



2025-26 CHA Educational Tours

Celebrating
56 years
1969-2025

TOUR ENROLLMENT BOOKLET

CHA Important Information Terms & Conditions
& Tour Enrollment Form enclosed

WELCOME TO CHA

Thank you for your interest in traveling on a CHA tour!

We invite you to read more about our tours and services on the pages that follow. When you're ready to enroll, complete and return the form on page 11 of this booklet or enroll online at www.cha-tours.com. Once you've signed up, we'll send you instructions on how to log in to our secure **Tour Account Center** where you can make tour payments, set up a payment plan, check your flights and hotels, and more.



56 Years of Experience

Founded by two language teachers in 1969, CHA is America's oldest and most experienced educational travel company. In fact, we are celebrating our 56th anniversary in 2025! For over five decades, CHA has taken over one million teachers and students around the world safely and securely on CHA tours. And, CHA is still owned and operated by the family of the teachers who founded it, ensuring an on-going commitment to the company's original mission. CHA is also proud to be a member in good standing of a variety of travel industry organizations such as SYTA, IATAN, ETOA, ARC, ASTA and the BBB.

Unbeatable Quality and Value

Since 1969, CHA has always provided the best value in educational travel. Our strength is our ability to provide high quality travel services while keeping costs affordable. Due to our volume of travelers, the suppliers we work with offer us discounts on their services which we pass on to you. In fact, CHA tours are priced hundreds of dollars lower than those of similar travel companies around today.



Learn more about us at www.cha-tours.com.

Outstanding Tour Services

CHA tours includes all the ingredients that you'll need for a memorable journey. CHA books only regularly-scheduled flights on the world's finest airlines. Once you arrive overseas, you will travel comfortably by deluxe touring motorcoach as well as time-saving trains, ferries and on-tour flights. Enjoy two meals daily: continental or buffet-style breakfast and a three-course dinner served at your hotel or at a nearby restaurant. And, at the end of a busy day of travel, you will relax at CHA's well-located Superior Tourist-Class (three-star) or First-Class (four-star) hotels.

Expert Tour Planning & Assistance

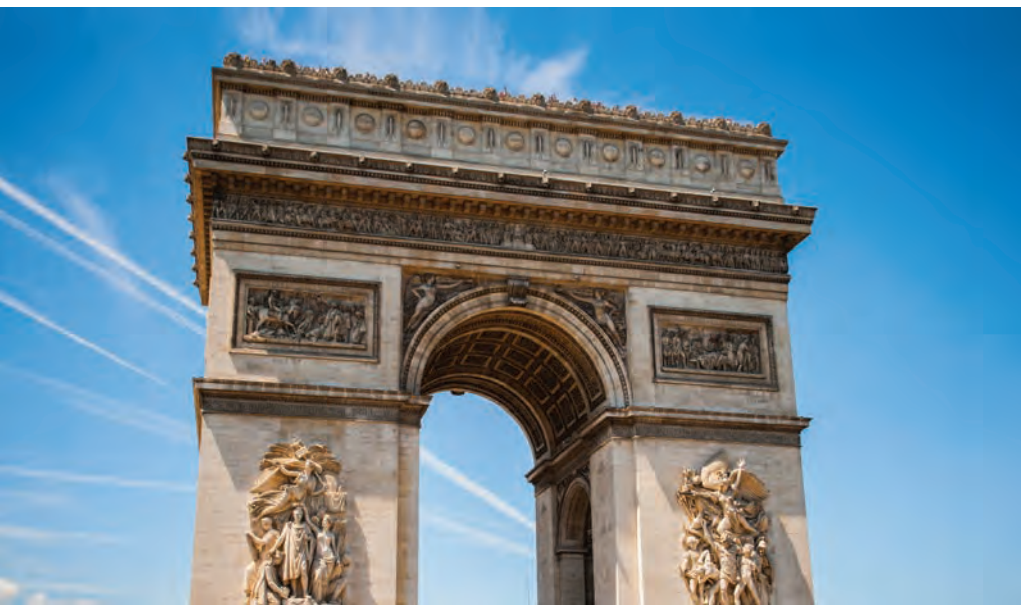
We at CHA know that the success of your tour begins with careful planning. That's why our U.S. Customer Service Team will work closely with your teacher before your group leaves in the months leading up to your tour. And, during your tour, you will feel secure knowing that CHA's overseas team is there to help, from the staff in our European offices to the professional CHA Tour Director who greets you at the airport and stays with you through every stage of your tour.

