

Terms & Conditions

THIS INFORMATION IS IMPORTANT. PLEASE READ IT CAREFULLY.

Responsibility Clause: Lakeland Tours, LLC d/b/a WorldStrides, its employees, shareholders, subsidiaries, affiliates, officers, directors, successors, agents, and assigns (collectively, "WorldStrides") does not own, operate or control any person or entity which is to or does provide goods or services for your trip, including, for example, lodging facilities, airline, vessel or other transportation companies, guides or guide services, local ground operators, entertainment or sightseeing operators, providers or organizers of optional excursions, food service providers, etc. All such persons and entities are independent contractors. As a result, WorldStrides is not liable for any negligent or willful act or failure to act of any such person or entity, or of any third party.

Without limitation, WorldStrides is not responsible for any injury, loss, or damage to person or property, death, delay, or inconvenience in connection with the provision of any goods or services whether occasioned by or resulting from, but not limited to, acts of force majeure, war, civil unrest, insurrection, strikes or other labor activities, criminal or terrorist activities of any kind or the threat thereof, lost or stolen belongings, overbooking or downgrading of accommodations, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely, dangers associated with animals, sanitation problems, food poisoning, epidemics or the threat thereof, lack of or quality of medical care, illness or disease, difficulty in evacuation in case of a medical or other emergency, actual, perceived or threatened epidemics, or for any other cause beyond the direct control of WorldStrides.

Changes or substitutions in hotels, itinerary, inclusions, or airports may be made depending on your travel dates, arrival and departure times, national holidays, and events beyond WorldStrides' control at the discretion of WorldStrides as it deems necessary or desirable. On certain dates some attractions or activities may be closed. WorldStrides at its sole discretion may cancel a program due to insufficient enrollment, unforeseen operational difficulties, lack of projected availability, or any other reasons at any time. If a trip is cancelled by WorldStrides, the sole obligation of WorldStrides is to refund all funds collected from any registrant minus merchandise fees.

WorldStrides reserves the right to make audio and visual records of any of its trips and participant agrees that WorldStrides may use any such records for promotional and/or commercial purposes, as well as approves of such uses by third parties whom WorldStrides may engage without any remuneration to participant. Participant assigns to WorldStrides all rights, titles, and interest in or to any and all media related to a WorldStrides trip without any remuneration to participant, including photographs provided directly to WorldStrides or through websites in which his or her name or likeness may or may not appear.

WorldStrides reserves the right to decline to accept or retain any person as a member of any trip. In the event a member is expelled from a trip, no refund of any kind will be made. These terms and conditions can be changed only by a writing signed by an officer of WorldStrides.

Participants will be rooming in quad occupancy with two beds per room. If deemed necessary, students maybe combined in a room with students of the same gender from other teams. As possible based upon available hotel space, participants may be given the option to not be combined, in which case a supplemental fee will apply. Participants are responsible for handling their own luggage at all times.

Participants understand that they are solely responsible for their 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.

Schools, colleges, and universities hold varying policies regarding a student's eligibility to earn or redeem course credit from other accredited institutions. Students should consult their school guidance counselors and/or school policy handbooks to determine their eligibility.

Arbitration: Any dispute concerning this contract, the Terms & Conditions and/or rules and regulations concerning the trip, the literature arising out of or relating to the trip and/or arising out of or relating to the trip itself including, but not limited to, any events and circumstances occurring during the trip, shall be resolved solely and exclusively by binding arbitration in Charlottesville, Virginia pursuant to the then existent commercial rules of the American Arbitration Association. In any such arbitration, the substantive (but not procedural) law of the Commonwealth of Virginia shall apply. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable. In any such arbitration, the arbitrator may, but is not required to, award attorney's fees to the prevailing party. Each party irrevocably and unconditionally expressly submits to the foregoing binding arbitration agreed for the purposes of dispute resolution hereunder and further irrevocably and unconditionally waives any and all jurisdictional, venue and convenience objections or defenses to such arbitration or to any related action, suit or proceeding in the courts of Virginia to enforce this Agreement to arbitrate or any award rendered therefrom.

