

passports

Enrollment Guide



passports

So you're going on an overseas trip with passports!

Congratulations!

The people behind **passports** have been responsible, directly or indirectly, for the successful overseas travel of hundreds of thousands of American high school students, college students, and adults since the mid-nineteen-sixties.

The fundamental premise has remained unchanged over all these years: *travel to foreign lands is an education in itself, making the world a safer place, and making people happier with their lives than they would have been otherwise.*

Welcome to this ongoing and exciting project!

The purpose of this booklet is to get you off to a simple and well-informed start.

For example, you need to know what's included in the **passports** program tuition fee, and what's not. You need to know about the special protections which are in place in the unlikely event that "something goes wrong." You need to know what the company expects of you (timely payments, for example) in order that things go off exactly as planned.

These and other issues are treated in the pages following here.



Did you know...

that 98-99% of **passports** travelers give the company a B+ or an A- or an A or an A+ upon completion of their overseas tours?

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Q&A

2012-2013 passports Terms and Conditions

By submitting a signed application and deposit the applicant agrees to the following terms and conditions.

“How do I sign up?”

Reservations, Deposits and Payments: To reserve a space on a tour, an application accompanied by a deposit in the amount of \$495 must be submitted. Checks must be made payable to **passports** Student Depository Account. Credit cards are accepted, online only, for the initial deposit of \$495 (a \$25 service fee applies, for a total of \$520). Subsequent payments cannot be made by credit card. A \$45 processing fee will be charged for each check returned by your bank for any reason. Payments made within 30 days of departure must be in the form of a certified check, cashier's check or money order. Please do not send cash at any time. Applications received within 110 days of departure must be accompanied by full payment plus the \$100 late enrollment fee and the 10% Program Tuition surcharge for late payment. Late applicants will be placed on a waitlist pending space availability (an additional airfare supplement may apply; contact **passports**), and, if not accepted onto the tour, will receive a full, 100% refund. Note: please allow 2-4 weeks for processing of your application.

“I'd like to make convenient monthly payments, and not worry about late fees.”

“Convenience Billing”: As a special courtesy, upon acceptance, travelers will be billed monthly in an amount equal to the balance of all fees divided by the number of months remaining until the applicable “Early Bird” final payment deadline date. Payment of pre-deadline courtesy bills is suggested, but not required. Regularity of any pre-deadline payments shall have no bearing on the Program Tuition price guarantee, which is determined solely by the date of final payment. Published *final* payment deadlines must be met to guarantee the published Program Tuition price against increase. No exceptions will be made. Larger or full payments may be made at any time prior to the final payment deadline.

“When must I be paid in full?”

“Early Bird” Deadlines: To guarantee the published 2012 Program Tuition price against the 10% late-payment Program Tuition Surcharge, payment must be postmarked on or before the following dates, and in the following amounts:

- | | |
|------------|---|
| Initially: | \$495, including the \$95 Membership/Registration Fee (may be paid online with credit card; a \$25 service fee applies.) |
| December 1 | Balance due for departures Mar 1 - Apr 30 |
| March 1 | Balance due for departures May 1 - July 31:
For departures Aug 1 - Feb 28, final payment is due 110 days prior to departure. |

passports suggests sending payments by mail, and a few days early, to ensure proper U.S. postmark. Participants are responsible for qualifying for deadlines, and will not necessarily receive an invoice prior to their individual deadline dates. Guarantee of the Program Tuition price does not exempt travelers from surcharges over and above the Program Tuition, such as, but not limited to, fuel or currency surcharges.



Participants (including pre-registered travelers*) who fail to qualify for the above “Early Bird” guarantees will pay the 2012 Program Tuition price plus the Program Tuition Surcharge equal to 10% of the 2012 Program Tuition price plus mandatory fees, and must pay all balances, including the 10% Program Tuition Surcharge for late payment, by 110 days prior to departure, counting the departure day as “Day Zero.” No exceptions will be made. If full payment is not received 75 days prior to departure, the participant will be cancelled with resulting cancellation penalties. (See below.) Also, see reinstatement policy, below.

*A pre-registered traveler is one who enrolls during the previous academic year at special prior-year prices. Pre-registered travelers who fail to meet payment deadlines are subject to the published 2012-2013 Program Tuition prices, and the 10% Program Tuition surcharge for late payment.

“How do I know my money’s safe?”

passports Student Depository Account: Client payments will be escrowed in the **passports Student Depository Account**. The account is maintained at The Spencer Savings Bank, and bears the bank I.D. #1023906233. Withdrawals from this account prior to the return of the tour will be limited to direct costs on behalf of the traveling group, such as air fares and land deposits, client refunds, the non-refundable \$95 Membership/Registration fee, service fees, and administrative expenses; provided, however, that the total of such administrative expenses attributable to any one client or client group shall not exceed (a) aggregate client revenue(s) minus sums required to operate the tour(s), or (b) the total of cancellation penalties which would be withheld by **passports** in the event of Elective Cancellation/Withdrawal of the client or client group, *whichever is less*.

passports’ CST# is 2067919-40.

