EF'S BOOKING CONDITIONS

Payment schedule

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

Enrollment options

Online (recommended for fastest enrollment)
eftours.ca/enroll

Mail
EF Educational Tours
60 Bloor Street West, Suite 501
Toronto, ON M4W 3B8

Phone
1-800-263-2806

Fax
1-800-556-6046

AUTOMATIC PAYMENT PLAN

- EF must have the pre–authorized debit information on the Enrollment Form, and electronic or written authorization indicating agreement to EF's Automatic Payment Plan Terms and Conditions before the plan is activated.
- A minimum of three withdrawals of automated payments are required. Travelers who are not eligible for the Automatic Payment Plan must pay in full upon enrollment.
- Travelers must pay the tour's $199 non–refundable minimum deposit before the plan is activated.
- Travelers who choose monthly payments must choose a date between the 1st and 26th of the month on which their account will be automatically debited.
- Travelers who choose bi–weekly payments must choose a weekday on which their account will be automatically debited.
- If no monthly withdrawal date is selected, travelers withdrawal date will be the 14th of each month. If no bi–weekly withdrawal date is selected, travelers withdrawal day will be Thursday.
- Due to weekends and holidays, EF reserves the right to debit the travelers' account up to three days after the scheduled date.
- A non–refundable $30 fee will be assessed each time a payment is returned or declined. In these cases the plan will be recalculated to have the missed payment redistributed across the remaining schedule. EF reserves the right to withdraw travelers from the plan for returns or declines in two consecutive payments. Should the final payment be returned or declined, travelers will automatically be withdrawn from the plan.
- The Automatic Payment Plan amounts are subject to change if tour items or payments (other than the Automatic Payment Plan) are added or removed in excess of $20, and travelers will be notified of the new amount via billing email address. All other items or payments totaling $20, or less that are added or removed will only be reflected in the final payment.
- After the Automatic Payment Plan's final scheduled payment, any additional items are due at time of purchase. Payments will no longer be automatically deducted.
- Travelers are not charged late fees while enrolled in the Automatic Payment Plan. Should the traveler opt to withdraw from the plan or is withdrawn by EF, the traveler will be enrolled in the Manual Payment Plan.

MANUAL PAYMENT PLAN

- If travelers do not pay in full upon enrollment or choose the Automatic Payment Plan, they will be enrolled in the Manual Payment Plan.
- Based on date of enrollment, travelers will be invoiced up to three payments. The first payment of $500 is due 30 days after enrollment. The second payment of $500 is due 90 days after enrollment. The remaining balance is due 100 days prior to departure.
- A late fee of $95 will be assessed for any missed payment. All late fees are non–refundable.
- Full payment is due immediately for any enrollments less than 100 days prior to departure.
- Travelers can pay with credit card (card must display the Visa or MasterCard logo), certified cheques, personal cheques (personal cheques are accepted up until 100 days prior to departure— after that date they must be certified), money order, direct debit, or electronic bill payment.
- All payments must be received 100 days prior to departure.
- EF reserves the right to cancel the traveler's reservation if any payment is past due by 30 days (or 15 days after final payment).
- A non–refundable $30 fee will be assessed each time a payment is returned or declined.
- Travelers are responsible for making on–time payments even if an invoice is not received.
- All payment due dates refer to the dates by which each payment must be received by EF.

Late applications and waitlist applications

If you're enrolling or have cancelled and are re–enrolling between 98 and 31 days prior to departure, your application is considered a Late Application. Once we have received your full payment by certified cheque, credit card, or money order, including a non–refundable $95 Late Application Charge, you will be placed on a Late Application List while we check bus and flight availability. If we are unable to place you on a tour or offer you an alternate flight to meet up with your tour, you will receive a full refund. If we are unable to find flights with our contracts we may be able to offer you a flight option at an increased cost.

We may also offer you the option of arranging your own flight and buying the land-only portion of your tour. 31 days prior to departure is the final deadline for submitting late applications.

