

IMPORTANT INFORMATION

CHA's Important Information Booking Terms & Conditions apply to all CHA tours departing from January 1, 2024 to December 31, 2025. Please read the following pages carefully before you enroll as they will address CHA's enrollment, payment, cancellation and refund policies and procedures in detail. Questions? Call us at 1-800-323-4466.

What's Included in the CHA Tour Price?

Round-Trip Air Transportation from your group's selected U.S. gateway city on regularly-scheduled flights on major U.S. and international airlines.

Air-Related Taxes, Fees and Fuel Surcharges: These government-mandated fees include U.S. Airport Departure Taxes and Landing Fees, U.S. Security and Customs Fees, and Foreign Airport Departure Taxes based on to your itinerary.

On-Tour Transportation: On-tour transportation by private motorcoaches, trains, ferries, boats and intra-tour flights; airport-hotel transfers upon your arrival abroad and departure for the U.S., and any necessary public transportation on walking tours.

Hotel Accommodations: Accommodations at superior tourist-class (3-star) and first-class (4-star) hotels based on triple occupancy for students and double occupancy for teacher-counselors and adults, with each room containing a private bathroom. (In rare cases, hotels may use a large room or mini-suite to house

four participants, however, quad rooms cannot be requested or guaranteed.) Triple or quadruple cabins are provided on overnight ferries and cruises.

Meals: Two meals daily (continental or buffet breakfast) at your assigned hotel and dinner (at your hotel and/or local restaurants). Dinner, on occasion, may be given at lunch time in order to facilitate the daily touring schedule. On tours in Latin America, meals are provided as indicated on the itinerary pages.

CHA Tour Director: A full-time, professional CHA Tour Director is provided during the land portion of all tours in Europe, Costa Rica and Canada. (On cruises and on tours to Peru, Ecuador, Argentina and Chile, assistance and guidance is provided by local hosts.)

Sightseeing: Comprehensive sightseeing tours led by local, licensed guides as specified in the itinerary. All entrance fees to select attractions are shown in italic letters in the itinerary text in our tour catalog. (For tours presented in shortened format in our tour

catalog, visit our website for a complete list of visits.) In addition to guided sightseeing tours, your CHA Tour Director will conduct orientation tours, walking tours, and on-the-road commentary throughout the tour.

Luggage Fees on European Tours: CHA European tours include a luggage allowance of one medium-sized suitcase (to be checked on board the aircraft and stored in the motorcoach luggage hold) and one small carry-on bag (subject to airline restrictions) due to the limited luggage capacity of your touring coach and other modes of transportation used on tour. Regulations on planes, trains and ferries may prohibit excessive baggage and require excess baggage fees.

Tips, Gratuities and Taxes: Tips for services provided by hotel and restaurant staff as well as taxes assessed by hotels and restaurants. Tips for luggage portage on ferries and Greek cruises also are included.

What's Not Included in CHA Tour Price?

Weekend Flight Surcharge: \$35 for flights departing on Fridays, Saturdays or Sundays in each direction (outbound and/or inbound).

Adult Participant Fee required for travelers 22 years and older at the time of travel (see page 6).

Travel Documentation Fees: Passport application fees, any necessary visa fees & other fees for required documentation

COVID-19 Testing & Related Expenses:

Any required COVID-19 testing fees (prior to and during your CHA tour) as well as any other incurred expenses

Transportation-Related Expenses: Expenses from your hometown to your selected gateway airport, expenses caused by last-minute airline scheduling or delays due to mechanical problems or inclement weather, transfer costs between U.S. airports (such as between JFK, La Guardia and Newark), or any airline-imposed baggage fees for excess baggage.

Non-Standard Rooming Fees: Additional fees apply for any student occupying a single or double room or for any adult occupying a single room. (See page 8.)

Special Meal Arrangements: Special meals for those with dietary restrictions may be requested in advance of departure but cannot be guaranteed, as meals are prepared and served on a group basis. Any special meals required will be at the traveler's expense.

Luggage Fees on Non-European Tours:

Checked baggage fees on North American and Latin American tours are not included and will be assessed directly to the participant by the airlines.