“I don’t want to, but I’m cancelling!”

Elective Cancellation/Withdrawal: Individuals may withdraw from the tour at any time, but must do so in writing. Telephone cancellations will not be accepted. Notification by postal mail, fax and/or email is acceptable, and must bear a clear date of submission or a postal service postmark. The main group organizer may cancel any participant’s position on the tour, in writing, for any reason.

Refunds: Refunds are based on the date of withdrawal, as determined by the date of the withdrawal letter as described above. Persons cancelling will receive a full refund less the

passports trivia

Did you know...

that one third of the most popular **passports** travel itineraries are available (by popular demand) in spoken foreign language translation?

cancellation fees listed below, and the non-refundable items described in the section below. Allow a minimum of 30 days for processing. No exceptions will be made.

Refund policy: Withdrawal...

160 days or more before departure:	refund less \$300
130-159 days before departure:	refund less \$450
110-129 days before departure:	refund less \$600
80-109 days before departure:	refund less \$750
30-79 days before departure:	refund less \$900
29 days or less before departure:	no refund

In addition, the \$95 Membership/Registration Fee, airline tickets and penalties, trip cancellation fees, a \$225 service fee and applicable late, reinstatement, deferment fees, special arrangement fees, and optional excursions are non-refundable. Substantial payments and deposits are made on travelers’ behalf to airlines, hotels, bus companies and overseas suppliers well in advance of departure, and are mostly non-refundable. Therefore, full refunds are not available from **passports**.

Reinstatement: Cancelled participants may reinstate, if space is available, by sending the full payment due plus a \$225 Reinstatement Fee. Additional airfare supplements may apply. Reinstatements are not accepted within 30 days of departure.

Trip Deferment: Upon written notification postmarked no later than 110 days before departure, travelers may apply all sums paid, minus a \$225 Administrative Service Fee, toward travel at a later date, with no provision for interim refunds.

Note: deferment terms and conditions are given by the company document found at <http://www.passports.com/docs>



Q&A

“I can’t go, but he (she) can!”

Substitutions: Persons wishing to withdraw may substitute another person at least 90 days before departure. Notification of cancellation with substitution must be made in writing to **passports**. The withdrawn participant will receive a refund of all sums paid, less the non-refundable \$95 Membership/Registration Fee, a \$100 service fee, and any airline penalties. Substitutes are not eligible for any price guarantees given to the cancellee, and are therefore subject to prices in effect at the time of substitution, including the 10% Program Tuition surcharge (if applicable). If **passports** cannot accept a substitute, for any reason, the original participant must abide by the published refund policy.

“I can’t go; I’m sick!”

Medical Cancellations: Persons cancelling for medical reasons will receive a refund from **passports** based on the standard published refund policy at time of cancellation. Written notification, including a physician’s letter, must be made to **passports** within 72 hours of the event which causes cancellation. Additional reimbursement may be provided via the TravelPak™ benefits package. If the participant’s airline ticket has been issued, the cost of the airline ticket will be withheld from any refund (airline tickets are non-refundable).

“I think I’ll stay on after the group comes back...”

Delayed Return Flights and Travel Extensions: If an individual desires to travel on different dates from those of the main group, whether for an early departure from the U.S. or a late return from the tour, that individual must contact **passports**. Such changes may only be made 120 days or more before departure and fees may apply.

Published Program Tuition fees are based on special group contract rates. Individuals departing from alternate U.S. cities are not able to take advantage of these special rates, and are therefore subject to a \$225 Administrative Service Fee in addition to the Program Tuition from their individual city. **passports** cannot guarantee specific flights, airlines, air routings or connections with the main group. Participants who depart from an alternate departure city will be required to provide their own airport transfers. Participants who wish to fly with the main group must arrange their own transportation to and from the main group’s airport. Requests for alternate U.S. departure cities will not be accepted less than 120 days before departure.

“Extra days” are available, if indicated on the printed catalog itinerary, at a cost of \$200 per day, per person. The entire group must participate. Extra days may not be selected by individual participants. Extra days include hotel accommodations, Continental breakfast, dinner, and airport transfers. Services of a full-time courier are included on extra days for groups of ten (10) or more. Requests for extra days must be made in writing at least 120 days before departure by the main group organizer. Extra days cannot be added to the middle of a standard “catalog” itinerary.

Note: the cost of extra days for “Destination”, “Twin Cities” or “Triple Cities” programs is \$150 per person, per day, including breakfast only.



“Land Only” participants who wish to purchase their own airline tickets will be billed the Program Tuition price from New York City for the appropriate season minus \$250 for European destinations. (For non-European destinations, contact **passports**.) Airline fees and weekend airfare supplements will not apply. Internal flights while overseas, if included in itinerary, will be provided. Individuals traveling on a customized program must ask their group organizer to contact **passports** for the “land only” price for their program.

Participants switching from the group flight routing to their own transportation or vice-versa will be billed \$225 for each change. All such changes must be requested in writing, and cannot be honored if received within 120 days of departure. Additional airfare costs may apply, and the individual traveler is responsible for payment of additional airfare costs.