At the discretion of your Group Leader, a waitlist may be offered for full tours. If space becomes available on the tour, the $199 non–refundable deposit will be processed and EF's payment plan and cancellation policy will take effect. If space is not available at 14 days prior to departure or if you cancel from the waitlist, the $199 non–refundable deposit will not be processed.

EF's peace of mind Program*

We understand that plans sometimes change due to unforeseen circumstances. That's why we provide EF's exclusive Peace of Mind Program, on top of the Global Travel Protection Plan. You can feel secure planning your trip knowing that your group has this added flexibility. You may choose from the following options:

45 days or more prior to departure:
- Change the travel dates of your group's current tour
- Work with EF to modify your group's current tour or find a new tour
- Cancel your tour and travelers will receive a transferrable travel voucher

44 days or less prior to departure:
If a formal travel warning is issued for any country you are travelling to, you may still choose any option from above.

*Benefits of the Peace of Mind Program are only available to the entire group and not to individual travelers. Individual travelers should refer to the Global Travel Protection Plan. Travelers missing any payment deadlines must pay any incurred late fees to qualify for this program. Revised tours must fall within the date range that these booking conditions are valid. If the revised tour has a higher price than the original tour travelers will be required to pay the difference as a condition of traveling on the revised tour. If EF cannot accommodate a revised tour request and/or the group decides not to travel on the original tour then the group may opt for travel vouchers. If the group does not travel on the original tour, travel on a revised tour or receive a future travel voucher, standard cancellation fees will apply. Travelers canceling from a revised tour will be charged a cancellation fee based on the date that the original tour was revised or the date of cancellation from the revised tour, whichever is higher. EF will make every effort to accommodate revised tour requests. Travel vouchers will be issued in the amount of all monies paid by a traveler for the original tour less the $199 non–refundable deposit and any other nonrefundable fees. Travel vouchers are valid for the current and following travel year. Travel vouchers are transferrable at the face value of the voucher to members of the traveler's immediate family or to students and faculty of the traveler's school. The future travel voucher is not a merchandise credit or a gift certificate and may not be redeemed for cash. In order to qualify for the Peace of Mind Program 44 days or less prior to departure, a formal Travel Warning must be issued by the Government of Canada stating that Canadians should not travel to any location or locations that are included in the group's tour itinerary. EF Educational Tours will not operate any tour to a destination which is under an active Government of Canada Travel Warning. Only one voucher may be redeemed per person. Full Terms and Conditions appear on the vouchers.

CANCELLATION POLICY

The cancellation policies outlined below take into consideration the costs EF incurs long before groups ever depart. Notice of cancellation from an EF tour will only be accepted from the traveler, his or her legal guardian, or Group Leader. The date of cancellation is determined by the date on which EF receives notice. Cancellation refunds can only be made to the person whose name appears on the account; monies cannot be transferred to another account.

STANDARD CANCELLATION*

130 days or more before departure
Full refund less the $199 nonrefundable deposit, all non–refundable fees, and a $400 cancellation fee*

129 to 99 days before departure
Full refund less the $199 nonrefundable deposit, all non–refundable fees, and a $600 cancellation fee*

98 to 31 days before departure
Full refund less the $199 nonrefundable deposit, all non–refundable fees, and 50% of program price*

30 days or less before departure
No refund will be issued

CANCELLATION WITH REPLACEMENT*

130 days or more before departure
Full refund less the $199 non–refundable deposit, all non–refundable fees, and $200 cancellation fee*

129 to 99 days before departure
Full refund less the $199 nonrefundable deposit, all non–refundable fees, and a $400 cancellation fee*

98 to 31 days before departure
Replacements no longer accepted

30 days or less before departure
Replacements no longer accepted

GROUP LEADER CANCELLATION

A Group Leader must accompany travelers on every tour. If a Group Leader cancels for any reason, EF will ask him or her to assign a new Group Leader to the group's travelers. The new Group Leader is responsible for any increases in his or her own airline costs. Any travelers who cancel at this point and choose not to travel with their replacement Group Leader will be treated as standard cancellations. If no replacement Group Leader is found, all travelers are required to provide EF with notice of cancellation in order to be eligible for EF's standard cancellation policy. Those travelers interested in being placed with a new tour group should contact EF at 1–800–263–2806. If we cannot find a new tour for these travelers, EF's standard cancellation fees will apply.