Personal Expenses: Public transportation during free time; luggage portage at airports and hotels; extra hotel expenses such as laundry, telephone calls, food and beverages through room service or from mini-refrigerators; beverages with meals other than coffee or tea at breakfast; and any cost incurred due to absence or personal deviation from the tour.

Gratuities for CHA Tour Director and Driver:

It is customary practice in the travel industry to tip your Tour Director and long-distance Bus Driver at the end of the tour. CHA recommends all travelers (including teacher-counselors) tip a minimum of \$5 per person, per day, to your Tour Director, and \$3 per person, per day, to your Driver.

Optional Travel Insurance: CHA partners with Generali Global Assistance to offer a choice of several Optional Travel Insurance Plans that include Medical, Baggage, and Extended Tour Cancellation and Interruption coverages at an additional cost. (See page 7.)

Optional Excursions & Cruise Shore Excursions: (See page 5.)

What's Included in the Registration Fee?

CHA requires all enrollments to be accompanied by a payment of \$95 to cover our non-refundable Registration Fee. This fee is not included in the tour price and entitles travelers to the following:

- CHA Pre-Departure Materials including our Travel Newsletter, Pre-Departure Guide, CHA Backpack, CHA Luggage Tag, and CHA Airport Organizer Travel Wallet (for Early Enrollment participants only)
- Related administrative and operational services by CHA's staff in the U.S. and overseas
- CHA's Included Travel Security Coverage described below

CHA's Included Travel Security Coverage

CHA's Travel Security Coverage provides security and peace of mind in cases of terrorism, political instability or serious health crises overseas.

Starting approximately 60 days before your scheduled departure, if CHA determines that we cannot operate your tour due to an Official U.S. State Department Travel Advisory (Level 4) prohibiting Americans from traveling to any country included on your tour and/or due to travel restrictions imposed by governments of any country included on your tour as a result of political instability, a major terrorist incident, or a serious public health crisis, your group will have the following options:

- to reschedule your tour to a later date
- to change your tour and/or travel destination
- to receive a full travel credit (valid for use towards a future tour up to two years from your original departure date)
- to receive a refund of all tour fees paid (less CHA's \$95 non-refundable Registration Fee and a reduced cancellation fee)

Contact CHA at 1-800-323-4466 for complete details.

Additional Tour Services & Options

CHA gives you the flexibility to customize aspects of your tour by taking advantage of the additional tour services and options described below:

Extra Days

Extra days can be added to the end of a CHA tour, giving groups unstructured time to pursue their own activities and interests. **The cost for an extra day is \$185 per person for hotel and breakfast arrangements or \$215 per person for hotel, breakfast and dinner arrangements.** Hotel/airport transfers and services of a CHA Tour Director are not included on extra days. Extra days must be requested in writing at the time of enrollment and may be limited during peak travel dates and may not be available in all cities. **Minimum group size:** 10

Tour Extensions

Tour extensions, offered on selected tours, extend the length of the tour and provide groups with more structured activity than extra days. Sightseeing, airport transfers, hotel/cruise accommodations, meals, and the services of a CHA Tour Director are included on tour extensions. **Consult the tour pages of our website for available extensions, descriptions and prices.** Tour extensions must be requested in writing at the time of enrollment. **Minimum group size:** 15

Optional Excursions

Optional excursions are extra activities that can be added during your free time to enrich the educational value of your tour. **Consult the tour pages of CHA's website for available optional excursions and prices.** Optionals must be pre-purchased no later than 14 days prior to departure. Most excursions are also available for purchase on tour at slightly higher costs.

Flexi-Flight Arrangements

CHA gives individuals the flexibility to extend their stay at the end of the tour and fly home at a later date. To request individual flexi-flight arrangements, you must submit a **Flexi-Flight Request Form along with a \$135 non-refundable processing fee** no later than 110 days before departure. Approximately 50 days prior your trip, CHA will advise the available flights and airfare differential costs of your arrangements. Please note that airport transfers are not included for Flexi-Flight participants.

Groups also have the option to extend their stay at the end of the tour. Group flexi-flight arrangements must be requested in writing at the time of enrollment. **A \$45 non-refundable group flexi-flight processing fee and airfare differential costs will apply per person.**

Alternate Gateways

CHA allows individuals to depart from and return to an alternate gateway city than their group's selected departure city. Alternate gateway participants are responsible for paying the CHA tour price that applies to their selected alternate gateway city plus a **\$135 non-refundable processing fee.** Participants must request alternate gateway arrangements no later than 110 days before departure. Please note CHA cannot guarantee the same international flights as the main group for alternate gateway participants. Therefore, they are responsible for making their own arrangements to join the group upon arrival overseas.

