

BOOKING TERMS & CONDITIONS

The 2019 Important Information Booking Terms and Conditions shown on the following pages apply to all CHA tours departing from October 1, 2018 through September 30, 2019. Please read these pages before enrolling as they answer our travelers' most-asked questions and address our enrollment, payment, cancellation and refund policies & procedures in detail. Questions? Please call CHA at 1-800-323-4466.

What's Included in CHA's Registration Fee:

CHA requires all tour enrollments to be accompanied by \$95 to cover CHA's non-refundable Registration Fee. This fee is not included in the price listed on the tour page. It entitles travelers to CHA's materials such as the Travel Newsletter, Pre-Departure Guide, flight bag and luggage tag; related administrative and operational services by CHA staff worldwide; and Standard Tour Cancellation & Interruption Insurance as described below:

If the participant is forced to cancel due to serious injury or sickness (either personal or of an immediate family member), insurance refunds will apply (provided tour fees are fully paid) as follows:

44-35 days prior to departure:

Up to \$400 paid towards the program fee or the standard cancellation refund, whichever is higher.

34 days or less prior to departure:

Up to \$400 paid towards the program fee.

Cancellation prior to these dates will follow the Standard Cancellation & Refund Policy. Written notification of cancellation must be made within 72 hours of the event, accompanied by the appropriate medical documentation, and airline ticket returned (if applicable). This insurance is effective upon full and timely payment of all fees.

CHA's Included Travel Security Coverage:

Participants will receive a refund or a travel voucher for all payments made towards the program fee (less the \$95 Registration Fee) if an Official Travel Warning is issued by the U.S. State Department indicating Americans should not travel to a foreign country to which the passenger is scheduled to arrive within 60 days after a declared terrorist incident.

CHA's 2019 Important Information

What's Included in Your 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 & Fuel Surcharges: These include U.S. Airport Departure Taxes and Landing Fees, U.S. Security and Customs Fees, and Foreign Airport Departure Taxes applicable to your itinerary, which are all government-mandated and beyond CHA's control.

On-Tour Transportation: All on-tour transportation overseas by private motorcoaches, trains, ferries, boats and intra-tour flights, and transfers between airports and hotels abroad on arrival and departure. Transportation is not provided during free time. (Air-conditioned motorcoaches in the summer are provided when necessary and where available.) Any necessary local public transportation on walking tours is also included.

Hotel Accommodations: Accommodations are provided at superior tourist-class (3-star) and first-class (4-star) hotels. CHA tour prices are based on triple occupancy for students and double occupancy for teacher-counselors and adults. Each room contains private bath facilities. (In rare cases, hotels in certain countries may use a large room or mini-suite to house four participants. However, quadruple rooms cannot be requested or guaranteed.) Standard, second-class couchettes are provided on overnight trains in four- or six-berth compartments. Triple/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 Asia and Latin America, meals are provided only as indicated on the itinerary pages.

Tour Director: A full-time, professional CHA Tour Director is provided throughout the land portion of all tours in Europe, Mexico, Costa Rica, Cuba, Canada and the U.S. (On cruises and on tours to Peru, Ecuador and Asia, assistance and guidance will be provided by local hosts/representatives.)

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. (For tours presented in shortened format in this catalog, visit our website for a complete list of visits.) Orientation tours, walking tours, and on-the-road commentary are conducted by your Tour Director.

Luggage Fees for Europe & Asia: CHA tours to Europe and Asia include a luggage allowance of one medium-sized suitcase (to be checked on board the aircraft and loaded into the motorcoach luggage hold) and one small carry-on bag (subject to airline restrictions) due to the limited capacity of your motorcoach and other modes of transport used on your tour. (Please note that regulations on planes, trains and ferries may prohibit excessive baggage and may require excess baggage fees.) Participants are responsible for handling their own baggage. Please note that checked luggage fees assessed by the airlines for North American and Latin American tours are not included in the tour price.

Tips, Gratuities and Taxes: Tour fees include tips for services provided by hotel and restaurant staff as well as taxes assessed by hotels and restaurants. Tips for porters on Greek cruises, railways, and ferries also are included.

What's Not Included in Your CHA Tour Price:

Weekend Departure Surcharge: \$35 for flights departing Friday, Saturday or Sunday (in each direction, outbound and/or inbound).

Adult Participant Fee (for travelers 22 years and older): Shown on page 6.

Personal Expenses: Participants are responsible for passport and visa fees; portage at airports and hotels; incidental 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.

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

Special Meal Arrangements: CHA is unable to accommodate special meal requests for individuals with specific dietary restrictions, as meals are prepared and served on a group basis. Any special meals required will be at the participant's expense.