REFUNDS

Refunds will be issued in the name that appears on the EF account. Refunds will be issued only upon request and after a traveler's cheque(s) has (have) been on the account for 21 days. All refund cheques are mailed approximately 4 to 6 weeks after the request has been processed. There will be a non–refundable $50 stop–payment fee for lost or expired refund cheques.

*Travelers who have transferred between tours and subsequently cancel will be subject to the higher cancellation fee between the original tour and the new tour. Cancellation with replacement refers to a traveler who cancels but finds a person to replace him or her for the same program. The replacement's application must be submitted at the same time as the notification of cancellation. Applications received fewer than 100 days prior to departure are treated as Late Applications and are therefore subject to late application penalties. EF cannot guarantee the replacement traveler a place on the tour or the same flights as the group. This is primarily due to restrictions outlined in our airline agreements.

GLOBAL TRAVEL PROTECTION PLAN

We encourage all EF tour travelers to protect themselves with the Global Travel Protection Plan, which provides comprehensive protection for travelers should something unexpected happen before or during the tour.

The Global Travel Protection Plan includes:*
- Illness and Accident Coverage
- Baggage and Property Coverage
- Tour Cancellation and Interruption Coverage
- 24–hour Emergency Assistance

Coverage fee: $139 for North American tours; $189 for International tours:
- May only be purchased up to 60 days prior to departure.**
- Non–refundable

Illness and Accident Coverage covers:
- Hospital bills, doctors' fees, prescriptions, and medical transportation for illnesses and/or injury during the traveler's tour, up to $1,000,000
- Transportation, food, and lodging expenses for two of the patient's relatives to be at his or her side in the event of a life–threatening illness that requires hospitalization (combined coverage up to $50,000)

Baggage and Property Coverage covers:
- Up to $2,800 for baggage and up to $1,400 for theft–prone property for the duration of the traveler's tour
- Theft of cash up to $400
- Theft of passport and other valuable documents up to $700
- Traveler's extra costs up to $225 if baggage is delayed more than 24 hours (except on the way home)

Tour Cancellation and Interruption Coverage ensures you receive a full refund of the Cancellation Fee or Tour Fees if you need to cancel or interrupt the tour due to reasons of serious injury and grave illness leading to hospitalization.

Valid reasons for cancellations also include:
- Cancellation of your trip by the school board due to a teacher's labour strike or the school board determines there is a risk of harm to you during your trip when you are scheduled to travel to a specific region of a country during your trip
- If the Government of Canada issues an "Avoid Non–Essential Travel" or an "Avoid All Travel" Travel Advisory after you purchase your insurance, advising or recommending that Canadian residents should not visit a destination included in your insured trip
- Financial hardship due to jury duty, call to military service, or severe damage to your home***

24–hour Emergency Assistance covers:
- Assistance and handling of claims during the traveler's tour

The Global Travel Protection Plan will be automatically added to your account upon enrollment. Please call Customer Service at 1–800–263–2806 for details. Each Coverage may be purchased separately.**

Coverage fees are non–refundable. Underwritten by Chubb Insurance Company of Canada, 199 Bay Street, Suite 2500, P.O. Box 139, Commerce Court West, M5L 1E2, Toronto, Ontario, Canada, through a Master Policy issued to EF Travel Canada Limited.

*For complete terms, conditions, limitations, and exclusions, please refer to the Master Policy, which may be obtained by calling EF at 1-800-263-2806 or by visiting eftours.ca/coverage.

**If purchased separately, Tour Cancellation Coverage can only be purchased up to 60 days prior to departure. Illness and Accident and Baggage and Property Coverage can be purchased up until one day prior to tour departure.

***EF must be notified in writing within 14 days of the event that causes tour cancellation or prior to your scheduled departure, whichever comes first.