Land-Only Tour

Participants who would like to make their own flight arrangements may opt for a Land-only tour. **Land-only participants will receive a reduction off of their tour fees.** The reduction amount varies and may not be available on certain tours. (Consult CHA for details.) This option must be requested upon enrollment.

Land-only participants must obtain their tour's confirmed departure date and arrival/return cities from CHA prior to making their own flight arrangements. The land-only tour will begin overseas at the first hotel on the tour and will end at the last hotel on the tour. Airport transfers, as well as any applicable intra-tour airline ticket, are not included for land-only participants. If the land tour changes, it is the responsibility of the land-only participant to make any necessary air changes. Any subsequent changes to your travel status will result in a minimum processing fee of \$100 plus any applicable air and land surcharges.

Private Tours

Guarantee a private tour exclusively for your group. Travel exclusively with family and friends, enjoy your own touring motorcoach and CHA tour director, and have your tour and date confirmed as soon as possible. Consult with CHA for pricing as it varies depending on the tour length, the destinations covered, and the number of participants in your group.

Custom Tours

Design a custom tour to meet your group's specific needs. Create a tour focusing on a particular subject or theme, or a trip for your choral group, orchestra or sporting team. CHA will prepare a detailed itinerary and contract for your group with prices based on your anticipated number of travelers. For more information, visit www.cha-tours.com/TourFinder/DesignATour.aspx.

IMPORTANT INFORMATION

How to Enroll

Enroll By Mail

Before you enroll on a CHA tour, please read and review **CHA's Tour Enrollment Booklet** provided by your group leader. (This booklet may also be downloaded from our website at www.cha-tours.com.) Complete the "Tour Enrollment Form" on page 11 of the booklet, sign the "Release & Agreement" on the reverse side (along with your parent/legal guardian if you are under 21 years of age), and mail it to CHA along with a personal check or money order for \$95 to cover CHA's non-refundable Registration Fee.

Enroll Online

For faster processing, CHA recommends enrolling online at www.cha-tours.com. Click on the link "Enroll" at the top of the homepage. Enter your Group Access Code (provided by your group leader) and follow the instructions on the screens. You will need a valid email address and credit card (Visa, Mastercard, Discover, or American Express) in order to enroll online. Besides the required \$95 non-refundable Registration Fee, you may also opt to pay your \$400 tour deposit which is due 30 days after you enroll (on CHA standard tours).

Adult Participant Fees

Adults may travel on CHA tours to share in the discovery and learning of educational travel. In order for CHA tours to be affordable for students, we base our tour prices on discounted student rates for transportation, admissions, hotels, etc. Therefore, CHA requires any traveler who is at least 22 years of age on or during the tour to pay **CHA's Adult Fee of \$40 per day** (and \$70 per cruise/ferry overnights on tours that include overnight cruises and ferries). This cost will be added to the CHA tour price.

CHA's Adult Fee includes double-room accommodations in hotels and in double cabins on overnight cruises and ferries.

Adults who request single rooms (or do not have a companion with whom to share a double room) will pay an additional \$60 per night for all tours, except tours to Latin America, where the average fee is \$80 per night. (Single rooms are limited, subject to availability, and not available on overnight ferries and cruises).

Adults must be in good physical health, able to walk long distances, climb stairs and carry their own luggage. Special meals and/or medical supervision cannot be provided (see "Fitness for Travel" on page 8 for details).

After Your Enroll

Standard processing of an enrollment takes about one week from the time we receive it. Once processed, we will mail you a detailed **CHA Tour Account Statement** to confirm your enrollment and to provide you with the dates and deadlines for future payments. (If enrolling close to deadline dates, you may not receive your statement prior to payments being due. In these cases, you must pay all required fees in order to avoid late fees.)

30 Days After You Enroll

A \$400 tour deposit is due 30 days after you enroll (either based on the postmark date or the date stamp when you enrolled on CHA's website). You may pay your tour deposit either by mail with a personal check/money order or by credit card online on our website. If the tour deposit deadline is missed for any reason, a **\$50 Late Deposit Fee** will be assessed.

