

PARENT FAQs

1. What is free time and how is that handled on tour?

Free time is for the students to explore the area with friends, visit museums, sit in a café, or do some shopping. The Tour Director will provide recommendations for activities and local favorites in the area. If you would prefer a more structured environment during this time, we do have Optional activities that can be pre-booked on enrollment or any time leading up to the trip for a small additional cost.

2. How can my child contact me while abroad? Will their cell phone work? Will we have Wi-Fi?

For cell phone coverage, check with your provider for availability and cost of an international calling plan. Wi-Fi is often accessible throughout the tour but we cannot guarantee our hotels will have free Wi-Fi. We will have a phone with us at all times but it will only be used in case of an emergency. Your child will have the opportunity to check in while on tour, but do not expect it to be daily. When on tour it's safe to say that no news is good news.

3. What is the cancellation policy?

Unlike if you book travel on your own, EF only charges a small fee for cancelling rather than the full cost of your plane ticket. You can find the full cancellation policy at www.eftours.com/bc. Since EF blocks space with the airlines very far in advance, there will always be fees for cancelling. However, if you cancel up to 150 days before departure, you are given the opportunity to find a replacement on tour and the cancellation fee is waived. EF understands that everyone's circumstances are different and their Customer Service is happy to work with any individual situation.

4. What happens if the destination is not safe to travel to?

EF understands that plans can change due to unforeseen circumstances so they provide a Peace of Mind Program. Up to 45 days before we leave, we can change the travel dates of our tour, modify the current tour or find a new tour, or cancel the tour and all travelers will receive a transferable travel voucher. At 44 days or less, if a formal Travel Warning is issued by the U.S. Department of State for any country on our itinerary we would have the same options.

5. What's the best way to bring spending money?

The best thing to do is to talk to your bank about options for student ATM cards. This allows parents to monitor spending and is the easiest and most affordable way to transfer money to your student while they are abroad. Visa or MasterCard are accepted internationally and please make sure the card has a 4 digit PIN. We recommend students exchange some money at their bank into the local currency before traveling, and then check with the bank to make sure they can take out from the ATM more money while abroad. We do not recommend your students hold a large amount of cash at any time on this trip, rather smaller amounts of local currency. They can use their ATM card to take out money a few times during the course of the tour.

6. What's the last possible date I can enroll?

My enrollment deadline for this trip is **To Be Announced on Website**. The *reason* we start promoting so far in advance is to make it as easy as possible to budget for this cost. Anyone who waits to enroll after that date may not have space on the tour, may have to pay significantly higher prices, and may not be able to fly on the same flights as the group. However, if you have circumstances that prevent you from enrolling by those deadlines please speak with us.

7. How do I log into my EF Online Account?

Upon enrollment, you will be assigned a numeric account number and an email confirmation with this information. Your password defaults to the traveler's date of birth MM/DD/YYYY, including the backslash (same button as the question mark on the keyboard). Once you access the account the first time, you will be prompted to change your password. Please remember this password or store it in a safe place.