Optional excursions are available as noted in the published program itineraries, and must be purchased 30 days or more before departure. Once paid, optional excursions, extra days and special travel arrangements are non-refundable.

Airport information: Kennedy and LaGuardia airports are used interchangeably for “New York” departures; as are Dulles and Reagan National Airport for “Washington” departures.

passports trivia

Did you know...

*that throughout all 50 states, the four which have sent the most students on **passports** overseas programs are Texas, Ohio, California, and Georgia?*

“I’d like to know about rooming fees”

Program Tuition prices listed in the catalog are based on triple student rates, with roommates assigned at the discretion of **passports**. Group organizers, adults or students may be subject to obligatory double or single rooms. **passports** will provide one obligatory double room, per gender, per motorcoach, for participants under 24 who must be roomed in double accommodations due to odd rooming configurations. Adults 24 years of age or older will be billed for obligatory room accommodations. Adults who request single accommodations are required to pay for that service, and will be billed accordingly.



Q&A

Individuals will be notified by **passports** and are obliged to pay the cost of any rooming fees as shown below. Final rooming configurations are determined approximately 30 days prior to departure. “Home-town” groups will room together whenever possible, but should be prepared to share rooms with members of other “home-town” groups if necessary.

Double rooms: Adults 24 years of age or older who are not leading a group are subject to a mandatory \$40 per-person per-night charge, for European tours, in addition to the basic published tour cost. For non-European tours, contact **passports** for double room fees. This additional mandatory charge guarantees double room accommodations at hotels. Travelers sharing a double room with the group organizer must pay their portion of the double room supplement. The double room guarantee is not refundable in the unlikely event that all group members receive complimentary double room accommodations by default during the tour.

Shipboard double room accommodations are available at \$80 per person, per night (inside cabin) for European cruises (for outside cabin double room fees, contact **passports**). Shipboard double room fees for non-European cruises are available upon request, subject to availability.

Single rooms: Single room accommodations at hotels, if available, are at a charge of \$85 per night. For non-European tours, contact **passports**. Shipboard single room rates are available upon request, subject to availability.

“Let’s have the fine print: what’s included?”

Program Tuition Includes: Round-trip air transportation on major scheduled airlines. (The airlines involved are not responsible for any acts, omissions or events while you are on board the aircraft.) Triple rooms in Three Star or Four Star hotels (double rooms for adults 24 years of age or older). Private baths guaranteed. Ground transportation by private motorcoach, second-class rail service, steamship or ferry. (Air-conditioned hotels and motorcoach provided where available.) Continental breakfasts and dinners daily except as noted in itinerary. (Dinners not included on “Destination”, “Twin Cities” and “Triple Cities” programs.) Lunches included only where noted specifically in itinerary. Sightseeing as indicated in itineraries, subject to restrictions beyond **passports’** control such as seasonality, closing times, holidays, special events, strikes, traffic conditions or inclement weather. Services of a specially-trained **passports** courier/representative unless otherwise noted. Port taxes, all tips and gratuities except those for courier, long-distance coach driver and cruise personnel (see below), and the TravelPak™ insurance/benefits package. The TravelPak™ benefits package conveys high-option life, health, and accident insurance, baggage loss and delay, trip delay, and trip interruption/cancellation coverage. TravelPak™ also carries coverage for U.S. State Department travel warnings pertaining to countries/cities to be visited on the tour. This coverage applies only upon receipt of your written cancellation



following an event deemed a “terrorist incident” in a foreign country/city in which you were scheduled to arrive within 45 days following the incident, and the issuance of a formal “travel warning” by the U.S. State Department specifically warning against travel to that overseas country/city, which warning is issued within 45 days of the scheduled arrival of the tour in that country/city. The full package is included in the Program Tuition. Coverage becomes effective only upon payment in full of all travel program fees.

“What’s not included?”

Program Tuition Does Not Include: U.S. passport fees, visa fees, border fees, foreign airport arrival/departure taxes (foreign arrival/departure taxes will be pre-billed to clients whenever possible, as a convenience), domestic airport taxes or customs hall charges, airline-imposed fees, fuel surcharges, weekend (Fri, Sat and Sun) air travel surcharges, special airport security fees, any applicable currency surcharges, the 10% Program Tuition Surcharge due to late payment, gifts, laundry, valet service, non-refundable Membership/Registration Fee, portage, tips for courier, cruise personnel and long-distance bus drivers, entrance fees (unless otherwise specified in itinerary), beverages, lunches (unless otherwise indicated on tour itinerary), optional excursions or field trips, guided shore excursions on cruises, personal expenses, overnight lodging and transportation expenses due to rescheduled or delayed flights, baggage fees, expenses related to airline rescheduling or delays, redefinition of travel seasons, transportation to/from dinners, theater performances, unscheduled activities, or walking tours.



passports trivia

Did you know...

that **passports** is the only wholly American-owned nationwide student travel company? (The others may look that way, but they're not!)