To avoid late fees, please make all payments on time. Additional invoices will not be sent prior to deadlines. Payments must be postmarked (by the U.S. Postal Service) or date marked (overnight mail service) on or before the deadline date. If the due date falls on a Sunday or holiday, postmarks and date marks must be before the deadline date. Any payments submitted online on your website after 11:59 PM Eastern Time of the deadline date will be considered late.

110 Days Before Departure

Your remaining tour balance is due 110 days before departure. This includes the balance of all tour fees plus any other applicable fees such as Weekend Fees, Adult Fees, Rooming Fees, Extra Day Fees, Tour Extensions, etc. If you are paying your balance late (after the 110-day deadline), a **\$100 Late Payment Fee** will be assessed. If paying late, payments must be in the form of a certified check/money order and sent to CHA via an overnight mail service or by credit card online on our website. No personal checks will be accepted. Final travel documents will not be released to those participants who have not paid in full.

Late Enrollments

Anyone enrolling after 110 days prior to departure is considered a Late Enrollment and must submit payment in full online or by certified check or money order along with CHA's \$95 Registration Fee and a **\$135 Late Enrollment Fee**. Late enrollments are also subject to air and land surcharges. (Contact CHA for complete pricing and instructions if enrolling late.)

Any participant cancelled for non-payment who wishes to be reinstated on the tour must reapply and may be subject to late enrollment fees and other tour fees. Late enrollments are accepted on a "wait-list" status. Every effort will be made to accommodate "wait-list" participants. If space cannot be confirmed by 35 days prior to travel, CHA will return payment in full. CHA reserves the right to refuse enrollments at its discretion or when CHA air/land space is not available.

Making Payments

By Personal Check

Payments sent by mail to CHA must be in the form of personal check or money order. Allow adequate time for mail delivery. To ensure quick and accurate processing of your payment, be sure to include the Payment Stub from your CHA Tour Account Statement and mail it in the courtesy return envelope we provided. If not, please indicate your name, group leader's name, tour name and departure date with your payment. A **\$35 returned check processing fee** will be assessed for any check returned to us by your bank. (Please note that CHA does not re-deposit returned checks.)

Please make checks payable to:
CHA Educational Tours Escrow Account

Please mail payments to:
CHA Educational Tours
400 Market Street, Suite 460
Philadelphia, PA 19106

By Credit Card Online

When enrolling online, participants are required to pay CHA's non-refundable Registration Fee (and the \$400 tour deposit, if desired) by credit card. Once enrolled, participants can choose to make future payments by personal check/money order or by credit card online on CHA's Tour Account Center. (Instructions for making online payments will be provided on your CHA Tour Account Statement sent to you following enrollment.)

Setting Up a Payment Plan

After you enroll and pay your \$400 tour deposit, you may choose to pay off your remaining balance using **CHA's Easy Payment Plan**. Your tour balance will be divided into monthly installments and automatically charged to a credit card of your choice. (Please call for details or refer to the flyer sent to you after you enroll.)

Your participation will be automatically cancelled if:

- 1) you have paid only the \$95 Registration Fee at 100 days prior to departure
- 2) you have paid only \$495 at 95 days prior to departure
- 3) you're not paid in full by 85 days prior to departure.

Unfortunately, this action is necessary as the airlines and hotels we work with require advance payment in order to hold your reservation. In these cases of cancellation, standard cancellation penalties shown on page 7 will apply.

Tour Cancellation & Refunds

Because the operation of CHA tours requires extensive long-term planning, CHA incurs costs long before the actual tours take place. Many of CHA's suppliers require non-refundable deposits in order to secure discounted group rates. With this in mind, CHA has created the following **Tour Cancellation & Refund Policy**:

How to Cancel Your Tour

Cancellations must be submitted in writing by the participant (or a parent or legal guardian if the participant is a minor), preferably by email to info@cha-tours.com. Cancellations cannot be accepted over the telephone. Upon receipt of a cancellation, CHA will send the cancelling participant a **Tour Cancellation Release Form** which must be signed and returned to us before the refund can be issued.