On-Tour Supervision

We at CHA realize that many of our young travelers will be venturing overseas for the first time and that round-the-clock supervision is essential to ensure their trip will be both rewarding and safe. With the guidance of their teacher (who serves as their group leader), their full-time CHA Tour Director who will accompany them throughout their tour and by following our strict Student Code of Behavior (shown on page 10), students will enjoy a safe, enriching travel experience.

SECURITY & PROTECTION

CHA provides travelers with **complete financial security** including a special escrow account and a multi-million dollar fidelity bond to safeguard tour payments along with a multi-million dollar liability insurance policy. In addition, **CHA's Included Travel Security Coverage** protects you in cases where travel restrictions caused by an unforeseen event prevent your tour from operating as scheduled (see page 5). For further personal protection, CHA offers our travelers an **optional Travel Insurance** including a variety of coverages and assistance services (see page 7 for details).



Have questions before enrolling? Contact your group leader or call CHA at 1-800-323-4466.

IMPORTANT INFORMATION

CHA's Important Information Booking Terms & Conditions apply to all CHA tours departing from January 1, 2025 to December 31, 2026. 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 motorcoach, 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: Hotel accommodations at superior tourist-class (3-star) and first-class (4-star) hotels based on triple occupancy for students and double occupancy for adults. Each hotel room will contain a private bathroom. (In rare cases, hotels

may use a large room or mini-suite to house four travelers; however, quadruple rooms cannot be requested or guaranteed.) Triple and/or quadruple cabins are provided on overnight ferries and cruises.

Meals: Two meals daily (continental or buffet-style 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 tour pages on our website.

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.

Sightseeing: Comprehensive sightseeing tours led by local, licensed guides as specified in the itinerary. All entrance fees to select attractions are shown in the list of "Included Visits" on the tour page on our website. In addition to sightseeing tours conducted

by local guides, 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 luggage compartment of your touring motorcoach) and one small carry-on bag (subject to airline size restrictions). A small personal item such as a purse or backpack may also be taken on board the plane. Please note that regulations on airplanes, trains and ferries may prohibit excessive baggage and require excess baggage fees. (Luggage allowances differ on non-European tours. Contact CHA for details.)

Tips, Gratuities and Taxes: Any required tips for services provided by hotel/restaurant staff as well as required taxes assessed by hotels and restaurants.

What's Not Included in CHA Tour Price?

Weekend Flight Surcharge: \$35 in each direction for flights departing on weekends (Fridays, Saturdays or Sundays), both 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 and other required fees for travel documentation needed for your specific destination(s)

COVID-19 Testing & Related Expenses: Any required COVID-19 testing fees (prior to/during the 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 Airports), or 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. (Please contact CHA for details.)

Personal Expenses: Public transportation during your free time; luggage portage at airports and hotels; extra hotel expenses such as laundry, phone 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 & 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 group leaders) 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 proudly 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 \$215 per person for hotel and breakfast arrangements or \$245 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. We can create a tour focusing on a particular subject or theme. 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. (You can also view and download this booklet on 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 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 due to non-payment who wants to be reinstated on a tour must reapply and may be subject to late enrollment fees and other related fees. Late enrollments will be 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 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. To ensure quick and accurate processing of your payment, please include your name, your group leader's name, your tour name and departure date with your payment, or use the Payment Stub found at the bottom of your CHA Tour Account Statement.

Please make checks payable to:

CHA Educational Tours Escrow Account

Please mail payments to:

CHA Educational Tours
325 Chestnut Street, Suite 205
Philadelphia, PA 19106

A \$35 returned check fee will be assessed for any check returned to us by your bank. (Please note that CHA does not re-deposit returned checks.)

