board coach for a day excursion!
- **Coach to Lake Albano:** Approximately 1 hour
- **Roman Castles Tour:** Enjoy a relaxing scenic tour to the roman hills, the lake district, the Papal summer residence and charming hilltops medieval villages. Drive along part of the Ancient Appian Way as we pass catacombs, patrician tombs and ruins of emperors' villas. See contemporary residences of famous movie stars, typical umbrella pine trees and arches of ancient aqueducts. Climb vine-covered hills, to the old world atmosphere of medieval villages. Visit Nemi with its lake and a most picturesque prosciutto and sausage shop, delight of gourmands and photographers alike. See Marino with its wine fountain and visit the 11th century Abbey of St Nilo at Grottaferrata. See the Pope's summer residence at Castel Gandolfo overlooking Lake Albano. Drive to Frascati and enjoy a breath-taking panoramic view of Rome (no entrances included)
- Enjoy some free time to explore the area at your leisure. Lunch on own.
- After tour, return to your hotel in Rome.
- Dinner on own and evening free.

March 16

Saturday

Meals Included:

Breakfast at the hotel

Rome Accommodations:

[Hotel Nizza](#) (8 of 9)

Rome: Sightseeing & Immersion

- Meet your guide for a full day of sightseeing via public transportation
- **Capitoline Museum:** Visit the Capitoline Museums, housing one of the greatest collections of classical sculpture in the world, including the Picture Gallery, containing works from the 16th and 17th centuries by Caravaggio, Rubens, and Titian, among others (entrances included)
- Lunch on own during tour.
- **Campo de Fiori Walking Tour:** View the Temples of the Forum Boarium (outside only), Ponte Romano, the Casa di Crescenzi (subject to availability), the Arch of Janus, the Arco degli Argentari (subject to availability due to renovations), San Teodoro, the Theater of Marcellus, the Portico of Octavia, the Area Sacra dell'Argentina (subject to availability), and Piazza Campo de Fiori.
- After tour, return to your hotel. Enjoy a free evening.

March 17

Sunday

Meals Included:

Breakfast at the hotel

Dinner

Rome Accommodations:

[Hotel Nizza](#) (9 of 9)

Farewell to Rome!

- Spend your last day in Rome taking in all the sights you've been wanting to see!
- In the evening, meet your field specialist in the hotel lobby and transfer to dinner via public transportation
- Reflect on your experiences with an authentic **Farewell Dinner & Pizza Making Class** as a group – this immersive 3-hour class will teach you all of the techniques needed to perfect a classic Italian tradition. What better skill to bring home to your friends and family than making pizza from scratch! (entrance includes lesson, dinner, dessert, and a glass of wine or soft drink)

March 18

Monday

Meals Included:

Breakfast at the hotel

Per airline

Return Home

- Meet your field specialist to check out of your hotel. Board coach and transfer to the airport for your return flight home.
- Group flight departs en-route to return the US.

Return Flights

Flight #	Origin	Destination	Departure	Arrival
AF1505	Rome (FCO)	Paris (CDG)	11:10 a.m.	1:25 p.m.
DL85	Paris (CDG)	Atlanta (ATL)	3:40 p.m.	8:35 p.m.
DL3717	Atlanta (ATL)	Chattanooga (CHA)	11:30 p.m.	12:20 a.m. + 1

Program Ends

A Note about Confidentiality: This document contains proprietary work product of WorldStrides ISA Custom Programs 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 Custom Programs 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:

- English-speaking, trained professional tour guides, as noted
- English-speaking field specialist
- Entrances for cultural sites, unless otherwise noted
- Ground transportation including:
 - Transportation in safe, clean motorcoach as noted in your itinerary - Full day = 8 hours; Half day = 4 hours
 - Meal transfers, as noted
 - Airport transfer for group flights
 - Public transportation passes, as noted in itinerary
 - Intra-city transportation, as listed in your itinerary
- Gratuities for meals, guides, and drivers

Before your program departs

- Marketing website and resources to help promote your program to students
- 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
- Digital guide books
- Customized pre-departure information for students and faculty

We thought of that too!

- Bottled water on coach rides
- One non-alcoholic drink at all included meals

Air Transportation

- Round-trip international flight is included. Group air booking requires 10 or more passengers traveling on the same itinerary. In order to ensure confirmation of your flight without interruption due to unforeseen cancellations, WorldStrides ISA recommends individual air ticketing for your group of 12 or less.
 - Note: **20 seats held on Delta and supporting carriers**

Departure Flights

<u>Date</u>	<u>Flight #</u>	<u>Origin</u>	<u>Destination</u>	<u>Departure</u>	<u>Arrival</u>
3/8/2019	DL3793	Chattanooga (CHA)	Atlanta (ATL)	7:55 p.m.	8:47 p.m.
3/8/2019	KL622	Atlanta (ATL)	Amsterdam (AMS)	10:25 p.m.	12:25 p.m. + 1
3/9/2019	KL1603	Amsterdam (AMS)	Rome (FCO)	2:15 p.m.	4:25 p.m.

Please note: Intra-program transportation is listed in the working itinerary, unless otherwise noted.