“What else do I need to know?”

passports programs are designed with teenage students in mind. Most tours involve a lot of walking. Portage is not included. Traveling with **passports** is not recommended for individuals who have difficulty walking, climbing stairs, carrying baggage, or otherwise requiring special assistance. Special meals and special medical supervision cannot be provided. **passports** programs are educational in nature. Groups consisting mainly of adults may wish to consider paying a supplement to guarantee a modified, “all-adult” program.

The traveler’s name must match his/her passport for correct issuance of airline tickets. If a name must be changed or corrected after the published final payment deadline for the tour, an airline-imposed name change fee may apply along with a \$225 service fee.

For additional information, please see the Release & Agreement appearing on the reverse side of your application. Your Agreement and the above Terms cannot be modified except in writing by an officer of **passports**. No verbal modification shall have any validity.

TravelPak™

medical insurance and trip cancellation coverage is included in your Program Tuition

MEDICAL EXPENSES	Maximum benefit \$10,000 with no deductible
EMERGENCY EVACUATION	Maximum benefit \$100,000
EXTENDED HOSPITALIZATION Defrays the cost of one round-trip flight if hospitalization exceeds 48 hours.	Maximum benefit \$1,000
ACCIDENTAL DEATH AND/OR DISMEMBERMENT	Maximum benefit \$25,000 with additional benefit of up to \$10,000 for repatriation of remains
OVERSEAS ASSISTANCE SERVICES	Emergency legal assistance, 24-hour message service, emergency cash, and other benefits
BAGGAGE AND PERSONAL EFFECTS	Maximum benefit \$500
BAGGAGE DELAY	Maximum benefit \$200
TRAVEL DELAY	Maximum benefit \$750 (up to \$150 per day)
TRIP INTERRUPTION Defrays the cost of a one-way airline ticket due to death or serious illness of a participant and/or family member normally living in his/her household.	Maximum benefit \$750
TRIP CANCELLATIONS Due to injury, illness or death, or political unrest; some restrictions apply.	30 days or more before departure: Refund of all sums paid, less \$95 Membership/Registration Fee, \$225 service fee Within 30 days of departure: Refund of 75% of sums paid, less \$95 Membership/Registration Fee, \$225 service fee The cost of airline tickets and/or airline penalties will be withheld from any refund due.



plan details

MEDICAL EXPENSES ACCIDENT AND SICKNESS Provides reimbursement up to \$10,000 for reasonable and customary medical expenses incurred within 365 days of a covered Sickness or Injury which occurs while on your trip. Inpatient hospital bills payable \$100 per day up to a maximum of 100 days. There is no deductible.

EMERGENCY EVACUATION Provides coverage due to an injury or sickness, providing a legally licensed physician certifies the severity of your condition is such that you must be evacuated for medical treatment to the closest, most appropriate facility or, if warranted, be brought back to the United States.

EXTENDED HOSPITALIZATION Provides coverage to defray the cost of one round-trip airline ticket for a family member if hospitalization exceeds 48 hours.

OVERSEAS ASSISTANCE SERVICES Emergency legal assistance, 24-hour message service, emergency cash, and other benefits provided by The American International Group, Inc.

BAGGAGE AND PERSONAL EFFECTS Provides maximum benefit up to \$500 for loss or damage of baggage and personal effects.

BAGGAGE DELAY Provides maximum benefit up to \$200 for baggage delay.

TRAVEL DELAY Provides maximum benefit of \$750 (up to \$150 per day) for travel delay.

TRIP INTERRUPTION Provides coverage to defray the cost of a one-way return airline ticket due to death or serious illness of a participant and/or family member normally living in his/her household.

MEDICAL CANCELLATION Provides coverage for the death, serious injury or illness of a participant, or of an immediate family member of a participant normally living in

passports trivia

Did you know...

that, subsequent to "911," brand new company policies designed to allow "deferred" travel at a later date were pioneered by passports, and widely emulated by competitor companies?

his/her household; not to include psychological disorders, normal pregnancies, or to include medical conditions pre-existing at the time of enrollment/application, and subject in all cases to non-confidential written verification by a licensed, practicing physician and/or medical authorities.

CANCELLATION DUE TO POLITICAL UNREST Provides coverage for elective cancellation of program participation because of the issuance of a formal "travel warning" issued by the U.S. State Department upon its determination that a "terrorist incident" has deemed an area unsafe for travel, and specifically warning against travel to an overseas country/city to be visited on the tour, which warning is issued within 45 days of the scheduled arrival of the tour in the country/city. Certain exclusions and limitations apply.

The TravelPak™ package is included in the Program Tuition. Coverage becomes effective only upon payment in full of all travel program fees.

Life, health, baggage, trip delay and overseas assistance insurance policies are underwritten by The American International Group, Inc.



Trip Enrollment

How to Apply

For a start, make sure you've read, that you understand, and that you approve the **Terms and Conditions** appearing earlier in this booklet, and the **Release & Agreement** on the back of the application form. You (and a parent or guardian if you are under 21 years of age) must indicate this approval by signing the application form at the bottom of the page.

Normally, the completed application form and a deposit in the amount of \$495 should be returned to your group organizer, who will in turn forward these to **passports**. Or, you can send them back to the company directly.

