EF'S BOOKING CONDITIONS

Valid for all EF educational tours departing October 1, 2016, through September 30, 2017. Please visit eftours.ca/bc for the most current booking conditions and those relevant to EF and ME to WE Service Learning and North American bus tours. Travelers enrolled on tours departing after September 30, 2017, are subject to these Booking Conditions as well as any changes to EF's Booking Conditions, which will be published online. For Customized Tours, please also refer to the respective addendums. All international tours (those traveling outside North America) are operated by EF Education First International Ltd., Switzerland. All domestic tours (those traveling within North America) are operated by EF Tours Canada Ltd., both hereafter referred to as "EF."

WHAT'S INCLUDED IN YOUR PROGRAM PRICE?

– Round–trip economy–class flights, including fuel surcharges, airport improvement fees, security charges, transfer, arrival, and departure taxes
– Accommodations in clean, safe hotels with private bathrooms unless otherwise indicated on your itinerary
– Continental breakfast and dinner daily as specified (different meal plans apply for our Asia, South Pacific & Africa tours and Central & South America destinations)
– Lunches on cruise ships
– Comprehensive sightseeing tours and excursions led by licensed local guides as specified
– Airport transfers and transportation between destination cities
– Select entrance fees and theatre tickets as specified
– A Tour Director available 24 hours a day for all tours, from when you arrive at the airport of the first city on your tour itinerary until you depart from the airport of the last city on your tour itinerary
– Support from EF offices worldwide
– EF walking tours, orientation tours, and Tour Director–led sightseeing as specified
– Transportation to and from walking tours via coach or public transportation
– Customary gratuities for tours traveling within North America (for your Tour Director, local guides, and coach drivers)
– 24–hour worldwide emergency service
– EF's Peace of Mind Program
– EF backpack and luggage tag for each tour
– Preliminary processing services by EF staff
– Professional night security at your hotel for tours within North America
– Office de la protection du consommateur (OPC) indemnity fund tax (0.1%) for residents of Québec

The EF Price Guarantee protects you from the possibility of price increases. As soon as you enroll, your Program Price will not change due to airline or government fees; these increases will be absorbed by EF.

WHAT'S NOT INCLUDED IN YOUR PROGRAM PRICE?

– Beverages and lunches (except where specified)
– Optional excursions
– Shore excursions on cruises
– Transportation to free–time activities
– Expenses caused by airline rescheduling cancellations or delays caused by the airlines, bad weather or events beyond EF's control
– Any applicable baggage fees charged by the airlines
– Adult supplement (if applicable)
– Weekend supplement ($40 for any flight departing Friday, Saturday, or Sunday in either direction)
– Global Travel Protection Plan
– Customary gratuities for tours traveling outside North America (for your Tour Director, local guides, and coach drivers)
– Passport, visa, and reciprocity fees
– Porterage

GROUP TRAVEL

How does group travel work?

We believe that all students should have the opportunity to travel, which means we do everything we can to keep our program prices the lowest in the industry without sacrificing quality. One of the ways we do that is by combining groups to fill a tour bus, so that all travelers help cover the cost of the bus, the Tour Director, local guides, etc. Consolidating groups also allows travelers to meet students from other schools, although groups may not be at the same age level. Group travel requires flexibility. Depending on your group's size, you may be combined with other groups and travel together on the same tour. To best serve the group as a whole, your requested tour dates and itinerary may be modified. This is why we ask for a range of dates during which your group is able to travel, as well as alternative destination choices.

How does EF keep its prices so low?

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

What is group consolidation?

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

What if my group can't be booked on our first–choice tour?

If we are unable to consolidate your group on your chosen tour, we will offer you a comparable tour. The new tour's Program Price will apply. Please keep in mind that the replacement tour may not include all countries on the original tour. If we fail to offer a comparable tour, travelers will receive a full refund. EF defines a comparable tour as having 50% of the same overnight destinations as your requested tour.

Will my tour itinerary change?

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

PRIVATE GROUPS

What if my group wants to travel on our own without being consolidated?

If you want the privacy of your own tour bus and a Tour Director just for your group, choose to be a private group. This option is available for an additional fee, which varies based on the final number of full–paying travelers, per bus. Please note that all Customized Tours will be considered private groups and travelers will be charged accordingly according to group size at 120 days prior to departure. If your group fills a standard size tour bus, the private group option is free. The itinerary may not be modified while on tour (i.e. you do not have the tour bus at your disposal), however we are able to make certain tour modifications prior to tour departure. Although your base itinerary will include only your group, you may be consolidated with others during optional excursions. Also, due to flight and hotel availability, we require the same departure date flexibility as described above. Let EF know upon group enrollment if you would like to be a private group.