PRICE AND PAYMENT INFORMATION

Price and Adjustments: The price quoted from your travel zone is based upon WorldStrides having received the required per-person deposit, by February 9 of the event year, for a minimum confirmed group size of 15 paying participants. Though WorldStrides will still attempt to honor prices, if your group registers or changes its group size after February 9 or your group does not submit all completed registration forms by February 27, a price adjustment may occur. For groups of less than 15 paying participants, a group size price adjustment will occur. Groups must have a minimum of 12 paying participants in order to participate in the program. Travel zone prices are valid from the major airports in your state as identified on the pricing sheet and, should your group request to depart from a different airport, a price adjustment may occur. The price is also subject to adjustment if your group leader ("Program Leader") chooses not to be combined on a sightseeing coach with another group, if your Program Leader requests program content changes or in the event of circumstances beyond WorldStrides' direct control. These rare situations include, but are not limited to, increases in travel security charges, government-imposed fees and taxes, fuel and energy costs and charges, and airline, vendor, or group imposed schedule changes or delays.

Payment Plan: You have two payment options: (1) pay in full or (2) make regularly scheduled installment payments under an installment plan as set forth below:

February 7 <i>This is the deadline for submission of final team size</i>	\$300 Nonrefundable / Non-Transferable Deposit per participant
February 28 <i>This is the deadline for submission of all completed Participant Registration forms</i>	\$300 Payment per participant
March 15	\$300 Payment per participant
March 22	Final balance due

Reservations are not transferable at any time. Frequent flyer miles are not available to participants. All programs must be paid in full by the final payment deadline as stated above. Your program space is not guaranteed if your group does not adhere to the terms of the required payment plan(s) and, in such a case, your group may be cancelled without refund.

Other Fees: The fee for any late payments made after any scheduled installment date is \$15/participant. There is a \$35 service charge on returned checks, declined credit cards or declined e-check. No personal checks or business checks will be accepted after the final payment deadline. A \$100 fee may apply for any correction made to your name after registration.

Program Information Letter: Approximately two to three weeks prior to departure, you will be sent details regarding flight and hotel information, departure and return times, packing tips, drop-off/pick-up locations, etc.

Medical Insurance: All participants are provided accident, illness, and accident-related dental insurance coverage (underwritten by American Income Life) up to \$7,500 for accident, \$1,500 for illness, and \$750 for accident-related dental. Pre-existing conditions are not covered (full details are available by calling 1-800-849-4820). Any charges not covered are the responsibility of the participant.

Supervision/Behavior: WorldStrides, the Program Leader, and chaperones establish behavior rules and directions for all student participants. Failure to abide by the rules or directions may result in the student being sent home at the parents' expense without any right to a refund. Consumption or possession of alcoholic beverages or non-prescription drugs of any kind, as well as violation of certain other rules, constitute grounds for immediate expulsion. All program participants will be responsible for their own actions at all times and Program Leaders and chaperones are responsible for the actions of all participants in their group. On occasion, program participants may be allowed by the Program Leader and with the consent of WorldStrides to leave the group and to explore on their own. WorldStrides has no responsibility for those participants when they are on their own and it is the sole responsibility of those participants to take whatever actions are necessary to rejoin the group, if that is their intent, at their own cost.

Participants understand that Program Leaders and chaperones receive support for their work through discounted travel with their group, opportunities for additional educational and professional development, the ability to provide scholarships for needy and deserving students, and/or through salary or stipends.

Travel Documentation: Every participant must have the required documentation necessary to participate in the trip prior to the date of departure, including date of birth and necessary identification that fully matches the name provided to WorldStrides at the time of registration for inclusion on travel documentation and airline tickets, and must meet any other applicable compliance requirements issued by the Transportation Security Administration or related agencies. Visit the Transportation Security Administration website at www.tsa.gov for more information.

