

No Risk Pre-Registration and Insurance FAQ'S

1. Why should I pre-register for a 2021 program?

A: Pre-registration is meant for those students who want to commit to travelling with EduTravel. By pre-registering, you are claiming one of the limited spots on the program. The enrolment process for pre-registration is done online and is the same process as our regular program enrolment.

2. What is my financial risk if I pre-register for a 2021 program?

A: EduTravel is not accepting deposits during the pre-registration period. Until there is more clarity around the safety of student group travel and the Government of Canada removes its "avoid non-essential travel" advisory, EduTravel will not accept deposits. At this time, we are not requesting deposits for a program that may be jeopardized as a result of the current pandemic.

3. What is the Program Decision Date?

A: The Program Decision Date is the specific date that EduTravel will require families to make a financial commitment to a travel program. On this date, deposits will be required to register your student and to secure their spot in the program.

4. How are Program Decision Dates set?

A: Program Decision Dates are set by the terms of EduTravel's contracts with suppliers. While EduTravel is committed to being as flexible as possible, the Program Decision Date represents the date that non-refundable deposits are due to airlines, hotels, restaurants, etc. A Program Decision Date is determined uniquely per program and will vary across programs. Each will be in the range of 30-90 days prior to a program's departure date.

Important Note: Program Decision Dates may be bumped up to an earlier date in the year if the pandemic situation stabilizes, and the Government of Canada removes the "avoid non-essential travel" advisory to the destination of the program.

5. What details can I expect to receive from EduTravel the week before the Program Decision Date?

A: The week before the Program Decision Date, EduTravel will send an update to all individuals who have pre-registered. This communication will advise you regarding the status of the destination, the program and any modifications made to the itinerary.

If the program's status is still approved for travel, instructions will be provided on how to make the deposit for the program. You will be required to make a non-refundable deposit at that time to officially confirm your spot on the program.

It is possible that the trip itinerary, dates, price, capacity, and occupancy might change before the Program Decision Date as group travel details become more

available as the trip departure date approaches. These details will be provided before the Program Decision Date, and before a financial deposit is due.

6. What decision do I have to make on the Program Decision Date?

A: On the Program Decision Date, you will have to decide if you want to forfeit your spot in the program, or secure your spot by making a non-refundable deposit.

7. What is my financial risk after the Decision Date?

A: EduTravel will be enrolling all students that have made a deposit on or after the Program Decision Date into the Manulife Premium Protection Plan found [here](#). This insurance policy is the most comprehensive policy that EduTravel was able to source in the current insurance market. Under this plan, individuals may cancel their spot for any of the unforeseen reasons covered in the policy to receive 100% of their trip fees refunded (please note that the trip fees do not include the cost of the insurance coverage).

For any reason not listed as covered, the Manulife plan allows families to Cancel For Any Reason (no documentation or evidence required) more than 7 days before the trip departs to receive a refund of up to 80% of the trip fees paid. ** The cost of the insurance premium is 100% non-refundable.

Trip deposits made to EduTravel on or after the Program Decision Date are non-refundable by EduTravel. Any cancellations after the Program Decision Date will require a claim to be submitted to the insurance company for a full or partial refund of trip fees (cost of the insurance premium is non-refundable).

8. What types of cancellation does the insurance policy cover?

A: The full Manulife Premium Protection Plan can be found [here](#). Cancellations for unforeseen and permitted reasons will be eligible for a 100% refund of the trip fees less the cost of the insurance premium.

Reasons that are not covered are eligible for refunds of up to 80% of trip fees, excluding the cost of the insurance premium, as long as cancellations are made in writing to EduTravel 7 days or more prior to the trip's departure.

If you wish to cancel your spot for a non-covered reason 24 hours to 6 days prior to the trip's departure, up to 80% of the trip fees (excluding the cost of the insurance premium) are covered up to a maximum of \$2,500.

Non-covered reasons are not refundable within 24 hours of the trip's departure.

9. What if the trip is approved to proceed but I am not comfortable sending my student or have changed my mind?

A: The Manulife policy permits families to Cancel For Any Reason; no evidence or documentation is required. In these cases, up to 80% of trip fees (excluding the cost of the insurance premium) is refundable if cancelled more than 7 days prior to

departure, and up to 80% of trip fees up to a maximum of \$2,500 if the trip is cancelled in writing between 6 days and 24 hours prior to departure.

10. Why is this Manulife insurance policy mandatory?

A: 2020 was an extremely challenging year, resulting in changes to the travel and insurance industries. It is of the greatest importance to EduTravel that its customers remain protected from all unforeseen developments and that the decisions around student safety are never compromised by financial implications.

For this reason, EduTravel requires all participating 2021 students to be enrolled in the Manulife Premium Protection Plan. While EduTravel is mindful of the extra cost of this insurance policy, we feel it is the only way to comprehensively protect the deposits made by families and still provide families with the autonomy to make the decisions that are best for their student travellers.

11. Can I still register for a program after the Program Decision date?

A: Yes. Registration for EduTravel programs will continue to have rolling admission. This means that as long as spots remain available in a program, students can register up to the Program Registration Deadline. Once a program's capacity is reached, registration for that program will be closed.

12. When can I expect to receive final travel and course details about the Program?

A: This year more than ever due to the constantly evolving situation with the pandemic, EduTravel programs will need to be somewhat flexible and may be subject to potential modifications. It is our hope that an accurate program itinerary for trips with approved status can be provided to those enrolled in Pre-Registration the week before the Program Decision Date.

All flight programs will have an Orientation Day 30-50 days before the program departure. An updated itinerary will be provided at the Orientation Day. Any modifications between the Orientation Day and the departure date will be communicated by email.

For any additional questions or about program status, insurance coverage, Pre-Registration or Program Decision Dates, please don't hesitate to email: info@edutrail.com.