If you are cancelling and you have a replacement, your written notification of cancellation must be submitted at the same time/on the same day as your replacement's enrollment. Replacements received less than 110 days prior to departure are treated as late enrollments and late fees will apply.

Cancellation refunds will be made by company check in the participant's name according to the chart below. The dates shown on the chart refer to the postmark date of your cancellation letter or the date stamp on your cancellation email or fax.

Date of Cancellation	Standard Cancellation	Cancellation with Replacement
140 days or more prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and a \$200 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee
139 to 109 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and a \$300 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and a \$200 Cancellation Fee
108 to 85 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and a \$500 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and a \$300 Cancellation Fee
84 to 55 days prior to departure	Full refund less 50% of total tour cost and CHA's \$95 non-refundable Registration Fee	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.
54 to 35 days prior to departure	Full refund less 75% of total tour cost and CHA's \$95 non-refundable Registration Fee	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.
34 days or less prior to departure	No refund will be made except in cases where a participant is cancelling due to documented personal sickness or injury. In these cases, CHA will provide a refund up to a maximum of \$500.	CHA will no longer accept replacements at this time. CHA's standard cancellation refund policy will apply.

Please note: The inability of a participant to obtain the necessary travel or health documentation prior to departure does not constitute grounds for cancellation with a full refund. • On custom tours and tours with cruises, supplier penalties may be greater than those listed. Therefore, CHA reserves the right to assess additional cancellation fees. • Refunds unrelated to cancellation, such as those for overpayments, will be issued only upon written request in an email, letter or fax.

Generali Optional Travel Insurance Plan

CHA strongly recommends that all travelers purchase **Optional Travel Insurance** to further protect their travel investments and to provide greater peace of mind before and during the tour.

Generali Global Assistance offers **CHA travelers three plans to choose from** featuring a wide range of coverages and services that will provide assistance in the event of an emergency, sickness or other unexpected situation. These coverages include Trip Cancellation/ Interruption, Trip/Travel Delay, Medical/ Accident Expenses, Baggage Delay/ Protection and 24-hour Emergency Assistance Services.

To compare the available plans, get a personalized plan quote, and purchase a plan, please visit **CHA's Generali Travel Insurance page** at:

www.generalitravelinsurance.com/get-a-quote.html?partner=CHAE0400

*The CHA Generali Travel Insurance Plan website address shown above is exclusively for CHA travelers. The website address is also shown at the bottom of your CHA Tour Account Statement (mailed after you enroll) and when you are logged into your CHA Tour Account on our website.



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Before enrolling on a CHA tour, participants must read the following essential information regarding CHA touring related to group size and consolidation, flights, hotels, sightseeing, travel documentation and more.

The Essentials of CHA Touring

Group Size & Consolidation

On CHA tours, motorcoach (bus) transportation is the main unit of movement, and its cost per person directly corresponds to the number of fully-paying participants on the touring bus. **Therefore, in order to qualify for our low tour prices, CHA requires a minimum of 30 fully-paying participants to operate a tour.**

When a group has fewer than the 30 fully-paying participants, CHA will combine smaller groups who have selected the same tour and travel dates to create a larger touring group. This allows smaller groups to travel at CHA's discounted group rates and also gives them the opportunity to meet people from different parts of the country. When combining groups, CHA cannot guarantee that all groups will be of the same age level nor that groups will arrive at and/or depart from the same airport at the same times. Waiting upon arrival overseas and/or departing earlier on the day of return to the U.S. may be necessary.

When a tour does not reach the required minimum of 30 fully-paying participants (whether composed of one group or several groups), **CHA may modify your selected travel itinerary in order to operate the tour without increasing the tour price.** Small groups may also opt to pay a small group supplement to operate their originally requested itinerary.

Tour & Date Flexibility

Group travel requires flexibility. **On those occasions when there are no combinable groups interested in your selected tour, CHA may transfer your group to a similar tour and/or to a different departure date.** CHA will make every effort to ensure the new departure date will be within two days of the originally requested date on tours departing January through April and within seven days of the originally requested date on tours departing from May to December. The replacement tour may not include all cities and/or countries on the original tour. New program costs and other applicable fees including weekend departure fees will apply.