Customary Tips to Tour Director, Driver and Cruise Staff: It is customary practice in the travel industry to tip your Tour Director and your long-distance Bus Driver at the conclusion of the tour. CHA recommends each participant (including all teacher-counselors) tip a minimum of \$5 per person, per day, to your tour director, and a minimum of \$3 per person, per day, to your driver. (The suggested amount for tips to all cruise staff recommended by the cruise lines is a total of \$12 to \$15 per person, per day.)

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

Optional Travel Protection Plan: CHA offers its participants an optional Travel Protection Plan called TripAssure which includes Medical, Baggage, and Extended Tour Cancellation and Interruption coverages at an additional cost. (See page 7 for details.)

Optional Excursions and shore excursions on cruises. (See page 5 for details.)

Additional Tour Services & Options

CHA gives you the opportunity to customize aspects of your tour by taking advantage of the additional tour services described below, making the experience more meaningful and memorable for your group. From purchasing optional excursions to adding extra days to your tour, CHA's travel options give your group flexibility and convenience.

Group Services:

Optional Excursions: Additional activities which can be pursued during free time to enrich your tour's educational value.

Extra Days: Additional days may be added to the end of a CHA tour, allowing groups unstructured time to pursue their own interests.

Tour & Cruise Extensions: Extensions offered on selected tours provide more structured activity than extra days. Sightseeing, hotel/cruise accommodations, meals, airport transfers and tour director services (where applicable) are included. (See tour pages.)

Flexi-Flight Air Arrangements: Extend your group's stay at beginning or end of your tour for free time to pursue personal interests and activities.

Private Motorcoach Guarantee: Reserve a private motorcoach and tour director exclusively for your group. Travel exclusively with family and friends and have your tour and date confirmed as soon as possible.

Adult Tour-Quality Upgrade: Adult groups may upgrade any tour in our catalog by purchasing the Adult Tour-Quality Upgrade, guaranteeing first-class hotels with double rooms & portorage (where available).

Custom Tours: Design a tour to meet your group's specific needs. Create a tour focusing on certain subjects such as literature, music, history or art, or design a tour for your choral group, orchestra or sporting team.

Pricing:

Consult your Tour Counselor or CHA website for pricing information for optionals pre-purchased and those bought overseas.

Minimum group size: 10

\$185 for hotel & breakfast
\$215 for hotel, breakfast & dinner

Airport/hotel transfers and tour director are not included in above fees. For prices, please call CHA.

Minimum group size: 15

Depends on itinerary and extension chosen. See itinerary page. Contact CHA tour counselor for exact included features.

\$45 non-refundable processing fee plus any additional airfare costs incurred by this special flight itinerary. (Please note airport transfers are not included.)

Consult with CHA for Exclusive Motorcoach Guarantee pricing as they vary from tour to tour depending on the length of the tour, the destinations covered and the number of participants.

For CHA's Tour-Quality Upgrade, please contact your CHA Tour Counselor for pricing. CHA's adult fee is included in the upgrade price.

Call CHA to order a Customized Itinerary Planner and submit it to your CHA Tour Counselor for pricing upon completion. You also may complete and submit the form online on our website.

Payment Deadline:

No later than 50 days prior to departure if purchased in the U.S. May be available on tour at a slightly higher cost.

Must be requested in writing at the time of enrollment and paid in full no later than 110 days prior to departure. This feature may be limited during the Easter period and other peak travel dates and may not be available for all cities.

Must be requested in writing at the time of enrollment and paid in full no later than 110 days prior to departure. Shore excursions on cruise programs can be purchased directly from the cruise line upon boarding.

Must be requested in writing at the time of enrollment and paid in full no later than 110 days prior to departure.

Must be requested in writing at the time of enrollment and paid in full no later than 110 days prior to departure. Supplement fees are based on the number of fully-paying passengers.

Must be requested in writing at the time of enrollment and paid in full no later than 110 days prior to departure.

Must be requested in writing. CHA will prepare a personalized tour contract and itinerary for your custom tour with specific prices. Must be paid in full no later than 110 days prior to departure.

Individual Services:

Flexi-Flight Arrangements: For individuals wishing to extend their stay at the end of the tour, allowing them to visit friends and relatives or pursue their own interests. This option is not available at the beginning of your tour. If you choose this option, please note that your CHA tour program officially concludes at the end of the standard tour.

Alternate-Gateway Departure: For individuals wishing to depart from a different published gateway city than their group, allowing the participant to join a group tour but depart from his/her own hometown. CHA cannot guarantee same international flights as the main group.