Online Trip Enrollment

You can do it all on your computer, using your VISA, MASTERCARD, DISCOVER or AMERICAN EXPRESS credit card. You're going to need your Tour ID. If you don't know this code, ask your group organizer for it, explaining that you want to sign up *online* on his/her travel itinerary.

The rest is easy. Go onto **passports.com**, and enroll online. Note: for reasons of safety, privacy and security, multiple sign-ups (as for family members) sometimes cannot be made all at the same time. If this happens to you, log off and try again later, or the next day. Be reminded that only your initial deposit of \$495 can be made by credit card. A \$25 service fee will apply.

Let's go!



passports Application

389 Main Street, Spencer, MA 01562-1924 Phone (508) 885-4600 Fax (508) 885-7329

Personal Data

All information **must match passport exactly** for correct issuance of airline ticket. A fee will apply for any name changes or corrections. PLEASE PRINT CLEARLY.

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____
(must match passport exactly — no nick-names please!)

ADDRESS _____

CITY _____ STATE _____ ZIP _____
(please do not abbreviate)

HOME TELEPHONE (_____) _____ ALTERNATE PHONE (_____) _____

EMAIL ADDRESS _____ @ _____

BIRTH DATE _____ AGE _____ GENDER MALE FEMALE

ADULT TRAVELERS Please check one:

My roommate's name is _____

Bill me for single room accommodations.

CITIZEN OF (country) _____
(travelers are solely responsible for obtaining all proper travel documents, visas and passports. See Release & Agreement, paragraph #20.)

PARENT/GUARDIAN'S NAME _____ (if under 21 years of age or next of kin if over 21) (please print)

EMERGENCY CONTACT _____ PHONE (_____) _____
(name and telephone of person not traveling with you)

Tour Group Data

(This section must be completed by the group organizer to allow processing.)

TEACHER/GROUP ORGANIZER _____

ITINERARY NAME _____

DEPARTURE DATE _____

DEPARTURE CITY _____
(if the traveler is purchasing the land package only, departure city should remain blank.)

This applicant has traveled with **passports** previously, and has paid the Membership Fee previously.

TEACHER / GROUP ORGANIZER SIGNATURE _____

Special terms apply for the following options. See Terms and Conditions:

Check here if your U.S. departure city is different from that of the group.

Check here for land arrangements only.
(you will arrange your own air transportation.)

Travel on different dates from the group. Contact **passports** for assistance.

Signatures

PLEASE SIGN HERE:

(We, the undersigned have read and fully understand the **passports** 2012-2013 Terms and Conditions and the Release & Agreement which appears on the reverse side of this Application, including the sections concerning airline fee adjustments, itinerary changes, payment terms, code of conduct and cancellations/refunds, and we agree to accept these conditions.)

APPLICANT'S SIGNATURE _____ DATE _____

PARENT/GUARDIAN'S SIGNATURE (if under 21 years of age) _____ DATE _____

FOR OFFICE USE ONLY:

TID # _____ PROCESSED BY _____ DATE _____

SID # _____ PROCESSED BY _____ DATE _____

Terms and Conditions detachable along perforated line.

Financial Data

A deposit of \$495 must accompany this form, even if you are a repeat traveler.

If you have already enrolled online, check here.

MAKE CHECKS PAYABLE TO:

passports student depository account

See Terms and Conditions for credit card payment details.

For complete payment guidelines, and information concerning the "Early Bird" price guarantee, see 2012-2013 Terms and Conditions.

TOTAL ENCLOSED:

\$ _____

(please do not send cash)

Medical/Health Data

Please send a confidential letter to **passports** concerning any medical conditions which could affect your travel.

2012-2013 passports Release & Agreement

I am an applicant for a tour with Passports, Inc., d/b/a Passports, and acknowledge and agree to the following conditions binding upon myself, and upon my parents or guardians if I am a minor, and upon Passports, Inc. ("Passports").

1. Responsibility. Passports is responsible only for the acts or omissions of its employees. Each tour begins with the takeoff of the first international flight and ends upon completion of the return flight to the U.S. (with the exception of land-only arrangements, which starts at the first hotel and ends with completion of services at the last hotel).

2. Passports cannot be responsible for events beyond its control, including, without limitation, acts of God, war, strikes or government restrictions, or for any other circumstances of *force majeure*; nor, in the absence of its own negligence, for personal injury, accidents, death, property damage or loss, delay or inconvenience caused by persons not controlled by Passports, including, without limitation, airlines, bus companies, railways, hotels, restaurants, taxis, group leaders, or any other agency, company or individual.

3. Passports is not responsible for loss of a government-issued passport, travel documents or airline tickets, loss or damage to luggage or any other personal belongings, or for consequential damages in any event. I understand the airlines' diverse policies concerning lost air tickets, and I accept financial responsibility for replacement of my ticket should it become lost. It is also my responsibility to pursue any refund directly from the airline.