If a participant is unable to travel due to the lack of a proper identification, passport or visa, or necessary inoculations, the standard cancellation policy will apply.

Privacy: Because the nature of our business requires coordination with various providers who deliver the travel services you request, it is necessary to share some personal information that you have provided. Participant and Participant's parent acknowledge that the program's host university(s) (University of Maryland or other) may receive access to Participant contact information for potential future communication.

CANCELLATIONS

Cancellations: All cancellations must be made in writing by or on behalf of the person listed on the registration form to WorldStrides, P.O. Box 6276, Charlottesville, VA 22906-6276, must be postmarked prior to the group's departure, and must include account number, registrant's name, and complete address. Refunds are only sent back to the school and Program Leader. Refunds will take approximately four to six weeks to process. There will be no refunds for unused services or program features.

Standard Cancellation Policy: If you, the Program Leader, school, or school administration cancel, WorldStrides will retain \$300 per paying participant if your cancellation letter is received prior to March 10, \$600 per paying participant if your cancellation letter is received between March 11 and March 21, or 100% of the trip price per paying participant if your cancellation letter is received March 22 or later. Should a cancellation occur without having paid fees sufficient to meet the stated amounts to be retained by WorldStrides at the time of cancellation, participant or participant's parent, as applicable, shall be responsible for paying the pro-rated per-participant portion of such outstanding amount.

If your group size falls below 10 participants and you cancel or are cancelled, your entire airfare amount may become non-refundable.

The standard cancellation policy is based on the originally scheduled trip dates. Cancellation fees are not waived for participant replacements. Cancellation fees are retained based on the WorldStrides payment schedule reference herein and not what monies were remitted by participants to their school. Fees and costs for the non-refundable / non-transferable deposit, returned checks, and merchandise purchases are non-refundable.

This policy does not apply in the event of WorldStrides' bankruptcy, insolvency, or cessation of business.

Cancellation by a Supplier: (For California residents only) Upon cancellation of the transportation or travel services, where you, the customer, are not at fault and have not canceled in violation of the terms and conditions, if any, of the contract for transportation or travel services, all sums paid to WorldStrides for services not received by you will be promptly refunded by WorldStrides to you unless you otherwise advise WorldStrides in writing. Registration as a seller of travel does not constitute approval by the state of California. WorldStrides' principal office is in Charlottesville, VA. This transaction is not covered by the California Travel Consumer Restitution Fund. You are not eligible to file a claim against that Fund in the event of WorldStrides' default. (For Washington State residents only) If transportation or other services are canceled by WorldStrides, all sums paid to WorldStrides for services not performed in accordance with the contract between WorldStrides and the consumer will be refunded within 30 days of receiving funds from the supplier with whom the services were arranged, or if the funds were not sent to the supplier, the funds shall be returned within 14 days after cancellation by WorldStrides to the consumer unless the consumer requests WorldStrides apply the money to another travel product and/or date.

USTOA Membership Means You're Protected: WorldStrides, as an Active Member of USTOA, is required to post \$1 million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of WorldStrides' customers in the unlikely event of WorldStrides' bankruptcy, insolvency, or cessation of business. Further, you should understand that the \$1 million posted by WorldStrides may be sufficient to provide only a partial recovery of the advance payments received by WorldStrides. Complete details of the USTOA Travelers Assistance Program may be obtained by writing to USTOA at 275 Madison Avenue, Suite 2014, New York, New York 10016, or by e-mail to information@ustoa.com or by visiting their website at www.ustoa.com.

Seller of Travel Numbers:

California Seller of Travel Registration No: 2041618-20

Lakeland Tours, LLC DBA: WorldStrides is registered with the state of Florida as a Seller of Travel - Registration No: ST24541

Hawaii TARS-5388; IA 568; and WA 601 887 646, 602 011 744.