Return Flights

<u>Date</u>	<u>Flight #</u>	<u>Origin</u>	<u>Destination</u>	<u>Departure</u>	<u>Arrival</u>
3/18/2019	AF1505	Rome (FCO)	Paris (CDG)	11:10 a.m.	1:25 p.m.
3/18/2019	DL85	Paris (CDG)	Atlanta (ATL)	3:40 p.m.	8:35 p.m.
3/18/2019	DL3717	Atlanta (ATL)	Chattanooga (CHA)	11:30 p.m.	12:20 a.m. + 1



Accommodations

- 9 nights hotel accommodations in **Rome** in twin rooms at [Hotel Nizza](#)
- 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 Italy. Visa processing is not included in your program price.
- Some individuals 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 100 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 iJET, 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 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, Director of Health and Safety – Higher Ed

Robin manages international risk and crisis management for WorldStrides' higher education divisions, 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 October 1, 2018

Per Person Program Ground Costs

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

\$2,700	Twin occupancy for participants throughout the program based on 10 – 14 full paying participants & 1 program leader (single occupancy) included in the program costs. International airfare included for the free leader.
\$2,336	Twin occupancy for participants throughout the program based on 15 – 19 full paying participants & 1 program leader (single occupancy) included in the program costs. International airfare included for the free leader.
\$2,348	Twin occupancy for participants throughout the program based on 20 – 24 full paying participants & 2 program leaders (single occupancy) included in the program costs. International airfare included for the free leader.
\$415	Supplement for single accommodations throughout program

Per Person International Air Cost (Group Booking)

\$1,448 Economy class seating—**20 seats held.**

Optional Items Priced Separately

- \$199 Optional Travel Protection Plan – Cancel for Any Reason (per person)

Please note:

- Program costs for free leader(s) in single room(s) is included with minimum participants. His/her international airfare is included.
- 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. If the represented property is not available, a comparable property may be substituted with advance notice to the client.
- **The following items are not currently included in your program cost:**
 - Uneven room pairing charges
 - Local mobile phone rental for program leader/staff
 - Hotel meeting room space

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.



Pricing conditions:

1. This price is valid until **October 19, 2018**. 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. Group air is based on 10 or more passengers traveling on the same itinerary. If this number falls below 10, group air is no longer applicable and tickets will be subject to the current market price. When booked, seats and price are only guaranteed up to 100 days prior to departure. University accepts fees related to changes to this group air contract after this date.
5. U.S. and foreign departure, customs and security taxes, and fuel surcharges as printed on the ticket (current as of 9/24/2018 at a total of \$494), are included and are subject to change until time of ticketing. **Please note that we typically ticket at 45 days from departure.** Note: Fuel surcharges are subject to change until time of ticketing. Early ticketing can be made; however, once ticketed, any future changes will incur a change/cancellation penalty.
6. 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.
7. 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.
8. 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.

WorldStrides ISA Custom Programs Roster & Payment Schedule

1	Roster due	100 days prior to departure / November 28, 2018 Earn a \$500 Early confirmation scholarship if a final roster with 10 or more participants names is submitted by 110 days prior to the departure date. Valid only for travel with 10 or more.
2	Final pre-program payment due	60 days prior to departure / January 7, 2019 100% of the total pre-program invoice due
3	Post-program balance due (if applicable)	30 days after the group returns / April 17, 2019 100% of the program costs due, including costs for added services (if applicable)

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

Jennifer Fisher
Vice President of Program Development

Date

Name
Title

Date



Terms and Conditions

- 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.
- 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.
- Payment Schedule:** The following payment schedule and associated terms and fees apply to WorldStrides programs:

WorldStrides ISA Custom Programs Standard Payment Schedule

1	Ground services deposit	\$200 per person <i>Due upon proposal approval; Refundable up to 61 days prior to departure</i>
2	Group air deposit (if applicable)	\$200 per person <i>Due upon proposal approval</i>
3	Final pre-program payment due	100% of the total pre-program invoice due <i>– 60 days prior to departure</i>
4	Post-program balance due (if applicable)	100% of the program costs due, including costs for added services (if applicable) – 30 days after the group returns

Any modifications to this payment schedule must be by mutual agreement and confirmed on the signature page of this document or by email. Payment as agreed upon by both parties must be received prior to the group's departure. Final travel documents will not be shipped to participants unless full payment has been received or payment arrangements have been made with the University Purchasing Office.

- 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.

- Standard Fees:** The following non-refundable fees apply for WorldStrides participants:
 - 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 your 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.
- Cancellations & Associated Penalties:** All cancellations must be sent in writing via email to WorldStrides at higherred@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 guaranties 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.
- 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

worldstrides.com/highered

1-800-422-2368



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.

8. **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.
9. **Visa(s) & Passport:** Visa(s) are required for U.S. citizens and citizens of most other countries for many 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.
10. **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.
11. **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 and risk management procedures will not extend to or cover any program element that is not booked directly through WorldStrides.
12. **Adventure Activities:** Some activities in the travel itinerary may be considered "adventure sports." The university acknowledges that these activities carry inherent risks and that WorldStrides is not responsible for any injury, death, or loss or damage to person or property that may result from participation in these activities. Participants will be required to expressly represent that he or she is mentally and physically fit and capable of participating in all activities included in the program including the adventure sports activities which may involve hiking, climbing, swimming, zip-lining, white water rafting, rock climbing or any strenuous physical activity.
13. **Responsibility:** 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. It is the participant's 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/>). 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 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.
14. **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.
15. **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 11 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.