What if my group is traveling on a customized tour?

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

ENROLLMENT

Group Leaders should encourage travelers to apply as soon as possible because tours tend to fill up quickly. Applications must be received by EF by 100 days prior to departure, including chaperones/free place travelers.

How do travelers enroll?

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

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

Can children 10 and under go on tour?

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

Can adults go on tour?

EF's Program Prices are based on student rates for transportation, admissions, accommodations, etc. We welcome adults, anyone 20 years old or above, while on tour, but have to charge a per–person flat fee supplement of $90, plus $30 per tour day, to cover the difference between student and adult rates. Adults will pay an additional $60 per night for the sea portion of their tour on overnight ferries and cruises. Because the EF tour product caters to students, EF accepts adult groups only if they wish to travel as a private group and pay the associated private group fees.

PASSPORTS AND VISAS

Who is responsible for getting travelers' passports and visas?

Each traveler must obtain a passport and any applicable visas for his or her tour prior to departure. For certain tours, we will need passport information 99 days prior to departure. If a traveler is unable to obtain these travel documents, our standard cancellation fees will apply. Please be sure that passports are valid for at least six months after your tour ends. Non–Canadian citizens will need to contact the embassy or consulate of their destination countries to ensure they meet specific entry requirements. Remember to check your itinerary carefully for all countries that you will visit or pass through, including transfers between airports in foreign countries and re–entry into Canada.

NAME CHANGES AND APPLICABLE FEES

Each traveler must provide EF with his or her first, middle (if applicable,) and last names and date of birth exactly as they appear on his or her passport. Any changes after 100 days prior to departure are subject to a minimum fee of $200, plus any additional fees from the airline(s), or may be impossible to accommodate. If the traveler's first, middle and last names on the ticket do not match their passport exactly, they may be denied boarding by the airlines.

GLOBAL TRAVEL PROTECTION PLAN

Is travel insurance coverage available?

Travelers can protect their investment from the unexpected with the offered Global Travel Protection Plan.

FLIGHT INFORMATION

Which airlines does EF use?

EF reserves seats with major airlines, including Air Canada, Air France, Aer Lingus, Air New Zealand, Air Transat, Alitalia, American Airlines, British Airways, Austrian Airlines, Delta, Iberia, KLM, LAN Airlines, Lufthansa, Qantas, South African Airways, SAS, Swiss, United, US Airways, Virgin Atlantic, Westjet and other domestic and international carriers.

How do flight itineraries work?

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

Is my flight itinerary fixed?

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

Will my group fly together?

Depending on seat availability and the size of the plane, we may not be able to accommodate all members of a group on the same flight. In some cases, groups may have a domestic and/or international overnight, layover, and/or bus transfer due to space availability, routings, and legal connection times. EF is not responsible for airline schedule changes, or mechanical–, weather– or capacity–related flight delays.

Will my group sit together on the plane?

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

Can I earn frequent flyer miles?

Because of our special rates, our contracts do not allow upgrades, stopovers, or the accrual of frequent flyer miles.

Are any airports interchangeable?

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

Canada
– Quebec City or Montréal
– Montréal or Ottawa

Europe
– Glasgow or Edinburgh
– Milan or Venice
– Split or Dubrovnik
– Paris or Brussels

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

GROUP SPECIAL TRAVEL REQUESTS

Where possible, EF will provide altered flight and/or land arrangements for a group of at least six paying travelers plus the Group Leader. Each traveler will have to pay any additional air and/or land costs. The Group Leader should submit one request for the whole group, which needs to be received prior to your first enrollment.

OPTIONAL EXCURSIONS

What are optional excursions?

EF offers these exciting activities as a supplement to what's already included on your itinerary. Most Group Leaders choose to add optional excursions to all traveler accounts.

When should I purchase optional excursions?

To secure a discounted price, optional excursions must be purchased by 99 days prior to departure. Please note that optional excursion prices are subject to change.

Can I get a refund on optional excursions?

If EF has to cancel an optional excursion during a tour (due to site closure or low enrollment, for example), you will be refunded the full price of the optional upon your return.

TOUR EXTENSIONS

Many tours offer extensions (availability depends on the number of full–paying travelers and on the requested tour) that add days, destinations and activities to the normal itinerary. Travelers must be accompanied by their Group Leader or a designated chaperone on tour extensions. Tour extension requests need to be received at EF upon group enrollment. A minimum number of travelers is required for a tour extension to run.

ROOMING

EF handles final rooming assignments for all travelers. Please ensure that all rooming requests are submitted by 99 days prior to departure.

How many students are in a room?