Flight Arrangements

CHA provide groups with affordable air transportation. Compared to the higher published airfares available to individuals, CHA is able to negotiate affordable, group rates directly with major U.S. and international airlines. However, these discounted rates are limited and flexibility of departure dates may be necessary to take advantage of these low group airfares. The airline assigned to each group will be at CHA's discretion. When weekend departures are requested or required, airline-imposed **weekend surcharges** (\$35 for air travel on Fridays, Saturdays or Sundays in each direction) will apply.

Groups may choose to fly from **over 60 U.S. departure cities** shown on the tour pages of our catalog or on our website. (For groups wishing to depart from cities other than those listed, CHA can arrange flights using the lowest applicable group fares available.)

CHA reserves flights on regularly scheduled flights based on your requested U.S. departure city, the flights that fly from your chosen city to your final destination, and the group seat availability on those flights. **Because direct, single-plane service is not available from most U.S. cities, groups may need to change planes, either in the U.S. and/or upon arrival overseas before proceeding to your final destination, often with waiting periods between flights.** Due to aircraft capacity and flight availability, we cannot always guarantee that all members of large groups will fly together on the same flights. Seating assignments are usually made by the airline ahead of time for groups and given to passengers at check-in time.

CHA reserves the right to use alternate airports in certain cities, based upon the airline schedules and availability. (In New York, John F. Kennedy, Newark, or La Guardia Airports may be used interchangeably. For Washington/Baltimore, Dulles, Reagan National, or Baltimore Airports may be used interchangeably.) CHA does not take responsibility for airline frequent-flyer mileage accrual.

Hotel Accommodations

CHA tour prices are based on triple rooms for students and double rooms for teacher-counselors and adults. Unlike other student travel companies, CHA requires group leaders to arrange the group's rooming preferences ahead of time for a smoother check-in at the hotels overseas. The group's rooming list must be submitted to CHA no later than 70 days prior to departure, so that we can forward them to the assigned hotels.

Students requesting or requiring a double room will be assessed a **double room supplement of \$20 per person, per night** (or \$70 per person, per night, on overnight ferries and cruises). Students or adults requesting or requiring a single room will be assessed a **single room supplement of \$60 per night** for all tours except those in Latin America, where the average fee is \$80 per night. Please note that single rooms are subject to availability and cannot be guaranteed. If a roommate is needed within a group, CHA will, at the group leader's request, attempt to room students with participants of the same gender from other groups on the same motorcoach (with permission from the other groups).

In certain cities (especially in the UK), many hotels do not have triple rooms. Therefore, hotels may rearrange participants into double and/or single rooms. CHA will

not charge for this upgrade nor will refunds be given to those who selected/paid for this type of accommodation before departure. Also, in some European cities, as well as in Latin America, rooms may contain a double bed (to accommodate two people) in lieu of two twin beds.

Sightseeing

CHA tours provide guided sightseeing with licensed, local guides in major cities as well as orientation tours, walking tours and on-the-road commentary by your CHA Tour Director. Sightseeing visits/entrances are shown in italic letters on the tour pages of our catalog and in the list of "Included Visits" on the tour pages of our website. Terms such as "see," "view," or "panoramic" indicate sites that will be viewed, not entered or visited. Besides included sightseeing, CHA offers a variety of optional excursions that groups may choose to pursue during their free time. A sampling of these excursions is shown in parentheses in the tour itinerary day header, with an open circle on the map, and are described in the tour text as "optional." (Optionals and prices are available on the tour pages of our website. Following your tour confirmation, these excursions can be pre-purchased on CHA's website by the group leader on behalf of the group.)

Scheduling Tour Events

The order in which tour events are listed on the tour itinerary shown in our catalog or on our website is not intended as an exact, day-by-day schedule of activities. Your Tour Director will inform you of your schedule of events and/or post a bulletin in your hotel lobby each day. Walking Tours take place in the cities as indicated on the itinerary (weather/time permitting) with any necessary public transportation included.

Itinerary Adjustments

CHA reserves the right to make any itinerary changes when it becomes necessary. This may involve reversing and/or changing the order in which cities are visited, altering sightseeing, changing the duration of a stay in a city, or arranging ground transportation to another gateway. CHA also reserves the right to change times and hotels (to comparable hotels) and to substitute trains for intra-tour flights or vice versa if compelled by circumstances beyond CHA's control. CHA is not responsible for cruise itineraries or operational requirements, which are subject to change by the cruise lines.