4. Passports reserves the right to cancel any participant at any time for reasons which appear to be valid in its sole judgment. Passports shall have the right, without refund, to send home (on notice to parent or guardian for minors) at his/her own expense, and without escort, any student or adult who does not adhere to Passports' code of conduct, or who infringes upon others' enjoyment of the tour. I agree to release Passports, its agents and employees, my local school and school district, and the group leader from all claims arising out of such events, acts, or omissions.

5. I understand that if I am expelled from school, or if I am under other disciplinary measures instituted by my teacher, school or other authorities, or if I fail to meet the requirements for this tour as set forth by my teacher, school, school administrators or others, I could be declared ineligible to participate in the tour. My application may be cancelled, and I will be subject to the cancellation/refund policy published in the Terms and Conditions. I agree to comply with all instructions of my group organizer.

6. Passports is not responsible for me when I am absent from Passports scheduled activities. I understand I will be required to pay for any damage or injury, whether accidental or willful, caused by me while on a Passports tour. If by my acts or omissions I cause or threaten to cause damage of any kind whatsoever to third parties, I accept full responsibility. Further, in the event of such damage or loss, I agree to indemnify and hold Passports harmless from any and all actions taken by third parties for said damages and loss.

7. If I become ill, injured or incapacitated during my tour, Passports will do whatever it deems necessary to preserve my health and safety including, without limitation, obtaining medical treatment for me at my expense, and/or transporting me at my own or my parents' expense back to my home for medical reasons. I agree to pay or reimburse any extra expenses incurred on my behalf by my group leader or other group members for medical or other reasons. I also understand that health/accident insurance is included in the Program Tuition of my tour.

8. Any photographs, films or videotapes taken of me while participating in a Passports tour and/or any of my comments or statements may be freely used in Passports' published materials, without compensation and without liability.

9. If I wish to withdraw from a Passports tour, I must do so individually in writing, any refund to which I may be entitled is given by the "2012-2013 Terms and Conditions" appearing in the Passports catalog, and elsewhere. No exceptions to the Terms and Conditions will be made.

10. Program Tuition prices are based on exchange rates, airfares and tariffs in effect as of August 1, 2011, and are subject to change due to inflation, fuel surcharges or currency fluctuations and I understand and agree that adjustments to these fees may be made from time to time, and I agree to pay the adjusted fee. I understand that adjustments will not be made after I have paid in full. All prices are quoted in U.S. dollars. Participants meeting "Early Bird" price guarantee deadlines are protected against increases in the Program Tuition price except for the aforementioned reasons or other considerations of *force majeure*. I understand that payment of airline-imposed fees such as fuel surcharges and/or currency surcharges as determined by unexpected currency fluctuations are solely my responsibility.

11. If I fail to meet payment deadlines for any reason, I will be assessed the Program Tuition Surcharge in the amount of 10% of the Program Tuition as described in the Terms and Conditions, and I agree in advance to pay the 10% Program Tuition Surcharge. No exceptions will be made. I understand that assessment of the Program Tuition Surcharge is not grounds for cancellation without penalty. The standard refund policy applies.

12. Passports reserves the right to discontinue a tour due to low enrollment or other reasons, and/or make certain changes in departure dates, cities, the order of an itinerary, activities, hotels, group leader assignments, airlines, determination of flight routings, services, fees or other itinerary modifications as may be required, in its sole discretion. Such changes are not grounds for withdrawal with a full refund, or for refunds after the tour. If tour features are unavailable for any reason, substitutions will be made whenever possible.

13. Published catalog itineraries are based on a minimum enrollment of 35 full-paying participants. Customized tours are based on specific enrollment numbers as determined by the group organizer and/or Passports. If any tour cannot operate due to low enrollment, Passports may offer the main group organizer a choice of the following alternatives: 1) An alternate, comparable tour as determined by Passports (utilizing public rail, bus, subway transportation, etc. when use of a private motorcoach is not justified). Participants are responsible for all costs associated with the program change. 2) Operating the original tour provided all group members pay a "Small Group Supplement" which shall apply to all group members regardless of enrollment status; 3) Deferring travel to a later date, with no provision either for interim refunds, or penalties. 4) Cancellation with special refund: if any individual or group wishes to withdraw from the tour due to such changes, withdrawal must be made in writing to Passports within seven (7) days of tour change notification. A refund of all payments minus the \$95 Membership/

Registration Fee, and a \$225 administrative processing fee per traveler, will be paid to the individual traveler by check within 30 days of the date of cancellation. I understand that these changes are not grounds for cancellation without penalty, or for refunds after the tour. I understand that my group organizer is authorized to choose alternatives on behalf of the entire group.

14. Passports reserves the right to change departure dates within the same weekend (or the nearest weekend for winter and spring departures); and within 10 days for summer departures. If such a change results in departure date moving from mid-week to a weekend, Passports will absorb the Weekend Travel Fee on the group's behalf. If such a change results in a Travel Season change (see below), all group members must pay the Program Tuition fee for the new season. Custom tour members agree in advance to travel on an alternate tour chosen by their group organizer, or pay a higher price bracket as previously agreed upon by the group organizer, if there is insufficient enrollment. I understand that these changes are not grounds for cancellation without penalty, or for refunds after the tour.