By Credit Card Online

When enrolling online, you 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 on our website. (Instructions for making payments on our website will be provided on the CHATour Account Statement sent to you in the mail after you enroll.)

Setting Up a Payment Plan

After you enroll and have paid your \$400 tour deposit, you may choose to pay off your remaining balance using **CHA's Easy Payment Plan**. Your balance will be divided into monthly installments and automatically charged to a credit card of your choice. (More details will be provided 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 CHATour Account Statement (mailed after you enroll) and when you are logged into your CHATour Account on our website.



IMPORTANT INFORMATION

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 the flexibility in departure dates may be necessary to take advantage of 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 website. (For groups wishing to depart from cities other than those listed, CHA can arrange flights if available using the lowest applicable group fares available.)

CHA reserves flights on regularly scheduled flights based on your requested U.S. departure city, the flights available from your chosen city to your final destination, and 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 will be given to passengers at check-in time at the airport.

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. CHA requires group leaders to provide 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 90 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. In these cases, hotels will need to rearrange travelers 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 room type 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 include guided sightseeing tours 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 and entrances are shown 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 on our website is not intended as an exact, day-by-day schedule of activities. Your CHA 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 indicated on the itinerary (weather/time permitting) with any necessary public transportation included.

Itinerary Adjustments

CHA reserves the right to make itinerary changes when it becomes necessary that 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 our 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 sights on your planned itinerary in the time allotted. When scheduled sights or features are not available, CHA will attempt to provide adjustments and/or substitutions to minimize inconvenience. If this is 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.

Cruise 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 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 the introduction of ETIAS, the non-visa waiver for U.S. citizens traveling to Europe, has been delayed but may begin sometime in 2025. Contact CHA for details.)

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 on the aircraft. 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.

Health-Related Travel Requirements

It is the responsibility of each participant to follow the most current health-related travel requirements based on U.S. regulations and those of the countries you will visit. Please note that testing, vaccination and other related expenses are payable by individual travelers. (Currently, there are no COVID-related travel restrictions imposed by any of the countries visited on CHA tours.)

CHA will provide more specific information on any health-related requirements applicable to your tour before you travel.

Pre-Tour Preparation

Pre-tour preparation is essential for a successful 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 and 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 assigned 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" (shown on page 10 of this booklet) is followed. Adults 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 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 travel 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 2025.) 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, airline-imposed checked baggage fees, misconnections, airline capacity-related delays, long layovers, or any expenses or missed tour features/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).

CHA CODE OF BEHAVIOR

CHA wants your tour to be an educational adventure filled of opportunities to learn and to have fun. You will be sharing once-in-a-lifetime experiences with the travelers in your group. To enable you to travel safely and enjoy the camaraderie that develops when a group travels together, all CHA travelers (especially those 21 years of age and under) must read and follow **CHA's Student Code of Behavior:**

The success of your tour depends on your ability to master the "art of traveling" in a group setting. Developing positive attitudes and behaviors will promote harmony in your group and will create a more enjoyable tour. For your own protection and to help you benefit most from your trip, CHA has created this Student Code of Behavior: specific do's & don'ts that reflect CHA's high standards of conduct.

Do's:

- ✓ Do obtain and safely carry with you all required documentation needed for travel including a valid passport and any necessary visas.
- ✓ Do carry a working cellphone/smart phone with Wi-Fi capabilities and access to a personal email account to facilitate communication during the tour.
- ✓ Do follow recommended the guidelines and any local restrictions of the countries you will visit during the tour, especially when in airports, on airplanes, on CHA motorcoaches, when visiting sites, etc.
- ✓ Do follow all instructions regarding your daily schedule of activities that your CHA Tour Director gives you or posts in your hotel lobby (or other designated spot).
- ✓ Do participate in all planned tour activities such as sightseeing tours, meals and evening events. The only acceptable excuse for absence is illness which must be approved by your Teacher-Counselor.
- ✓ Do arrive on time for all tour activities. CHA Tour Directors, local guides and buses will depart on schedule. Lateness will cause everyone in the group to miss some planned activities.
- ✓ Do report to your assigned hotel room at the curfew time set by your Teacher-Counselor and remain there for the rest of the evening. Bed checks will be made each night and curfew will be enforced.
- ✓ Do take care of your personal belongings such as travel documentation, spending money, credit cards and other valuables while you travel. CHA cannot be held responsible if these are lost or misplaced during your tour. The recovery of lost items will be the responsibility of/at the expense of the participant.
- ✓ Do pay for telephone calls and other personal expenses (laundry, room service, mini-fridge items, etc.) the night before checking out of a hotel. This will allow a prompt departure the next morning.