Sightseeing, shopping, and group activities may be limited by holidays, the schedules of ferries, trains and intra-tour flights, closing times, strikes, traffic, fires, accidents, monument closures due to restoration, and other factors beyond CHA's control. For tours including sightseeing in Rome, due to the city's increasingly restrictive bus regulations, it may be difficult to reach and visit some of the sights on your planned itinerary in the

time allotted. When scheduled features are not available, CHA will attempt to provide adjustments or substitutions to minimize inconvenience. If substitutions are not possible, no refunds will be made.

Special events in certain cities, such as athletic events, political celebrations, music festivals, etc. and religious holidays (especially during Easter), may impact the regular operation of our tours. At these times, flights and hotels are in high demand and may be limited. In these cases, CHA reserves the right to find alternate hotels in the area. For tours including overnight stays in Venice and Nice during peak travel periods and in other cities when special events are taking place, it may be necessary to accommodate groups in surrounding areas.

CHATour Directors do not accompany groups on cruises, where assistance is given by the cruise director. Itineraries, ports of call, and dates are subject to change by the cruise lines and may vary somewhat from the published itinerary at actual time of travel. Optional shore excursions on Aegean and Mediterranean cruises are offered by the cruise lines at an additional cost.

Travel Documentation

Passports & Visas

All passengers traveling outside of the U.S. require a passport. It is the responsibility of each participant to obtain his/her passport as well as any other required documentation such as visas prior to departure. (Please note that the introduction of ETIAS, the non-visa waiver for U.S. citizens traveling to Europe, has been delayed indefinitely.)

For the most current information about passport and visa requirements for U.S. citizens, refer to the U.S. State Department's website at travel.state.gov. The inability of a traveler to obtain the necessary documentation prior to departure does not constitute grounds for withdrawal with a full refund. In such cases, CHA's standard refund policy will apply (see page 7).

Passports and other necessary documentation must be obtained no later than 65 days prior to departure. Participants who already have a valid passport must make sure that it is valid for a minimum of six months following the scheduled return travel date. Additionally, all airlines and many transportation companies (ferry, cruise and train) as well as foreign countries require passport numbers and other information well in advance of departure before reservations can be confirmed and airline tickets issued. Participants must provide CHA with passport details upon enrollment (if available) or as soon as possible thereafter but no later than 65 days prior to departure.

Non-U.S. Citizens

It is essential that all non-U.S. citizens contact the embassy or consulate of their destination countries as soon as possible for specific entry requirements, as these change frequently. Be sure to consult your tour to determine all countries you will visit or pass through during your tour, including transfers between airports in foreign countries. Transit visas may be required since not all air itineraries use direct flights between the U.S. and your destination countries.

Accuracy of Passenger Names

CHA makes reservations and issues electronic air tickets for each participant in the name written on his/her Tour Enrollment Form. **Therefore, when enrolling, travelers must provide their full legal names (including the full middle name) as they appear (or will appear) on their passports.** TSA regulations regarding passenger names are very strict. Any discrepancy in this information may

result in being denied boarding. Any name corrections requested after enrollment (for any reason) will incur a minimum processing fee of \$150 and may result in higher airfares and/or different flights from your group.

COVID-Related Travel Requirements

It is the responsibility of each participant to follow the most current travel requirements related to COVID-19 based on U.S. regulations and those of the countries you will visit. (Currently, as of September 2023, all COVID-related travel restrictions for those countries visited on CHA tours have been eliminated.)

CHA will provide more specific information on any COVID-related requirements applicable to your tour before you travel. Please note that testing, vaccination and other related expenses are payable by individual travelers. During the tour, your CHA Tour Director along with other overseas CHA personnel will enforce recommended local guidelines and restrictions of the cities and/or countries you visit during the tour. (Please note if your touring schedule needs to be adjusted to accommodate any required COVID-19 testing, some tour features may be missed as a result. In these cases, no reimbursement is possible.)