Land Only: For participants who wish to make their own flight arrangements. CHA land-only tours begin and end at the hotel(s). Land-only participants should obtain from CHA their tour's confirmed departure date and arrival/return cities prior to making their own arrangements. If the land tour changes, it is the sole responsibility of the participant to make any necessary air changes. (This option is not available on all tours.)

Pricing:

\$135 non-refundable processing fee (accompanied by CHA's Flexi-Flight Form) and airfare cost differential incurred since you will not be able to take advantage of special group rates. (Please note that airport transfers are not included.)

\$135 non-refundable processing fee and the price applicable to the alternate gateway. CHA cannot guarantee the airport transfers for alternate-gateway participants who will be responsible for making their own transportation arrangements to join the group.

Land-only participants will receive a reduction off of their tour fees. The amount of this reduction will vary and may not be available on certain tours. (Consult with CHA for details.) The costs of airport/hotel/port transfers, as well as any applicable intra-tour airline ticket, are not included for land-only participants.

Payment Deadline:

Must be requested in writing and fee paid no later than 110 days prior to departure. Approximately 50 days prior to departure, CHA will advise you of available flights and additional airfare required. Any subsequent changes to your travel status will result in a minimum processing fee of \$100 plus any applicable airfare differential. CHA is not responsible for airport transfers nor any expenses caused by the group's tour itinerary reversal or modification.

Must be requested in writing and fee paid no later than 110 days prior to departure. Any subsequent changes to your travel status will result in a minimum processing fee of \$100 plus any applicable airfare differential. CHA is not responsible for airport transfers nor any expenses caused by the group's tour itinerary reversal or modification.

Must be requested in writing at time of enrollment and paid in full no later than 110 days prior to departure. Any subsequent changes to your travel status will result in a minimum processing fee of \$100 plus any applicable air and land surcharges. CHA is not responsible for airport transfers nor any expenses caused by the group's tour itinerary reversal or modification.

Adult Participant Fees

Adults may join CHA tours to share in the discovery and learning of educational travel.

In order for our tours to be most affordable to students, CHA bases its fees on discounted student rates for transportation, admissions, hotels, etc. **Therefore, it is necessary for any participant who is at least 22 years of age on or during the tour to pay an Adult Participant Fee of \$40 per day and \$70 per cruise and/or ferry night on tours including overnight cruises and ferries.** This cost will be added to CHA's published tour prices.

Adults will be conveniently accommodated in double rooms in hotels and in double cabins on overnight cruises and ferries. On overnight trains, adults will be accommodated in standard couchettes.

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

Adult participants (as well as students) must be in good physical health, able to walk long distances, climb stairs and carry luggage. Special meals and/or medical supervision cannot be provided (see "Special Note for all Participants" on page 8 for further details).

CHA suggests that adult groups consider requesting the Adult Tour-Quality Upgrade or Exclusive Motorcoach options.

Warning!

Your tour participation will be 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 Enrollments & Payments

Please read the following guidelines regarding enrolling and making payments prior to applying for a CHA tour. Enrollments are processed on a "first-come, first-served" basis. Since many of our tours are popular and both air and land space are limited, we encourage potential participants to enroll as early as possible and make all payments on time to avoid late fees or possible cancellation.

How to Enroll

By Mail

Before you enroll on a CHA tour, you must read and review "CHA's Tour Enrollment Booklet" which will be provided by your group leader. (This booklet can also be downloaded from CHA's website at www.cha-tours.com.)

Complete the CHA Tour Enrollment Form inside the booklet, sign the Release Form 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 in the amount of \$95 to cover our non-refundable Registration Fee.

Online

For fastest processing, CHA recommends that you enroll online at www.cha-tours.com. Click on the link "Enroll" at the top of our homepage. Enter your Group Access Code (available from your group leader) and follow the appropriate instructions shown on the screens. You must have a valid e-mail address and a valid credit card (Visa, Mastercard, Discover, or American Express) in order to enroll online. When enrolling online, in addition to the required \$95 payment to cover your non-refundable Registration Fee, you may also opt to pay your \$400 tour deposit (which is due 30 days after you enroll.)

Making Tour Payments

By Mail

Payments sent by mail to CHA must be in the form of personal check or money order. Allow adequate time for mail delivery. To assure quick processing and accurate credit, please include the Payment Stub from your CHA Tour Account Statement or indicate your name, group leader's name, tour name and departure date with your payment.

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

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 either by personal check/money order or by credit card on CHA's Tour Account Center. (Instructions for making online payments will be printed on the Tour Account Statement mailed to you following enrollment.)