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

Can students request a twin room?

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

– $30 per hotel night per student
– $70 per ferry or cruise night per student

(Please note: Twin accommodations are not available on overnight trains.)

How are adults roomed?

Adults are placed in twin accommodations (a hotel room with two beds) with another adult of the same gender from the entire tour group. This may require that adults from different schools/groups room together.

Can adults request a room with a double bed?

Adults can request double–bed accommodations (a room with one bed for two people) by simply providing EF with the name of their roommate by 99 days prior to departure.

Can adults request a single room?

Adult travelers can request a single room for an additional $40 per hotel night. Single rooms are not available on overnight trains, ferries, cruises or tours to Africa.

What are the sleeping arrangements on trains?

Overnight trains provide couchette sleeping berths that may accommodate up to six people, or sessels (recliners). Trains have small compartments with very limited space for luggage; please pack accordingly. EF groups may share their compartments with non–EF travelers and rooming may not be gender–specific. There are no private bathrooms on overnight trains.

OTHER TOUR INFORMATION

When does my tour officially start and end?

Each tour begins with the take–off from the departure airport, and ends when the flight lands at the return airport. For those making their own flight arrangements, the tour begins upon arrival at the first EF hotel and ends upon departure from the last EF hotel, according to the itinerary. The official length of an EF tour does not include stay–ahead, stay–behind, or any optional periods or activities when travelers are not escorted by a Tour Director.

What happens if a tour is delayed?

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

What about travelers with food allergies?

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

What about travelers with special diets?

EF is able to offer vegetarian meal options to our travelers. EF will attempt to accommodate other special diets (e.g., vegan, gluten free, kosher, halal or diabetic meals) but there may be situations when we are unable to do so.

What happens if EF has to cancel or modify a tour?

EF retains the right to cancel, modify, or delay the tour as a result of unforeseeable events that are beyond EF's reasonable control, including but not limited to acts of God, war (whether declared or undeclared), terrorist activities or threats of terrorist activities, instability in a destination country, incidents of violence, public health issues or quarantine or threats of public health issues, substantial currency fluctuations, strikes, government restrictions, fire, or severe weather conditions that make it impossible or commercially unreasonable in the sole opinion of EF to conduct the tour as originally contracted. If EF cancels the tour for any such reason, travelers will receive an EF Future Travel Voucher for all monies paid, less coverage fees and any non–refundable fees. Cancellation by EF for causes described in this section shall not be a violation of its obligations to any traveler.

What about lost belongings?

EF is not responsible for passports, airline tickets, or other documents that are lost or stolen, or for loss of or damage to luggage or any other passenger belongings. EF is not responsible for locating lost property.

PROTECTION FOR TRAVELERS' PAYMENTS

EF Educational Tours is registered in accordance with the Travel Industry Act and upholds the standards and policies of this Act. EF Educational Tours is registered with TICO (international registration #2395858, domestic registration #50018789), Consumer Protection BC (international registration #65857, domestic registration #65859) and with the Office de la protection du consommateur (OPC permit #702732).

TERMS AND PROVISIONS

The terms and provisions of these Booking Conditions supersede any other warranties, representations, terms, or conditions, unless they are expressly stated within a Booking Conditions Addendum or in a letter signed by an EF officer. Booking Conditions are subject to change. For most recent Booking Conditions, please visit eftours.ca/bc. In the event of a major currency fluctuation, EF reserves the right to apply a currency surcharge. This contract permits price increases until the customer has paid in full. If the price increase is more than 7%, except increases resulting from an increase in retail sales tax or federal goods and service tax, the customer has the right to cancel the contract and obtain a full refund.

The tour operator for your international tour is EF Education First International Ltd. ("EF") Haldenstrasse 4, CH–6006, Lucerne, SWITZERLAND, organization number CHE–109.874.655, VAT number CHE–116.325.678 MWST. EF Institute for Cultural Exchange, Ltd. ("Educational Tours" or "ET") is an affiliate of EF Education First International Ltd. ("EF"), and acts only as a marketing service for that company. ET does not provide any goods or services for our trips. Invoices pertaining to such tours are issued by EF Institute for Cultural Exchange, Ltd. on behalf of EF Education First International Ltd. Note: The services provided are tax–exempt with credit in accordance with Swiss Federal Law with regard to Value–Added Tax Art. #19.

The tour operator for your domestic tour is EF Tours Canada Ltd. ("EF"), 60 Bloor Street West, Suite 501, Toronto, Ontario, M4W 3B8. GST/HST number 85401 0311. EF Tours Canada Ltd. also acts as a sales and marketing provider and will issue invoices for tours in Canada and the United States.

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