- ✓ Do show consideration and respect for your fellow travelers, Teacher-Counselors, and your Tour Director as well as other CHA staff such as guides, drivers and hotel/restaurant staff.
- ✓ Do travel with an open mind. During your tour, you may encounter customs and attitudes that differ from what you are used to. At such times, courteous, considerate behavior is appreciated by everyone and bridges many cultural differences.

Don'ts:

- ✗ Do not change your assigned hotel room. For your own protection, always lock your hotel room door.
- ✗ Do not leave your group for any reason. Free-time activities must be accomplished in groups of three or more. Your Teacher-Counselor must always be informed where you are going when on free-time outings and when you plan to return to the hotel.
- ✗ Do not go out at night by yourself unless you are accompanied by a Teacher-Counselor, your appointed CHA Tour Director or CHA local guide.
- ✗ Do not leave your hotel room once bed check has been conducted by your Teacher-Counselor. (Please note the hotel staff has been instructed to notify your Teacher-Counselor if there is an infraction of this rule.)
- ✗ Do not engage in inappropriate behavior in hotels such as slamming doors, running in hallways, loud shouting, etc. The law abroad protects the rights of any individual to a restful night's sleep and the police will enforce this right.
- ✗ Do not damage or take hotel property, which will create both a delay in your group's departure and a financial liability. Hotel personnel will perform room checks prior to a group's departure and will detain the group for any discrepancy. This includes the removal of hotel property such as towels, ash trays, decorative pieces, etc., which may not be taken as "souvenirs." (To avoid an inappropriate assessment by hotel staff, inspect your room upon arrival and report evidence of any existing damage in your room immediately.)
- ✗ Do not enter or ride in any unapproved motorized vehicle (such as a car, motorbike, scooter, boat, etc.). The only approved vehicles are those provided by CHA or public transportation.

✗ Do not drink alcoholic beverages at any time during your tour if you are under 21 years of age.

✗ Do not engage in any drug-related or other illegal activities on your tour. You are forewarned that the use and/or possession of drugs in the U.S., on board an aircraft and while abroad constitutes breaking the law and is punishable by immediate imprisonment. Your Teacher-Counselor and CHA Tour Director will not be able to help a student who breaks the law. Even U.S. Consular intervention may not bring about release of an offender.

Disregard of any of these rules will place you outside of CHA's protection. Any student whose actions impose upon or disturb other travelers may be expelled from the tour at any time and returned home at the expense of his/her parents or guardians. In these cases, no refunds will be given for any missed tour features.



Release & Agreement

Release & Agreement: to be signed by the participant and/or parent or guardian

I, the undersigned (and/or my parent or guardian if I am under 21), an applicant for a tour sponsored by the Cultural Heritage Alliance (hereinafter referred to as CHA), agree to the following understandings:

1. I understand that this is a supervised tour and I agree to maintain any such group standards as CHA may set forth, and further, to indemnify CHA and its agents or contractors against any consequences which may ensue as a result of my refusal to comply with such regulations. I agree that CHA reserves the right to enforce such rules and that my participation in the tour may be terminated by CHA at any time if I fail to follow these regulations, the instructions of my Teacher-Counselor and/or CHA personnel, or for any other reason which the officers of CHA may deem to be in the best interest of the group. I agree to being sent home at my own (or my parents'/guardians') expense and waive the right to any refund of tour fees.
2. I understand that if I am expelled from my school or otherwise disciplined by my teacher and/or local authorities, or if I fail to meet any requirements for participation in the tour as set forth by my teacher or school, I may be declared ineligible to participate and my enrollment cancelled subject to the refund policy described in CHA's current-year Important Information Booking Terms & Conditions.
3. I understand I am responsible for exercising caution and common sense at all times to avoid injury to myself and others.
4. I understand that it is the responsibility of the parent/guardian to determine the suitability of a particular teacher to chaperone his/her child during a CHA tour. Parents'/guardians should meet with the Teacher-Counselor and make sure that they are made aware of any special needs or requirements.
5. I agree that CHA has the right to select a qualified replacement for my Teacher-Counselor who may presently be planning to accompany me overseas, in the event that he/she is unable or unwilling to continue in these plans. I understand that the Teacher-Counselor is the liaison between CHA and me and that all communication including tour/date confirmations and travel documents will be distributed through the Teacher-Counselor. In addition, the Teacher-Counselor serves as the spokesperson for the group and informs CHA of any group decisions.
6. I agree that any photographic or video likenesses taken of me while on a CHA tour and any of my written comments may be used in future publications or on CHA's website.
7. I hereby waive any and all claims against CHA and its agents or contractors, domestic and overseas, my local school and any staff members or counselors accompanying the group, their heirs or their estate, arising from any illness, death, injury, loss, damage, accident, delay, irregularity, or expense to person or property incurred from the use of any vehicle or service, strikes, war, weather, sickness, quarantine, government restrictions or regulations, or arising from any act of omission of any steamship, airline, rail-road, bus company, sightseeing, hotel or any other service or transporting company, firm, individual, or agency.
8. I also shall not hold CHA responsible for any loss or damage arising from any errors or omissions contained in this booklet or other CHA literature, late or non-confirmation or acceptance of bookings and loss or damage caused by delays. In addition, CHA shall have the right, at any time in its discretion and without liability or cost therefore, to cancel any tour or the remainder thereof, or make an alteration in route, accommodation, price and/or details in the event of any tour being rendered impossible or inadvisable by weather, strikes, war, acts of God, governmental interference or any cause whatsoever that is beyond CHA's

control. Any and all extra expenses incurred as a result thereof shall be the responsibility of the passenger.

9. I also release CHA and its agents, servants, employee officers or their assigns, my Teacher-Counselor, my school, my school board or contractors from any financial obligations or liabilities that I may incur or any damage or injury to me or to the person or property of others that I may cause while participating in this program.
10. I understand that CHA is not responsible for my well-being during such periods of time that I may be absent from CHA supervised activities, as during free time periods, times of independent travel, visits to friends and relatives and so forth. Additionally, CHA is not responsible for my well-being nor am I covered by insurance coverage provided by CHA once the tour has terminated if I choose to take advantage of CHA's Flexi-Flight Option.
11. I understand that the air carrier's liability for loss or damage to baggage, or for death or injury to person or property, is limited by their tariffs and/or by the Warsaw Convention. CHA is not responsible for loss, theft or damage to my belongings or to the belongings of any other person, including passports and travel documents.
12. If I become ill or incapacitated while on tour, I grant CHA or to any of its officers, staff or agents, full authority to take whatever action they feel is warranted under the circumstances in regard to my health and safety, including securing medical treatment and transporting me home (at my own expense or my parents'/guardians' expense). I further release any of these persons from any liability for such decisions or actions which may be taken on my behalf. CHA cannot be held responsible for the quality and/or timeliness of any such medical care received, nor for any expense incurred.
13. I understand CHA and/or the airlines reserve the right to make changes in tour itineraries and departure dates, to substitute airlines and equipment or to make cancellations for insufficient participation or any other reason.
14. I understand that in the event of my cancellation, refunds will be given in accordance with CHA's Tour Cancellation & Refund Policy as outlined in the current-year Important Information Booking Terms & Conditions. I understand that if I wish to cancel my enrollment in a CHA tour, I must do so in writing and must also sign a Release of Claims prior to receiving my refund.
15. I understand CHA's policy regarding the minimum group size required to operate a CHA tour which may necessitate possible tour and date changes and/or small-group supplements.
16. I certify that CHA strongly recommends that I purchase an Optional Travel Insurance Plan which includes a wide range of coverages and assistance services to protect my travel investment and provide me with peace of mind before and during my trip (see page 7).
17. I understand that I must pay in full by 110 days prior to my departure. If I fail to meet such payment deadlines, I realize that I will be assessed and agree to pay the late payment penalties.
18. I understand that weekend air fares are higher than those for mid-week, and I agree to pay applicable weekend surcharges for air travel on a Friday, Saturday, or Sunday.
19. I understand that CHA is not responsible for any costs arising from the loss or theft of any of my personal property or travel documents during the tour, including my passport.
20. I understand and accept that it is my responsibility to obtain a valid U.S. passport and any necessary visas and required documents in order to enter all countries on my