Pre-Tour Preparation

Pre-tour preparation is essential for the success of a CHA tour. **Before enrolling, participants must read CHA's "Tour Enrollment Booklet" and the "Student Code of Behavior" and "Important Information Booking Terms & Conditions" contained therein.** Once enrolled, the teacher-counselor will act as the liaison between CHA and the travel group and is responsible for pre-departure preparation, financial administration and the coordination in the U.S. with CHA staff. All communication to and from participants is sent to and distributed by the teacher-counselor. Questions regarding participation on a CHA tour should be directed to the teacher-counselor.

Fitness for Travel

All participants (adults as well as students) must be in good physical condition to travel. Traveling on CHA tours often requires walking long distances, climbing stairs, and carrying one's own luggage, as portage is not included. Travelers should anticipate natural and architectural conditions which are beyond CHA's control. Special meals and medical supervision/assistance cannot be provided during the tour. You are expected to be on time and keep up with the tour's schedule to ensure that all planned activities take place.

Final Tour Documents

Your group's flight arrangements and your assigned hotels will be available on CHA's website approximately 2-3 weeks prior to departure. **Electronic airline tickets and other travel documents will be available online approximately 7-10 days before departure** for the group leader to print and distribute to all participants who have paid in full. (Those traveling from alternate gateways will receive final documents directly.)

On-Tour Supervision

The goal of a CHA educational tour is to link what has been studied in the classroom to what is experienced on tour. The teacher-counselor fosters a positive atmosphere by cooperating with the CHA Tour Director and other chaperones on the tour, insisting that students show respect for their tour director, bus driver, peers, and the people that they encounter during the tour.

An important role of the teacher-counselor is the chaperoning and supervising students during the tour to ensure CHA's "Student Code of Behavior"

(published in CHA's "Tour Enrollment Booklet") is strictly followed. Adult participants traveling with student groups must aim to set a good example by conforming to the appropriate rules of behavior.

Financial Security

In keeping with our sound financial stability of over five decades in business, CHA offers comprehensive financial security coverage. All tour payments received from travelers are secured in a special Escrow Account. Funds from this account are held in escrow, to be used by CHA to pay only for tour services rendered to our participants and to issue any necessary refunds.

Group leaders and participants are covered by the finest liability insurance available in the educational travel field, up to ten million dollars of comprehensive coverage. Travelers also have the option of purchasing Optional Travel Insurance through Generali Global Assistance which offers Trip Cancellation and Interruption Coverage as well as Medical, Baggage and other valuable benefits (see page 7). CHA maintains the highest amount of Bond Coverage as required by the Airline Reporting Corporation (ARC) in Washington for the issuance of airline tickets.

CHA Responsibilities

CHA and its agents are responsible for making all tour arrangements, including flights, hotels, meals, transportation, cruises and other land arrangements. Each CHA tour begins with the take-off of the internationally-bound flight and ends upon completion of the return flight to the U.S. (Air and land costs published on our website are based on rates available as of January 2023.) CHA reserves the right not to operate any tour at its discretion in the event of unforeseen operational difficulties or other extenuating circumstances. **(Refer to the Travel Security Coverage outlined on page 5.)**

CHA cannot be held responsible for events beyond its control, such as (without limitation) acts of God, forces majeure, health pandemics, weather, strikes or government restrictions, substantial currency fluctuations (of 10% or more), nor, in the absence of its own negligence, for personal injury, property damages or loss of earnings caused by persons not controlled by CHA such as (without limitations) airlines, bus companies, railways, hotels, subcontracted agents or tour operators, and all its suppliers.

No responsibility will be incurred by CHA for loss of passport or other travel documents or damage/loss to baggage or personal belongings (including cash) at any time during the tour. The airlines are not responsible for any act, omission, or event during the time that passengers are not on board their plane or conveyance. The passenger contract in use by the airlines, when issued, shall constitute the sole contract between the airline and the purchaser of the tour.

CHA is not responsible for flight delays (mechanical or weather-related), airline schedule changes and airline-imposed checked baggage fees, misconnections, airline capacity-related delays, long layovers or any expenses or missed tour features or touring days related to such delays which are beyond CHA's control. **CHA highly recommends that group leaders collect an emergency fund to cover expenses resulting from such delays.** Please note airlines reserve the right to cancel flights without notice, substitute aircraft and equipment, and flights may make additional stops.

No warranties, representations, terms or conditions apply to any CHA tour unless expressly stated within this "Important Information" (or in a letter signed by a CHA officer).