15. Passports and the airlines reserve the right to substitute airlines, to make changes in equipment, the itinerary, departure and arrival dates, times or cities, or to alter the itinerary, and I agree to accept any such changes. No refunds will be made under these circumstances, and Passports will attempt to provide comparable services or accommodations. Single plane service, specific airlines and/or schedules are not guaranteed. Airlines liability for loss or damage to baggage is limited. Due to airline, train and coach restrictions, luggage is limited to one suitcase, and one small carry-on bag per person. Airlines accept no liability for fragile or perishable articles. Higher limits of liability may be obtained from the airlines by paying the charge contained in the carriers' tariffs, or optional baggage protection insurance can be purchased. I understand that the airlines liability for death/injury is limited by their tariffs and/or the Warsaw Convention.

16. Holidays, special sporting, religious, political or other conditions beyond Passports' control may produce the unavailability of centrally-located hotel accommodations or scheduled services. In such cases, Passports reserves the right to provide alternate accommodations and/or services, or to charge a supplement. Specific hotel properties or locations may be requested but are not guaranteed.

17. The published itineraries are sample descriptions only. Actual program itineraries may vary in certain respects. Flight information, hotel assignments and day-by-day itineraries will be available approximately one week prior to departure.

18. If my tour is being sponsored by my school, school board, school district, individual school administrator, or local municipality, I will be notified of this fact in writing. Otherwise, I understand that my tour is not officially sponsored, contracted, paid for, or regulated by any of these groups or individuals, even though my school may, as a convenience, allow the use of school premises for planning the tour. I hereby and expressly waive all claims against any such groups or individuals which might arise out of the tour, or relate to it in any manner, including changes in school/school board administrative policies concerning "school" travel trips.

19. I understand Passports reserves the right to select a qualified replacement for my group organizer if he or she is unwilling or unable to accompany the group, for any reason. Such changes do not constitute grounds for cancellation without penalty. The standard refund policy applies.

20. I am responsible for obtaining and carrying a current passport with an expiration date not less than six months after my return date, and any necessary visas for the countries I am to visit. My inability to obtain such documents shall not constitute grounds for cancellation without penalty. The standard refund policy applies. Passports will not be held responsible if I am unable to obtain the necessary travel documents for participation in the program. I understand that I must allow Passports a minimum of 30 days notice for any documents from the company that may be required to obtain a visa.

21. Definition of Travel Seasons. Program Tuition prices are determined by the season in which travel occurs: winter, spring or summer. Winter, Nov 1-Mar 27; Spring, Mar 28-May 25; Summer, May 26-Oct 31.

22. Weekend vs. Midweek Departures. Published Program Tuition prices are based on midweek departures. Participants traveling on a weekend (Fri, Sat, Sun) will be charged a supplement as follows: \$40 in each direction (for departures thru May 25); \$50 in each direction (for departures May 26 through August 31).

23. Program Tuition prices do not include Airline Fees imposed by the airline industry presently estimated at \$549 for European destinations*, including any fuel surcharges imposed by airlines or cruise companies, any special airport security fees, or any new taxes not in existence as of August 1, 2011, or the \$95 Lifetime Membership/Registration Fee, or currency surcharges, or other optional charges. Re-estimates of applicable Airline Fees may be provided by Passports from time to time and I agree to pay the adjusted fee. I understand that adjustments will not be made after I have paid in full. *Contact Passports for Airline Fee estimates for non-European destinations.

24. Participants are subject in all other respects to the "2012-2013 Terms and Conditions" which appear in the 2012 Passports catalog, and elsewhere. In signing this Release & Agreement, I acknowledge and agree to these Terms and Conditions, and understand that they may supersede those in previous Passports publications in certain respects. All program applications are subject to acceptance by Passports in Spencer, Massachusetts, U.S.A.

25. I understand that this Agreement is expressly between me and Passports, and that it cannot be modified by a third party, including my group organizer, school, or school board. I understand that Passports is not responsible for third party errors, and that Passports strictly adheres to published policies, including those published in the Terms and Conditions. No exceptions will be made to this Agreement or to the Terms and Conditions. Any modification or extension of this Agreement by Passports must be made in writing by an officer of Passports.

26. In the event any part of this contract is found to be legally void or unenforceable, then such part will be stricken but the rest of this document will be given full force and effect.

27. Arbitration: I agree that any dispute concerning, relating, or referring to this contract, the brochure, or any other literature concerning my trip, or the trip itself shall be resolved exclusively by binding arbitration in Worcester, Massachusetts, according to the then existing commercial rules of the American Arbitration Association. Such proceedings will be governed by substantive (but not procedural) Massachusetts law.

Code of Conduct

“What is expected of me while I am on tour?”

Given the large amount of time, money and effort you have invested in your trip, we at **passports** want you to have the best possible experience. Compliance with the **passports Code of Conduct** by all travelers helps ensure that this once-in-a-lifetime opportunity is enjoyed by all!

■ I will do my best to make sure that the people with whom I am in contact during my stay overseas are left with a positive impression of Americans by being courteous and considerate at all times.