itinerary. If I am not a U.S. citizen, I agree to contact the local consular offices of the countries I will be visiting or passing through to obtain the necessary visas. (Visas are not obtainable on the spot overseas). Further, whether a U.S. citizen or not, I shall hold CHA harmless in the case where I may not obtain the necessary documents and understand that the inability to obtain these documents does not constitute grounds for withdrawal with refund.

21. I understand that I am responsible to comply with any vaccination, testing, documentation and quarantine requirements at my own expense if mandated by airline and/or government authorities (U.S. and foreign). I further indemnify CHA and/or its agents against any claims should I contract COVID-19 during or after my participation in the CHA tour.
22. I understand that I am responsible for any damage I may cause while on tour to hotel property and other facilities or for misappropriation of hotel property, and I agree to pay for any such damages that I may cause and not hold CHA responsible.
23. I understand that the use of school or municipal premises or property in the planning of the tour is a courtesy to me and the Teacher-Counselor and does not mean that the trip is officially sponsored or supported by the school or municipality.
24. I understand that, as a participant 22 years of age or older at time of travel, I am obliged to pay the Adult Fee as described in CHA's current-year Important Information Booking Terms & Conditions.
25. I understand that this agreement includes the entire agreement between CHA and me, and I do not rely upon any promises, inducements or agreements not herein, including but not limited to any oral statements made to me by any agents or employees of CHA or my school or by my Teacher-Counselor. This agreement may only be modified in writing and signed by an officer of CHA.
26. I certify that I am in good physical and mental health and I have no special medical or physical conditions, nor any special needs or requirements which would impede participation in the tour, nor be of any harm or inconvenience to me or other participants. I understand that walking long distances, climbing stairs, and carrying my own luggage are required activities.
27. I agree that if I have special dietary requirements and/or food allergies, I will take complete responsibility for my food intake and that CHA cannot provide any special meal arrangements for me nor will I be compensated for any uneaten group meals.
28. This agreement becomes effective when my tour enrollment is accepted by CHA, and I understand that this agreement shall be governed by the laws of the Commonwealth of Pennsylvania which shall have sole jurisdiction. Additionally, I (and/or my parents'/guardians if I am under the age of 21) consent to the exclusive jurisdiction and exclusive venue in the courts of Philadelphia County, Pennsylvania, in any and all actions or proceedings hereunder and irrevocably appoint any employee of CHA as an agent for the undersigned for service of process conditioned that all papers served upon said agent be forwarded to the undersigned. No modification, renewal, extension or termination of this agreement shall affect said appointment and choice of forum.
29. The terms and conditions of this contract supercede those of any previous CHA publication. This form cannot be changed or altered without CHA's express written consent.

Applicant and parent/guardian signature required:

I certify that I have read and understand the Important Information Terms & Conditions of CHA's current-year Tour Enrollment Booklet and CHA's Student Code of Behavior and that I accept all terms and conditions stated therein, and hereby acknowledge that, along with this Release Form, they form my agreement with CHA.

Applicant's Signature: _____

(Use your legal name as given on reverse side)

Date: _____

If applicant is under 21 years of age, the following must also be completed: I certify that I am the parent or legal guardian of the applicant, that I have read and understand the above Agreement and that I accept and will be bound by its terms and conditions on my own behalf and on behalf of the applicant.

Parent/Legal Guardian's Signature: _____

Date: _____