CHA's Easy Payment Plan

Following enrollment, you may choose to pay the remaining balance of your tour fees using **CHA's new Easy Payment Plan.** Your balance will be divided into easy, monthly installments to be automatically charged to the credit card of your choice. Please call us for more details.

1 When You Enroll

Complete, sign and mail CHA's Tour Enrollment Form along with a check or money order to cover our \$95 non-refundable Registration Fee. For faster processing, enroll online at www.cha-tours.com using your group access code (provided by your group leader). Standard processing of an enrollment takes about 1-2 weeks from the time we receive it by mail or online. Once an enrollment is processed, CHA will mail a detailed tour account statement to each participant. If you are applying close to deadline dates, you may not receive your statement prior to payments being due and must pay all required fees without written notification from CHA in order to avoid late fees. A \$35 processing fee will be assessed for any check returned to us by your bank for any reason. CHA does not re-deposit returned checks.

2 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 online using CHA's Tour Account Center. **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 11:59pm Eastern Time of the deadline date will be considered late.

3 110 Days Before Departure

The remaining tour balance is due 110 days before departure. This includes the balance of all tour fees plus any other additional applicable fees such as Weekend Fees, Adult Fees, Rooming Fees, Extra Day Fees, Tour Extensions, etc. **If you are paying your balance after the 110-day deadline, a \$100 Late Payment Fee will be charged.** 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. No personal checks will be accepted. Air tickets and other travel documents will not be released for those who have not paid in full.

4 109 to 85 Days Before Departure

Anyone who enrolls after 110 days prior to departure is considered a Late Enrollment and must submit payment in full by certified check or money order along with CHA's \$95 Registration Fee and a \$135 Late Enrollment Fee. In addition, late enrollments are subject to air and land surcharges. (Contact CHA for complete tour pricing before enrolling late.) Any participant cancelled for non-payment who wishes to be reinstated in his/her tour must reapply and may be subject to late enrollment fees and other tour fees. **Late enrollments are accepted on a "wait-list" status.** This does not guarantee acceptance on a tour; however, every effort will be made to accommodate "wait-list" participants. If space cannot be confirmed by 35 days prior to departure, CHA will return payment in full. CHA reserves the right to refuse any enrollment at its sole discretion or when CHA air or land space is not available.

Tour Cancellation & Protection Plan

Tour Cancellation & Refund Policy

Because the operation of international tours requires extensive long-term planning, costs are incurred long before the actual departures. Many of CHA's suppliers require non-refundable deposits in order to secure CHA's low rates. With this in mind, CHA has created the following Tour Cancellation and Refund Policy. Please read it carefully prior to enrolling.

How to Cancel Your Tour

Cancellations must be submitted in writing by the participant (parent/guardian if the participant is a minor) and cannot be accepted in a telephone conversation. We will process cancellations only upon receipt of a cancellation letter, fax or e-mail, and the return of an airline ticket if one has been sent.

Cancellation refunds will be made in the participant's name according to the chart below. A release of claims must be signed prior to the refund being sent. (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.)

When cancelling with replacement, the replacement participant's enrollment form must be submitted in the same envelope and at the same time as the notification letter of cancellation. Written notification that one enrollment is intended as a replacement for the cancelling participant must be included in the same envelope. Replacements less than 110 days prior to departure are treated as late enrollments and late fees will apply. Refunds for cancellation with replacement will be made according to the guidelines listed below.

Refunds

Refunds, including those for overpayments, will be issued only upon written request in a letter, by fax or by e-mail. Cancellation dates referred to in the chart below pertain to the postmark date or date stamp of your cancellation notice to CHA.

Please note that the inability of a participant to obtain the necessary travel documentation prior to departure does not constitute grounds for cancellation with a full refund. The cancellation fees shown below will apply.

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 \$185 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 \$295 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and \$195 Cancellation Fee
108 to 85 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and \$495 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and \$345 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.	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.

TRAVEL PROTECTION PLAN

NEW! TripAssure Travel Protection Plan

CHA is proud to offer 2019 travelers our new **TripAssure Travel Protection Plan** featuring a wide range of comprehensive coverages and services.

Travelers will have a choice of two excellent, affordably-priced plans, both of which will provide peace of mind in the event of an emergency, sickness or other unexpected situation. Both plans will include Trip Cancellation and Interruption, Trip/Travel Delay, Baggage Delay and Protection, Medical and Accident Expenses, and Emergency Assistance Services. CHA strongly recommends you purchase a TripAssure Travel Protection Plan to ensure greater peace of mind before you travel and during your tour.