■ If I am under 21 years of age, I will not leave the group individually for any reason whatsoever during the tour. During free-time activities I will remain in groups of *four or more* participants at all times and we will not leave the main group without informing our group leader of our intended destination and hour and place of return. I will obtain prior approval from my group leader and a letter of permission from my parent(s) or guardian(s) if I wish to visit relatives or friends separately from my group during the tour. Otherwise, I will participate in all scheduled activities unless illness prevents me from doing so. I agree to notify my group leaders and **passports** courier of my whereabouts at all times, and I agree to comply with their instructions throughout the tour.

■ I intend to make the most of this valuable educational experience by making sure I don't miss anything. This means being aware of each day's schedule by consulting with my group leader and taking note of any information posted in the hotel lobby. I will do my best to maintain a positive, responsible and cooperative attitude during the trip in order to enhance my experience and also that of other people in my group.

■ I understand that food is an important part of any culture, and I look forward to encountering various types of local cuisine during my stay. Given that I can eat as much “American” food as I want once I am back home, I will try to keep an open mind and palette towards new culinary experiences and do my best to sample the widest variety of foods. I agree to attend all mandatory meals and functions.

■ I understand that I need to respect local culture and customs, that I need to dress appropriately especially when visiting cathedrals or other places of worship, and that I must be courteous, respectful and pleasant at all times, even if the group encounters inconveniences, crowds, or things that don't appeal to me personally.

■ During the tour, I will listen attentively to the guide because I want to learn as much as possible about the places I am visiting. On the coach, when being addressed by the courier, local guide or group leaders, I will stop any conversation immediately, so that my traveling companions may hear what is being said. I understand that I must ask permission before using headphones, audio equipment, or any other electronic devices, and that these are in any case only permitted during long drives (two hours or more).

■ I will do my very best to be on time for any tour activities because I want to neither waste other people's time nor my own.

■ I agree to attend all mandatory activities.

■ I will abide by the curfew set by my group leaders. I understand that leaving the hotel at night without permission is strictly prohibited. I also understand that for my own safety I must not leave my hotel room after bed check nor may I change rooms without prior permission from my group leader.

■ I understand the importance of correct behavior while at hotels. This means not forgetting that other guests staying at the hotel have paid for their rooms and, therefore, have the right to peace and quiet, especially after 10 pm. I will not run down corridors, talk in a loud voice or shout out of windows at any time. While in my own room, I will be considerate of guests in neighboring rooms who may be trying to sleep.

■ I realize that there are certain things that I must pay for myself while on tour that are not included in the program fee, such as subway or bus tickets, beverages at lunch, dinner and throughout the day, telephone calls made from my hotel room, other items billed to my room, and tips. My group leader has made me aware of these requirements prior to departure, and I have planned a budget for them.

■ I will buy my own souvenirs and not take hotel property. I understand that **passports** keeps track of room numbers and assigned occupants throughout the tour, and that I will be required to pay for any damaged or stolen property. I also understand that I may not be allowed to leave the hotel until I have paid for damages caused by me while on tour. The same policy applies to damage of a motorcoach or touring bus.

■ I will take care to look after my belongings at all times. This means making sure my suitcase is loaded onto the coach before boarding, and checking that nothing has been left behind in the bus or in my hotel room before checking out. I understand that any article left behind will be considered as lost and that **passports** couriers cannot be expected to retrieve such articles for me nor to pay for or arrange for their recovery. I will pay special attention to my passport, airline tickets, money and other monetary tools because the loss of such things will not only inconvenience me but also those around me.

■ I understand that alcohol is prohibited for student travelers during **passports** tours. Some group leaders allow an exception to this rule under the following specific circumstance:

- I may *sample one small glass of wine or beer* at a mealtime or in a place where a taste of wine or beer is customary in local culture. Samplings or tastings may only take place when a group leader is present.
- If I am under 21, my parent/guardian must give written permission for me to sample wine or beer.

Alcohol consumption is never to occur in hotel rooms or during free time. I may not drink liquor or spirits under any circumstances. If my group leader chooses a no-alcohol policy, I agree to abide by that policy.

■ I know that the use or possession of illegal drugs is prohibited (as defined by U.S. government legislation, not by local laws). Likewise, weapons, or any article that may be considered as weapon-like, is of course prohibited at any time during the tour.

■ I understand personal misconduct will not be tolerated on tour including violent, hostile or offensive actions, physical, verbal or sexual harassment, or any actions which have the effect of threatening, intimidating or injuring another person.

■ I realize that failure to behave correctly during the tour or violating any of the rules as outlined in this Code of Conduct may result in disciplinary action, including the possibility that I might be sent home at my own expense or that of my parent(s) or guardian(s), and that this disciplinary action may incur the purchase of a new airline ticket in order to repatriate me back to the United States.

Your cooperation is greatly appreciated! Everyone at **passports** hopes that you and your group enjoy your travel experience. Have fun!



passports wishes you a bon voyage!



passports

educational group travel

www.passports.com
email: info@passports.com
Telephone: 508 885-4600
Fax: 508 885-7329

389 Main Street, Spencer, MA 01562-1924

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