To compare the available TripAssure plans, to get a personalized plan quote(s), and to purchase your plan online, please visit:

www.tripassure.com/main/?welcome=CHAE0400PA



TOUR & DATE CONFIRMATION

Group Size & Consolidation

In touring, bus transportation is the main unit of movement, and its cost per person (as well as costs of other fixed tour items such as tour director, local guides, etc.) is directly related to the number of fully-paying participants enrolled on the tour. **Therefore, in order to qualify for the low prices listed on the tour page, CHA generally requires a minimum of 35 fully-paying participants per tour.**

When a group has fewer than the 35 fully-paying passengers required to operate a tour, **CHA will combine smaller groups who have selected the same tour on the same date to create a larger touring group**, thus giving smaller groups the ability to travel at our low group rates. This also gives students the opportunity to meet and travel with groups from other parts of the country, an enjoyable and rewarding aspect of the tour experience. We cannot guarantee that all groups on the motorcoach will be of the same age level nor that all 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.

Small Groups

When a tour does not reach the required minimum of 35 fully-paying participants (whether comprised of one school or several combined 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 an additional fee to operate their originally requested itinerary.

Tour & Date Flexibility

Group travel requires a certain degree of flexibility. **On occasions when there are no combinable groups interested in your tour, CHA reserves the right to 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 October through April and within seven days of the originally requested date on tours departing from May to September. The replacement tour may not include all cities and/or countries on the original tour. New program costs and other applicable fees including Weekend Fees will apply.

Special Note:

All CHA participants (adults as well as students) must be in good physical condition to travel. Traveling on CHA tours 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. Since you are part of a larger touring group, all participants are expected to be on time and keep up with the tour's schedule and fast pace in order to ensure that all planned activities are executed.

The Essentials of CHA Touring

In order to keep prices affordable and to maintain the ability to offer programs rich in educational value, it is important for groups to understand the need for flexibility as explained below:

Flight Arrangements

CHA provides our groups with the most affordable air transportation by working on a large scale with major international airlines. Compared to higher published airfares, CHA is able to negotiate very affordable rates directly with each airline due to our high volume. However, these discounted group rates are limited and flexibility of departure dates and/or tours may be necessary to take advantage of these lower prices. The airline used is at CHA's discretion. **When weekend departures are requested or required, the airline-imposed weekend surcharges (\$35 for travel on Friday, Saturday or Sunday in each direction) will apply.**

Groups may choose to fly out of over 60 U.S. departure cities shown on our tour pages 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 seats on scheduled flights based on your requested U.S. departure city, the existing flights that fly from your city to your final destination, and the availability on those flights. **Please understand that direct, single-plane service is not available from most U.S. cities, and you 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 space capacity and flight availability, we cannot guarantee that members of large groups will fly together on the same flights. Seating assignments will be made by the airline and given to passengers at check-in time.

CHA reserves the right to use alternate airports in a city, based upon airline schedules and availability. (In New York, 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 bases its tour prices on triple occupancy for students and double occupancy for teacher-counselors and adults. The group leader must arrange the group's rooming preferences and submit them to CHA no later than 70 days prior to departure, so that we can forward them to the assigned hotels.

Rooming Fees

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

Rooming Arrangements

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 or bought this type of accommodation before departure. Also, in some European cities, as well as in Latin America, rooms may contain a double bed (meant for two people) in lieu of twin beds.

Sightseeing

To clarify what is included on each tour, entrance fees into selected sites are indicated in two ways: in the tour text as a "visit" and in italic letters in the itinerary. Terms such as "see," "view," or "panoramic" indicate sites viewed during sightseeing. In addition to included sightseeing, CHA offers a variety of optional excursions based on your selected tour. 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." (A complete selection of optional excursions and applicable costs are available on the tour pages of our website. Following your tour confirmation, these optional excursions can be purchased by the group leader online through CHA's Tour Account Center.)

Scheduling Tour Events

The order in which tour features are listed on your selected itinerary 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 with exact order and times for events. Walking Tours take place in the designated cities as indicated on the itinerary (weather and time permitting) with any necessary public transportation included.

Itinerary Adjustments

CHA reserves the right to make any itinerary changes when it becomes necessary to do so. 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, arranging ground transportation to an alternate gateway, or making such alterations to the itinerary as deemed necessary. CHA also reserves the right to change times and hotels (to comparable hotels) and to substitute trains and other modes of transportation for intra-tour flights or vice versa when 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 at any time.

Sightseeing, shopping, and group activities may be limited by holidays; the schedules of ferries, trains and intra-tour flights; closing times; and strikes, traffic and other factors beyond CHA's control regardless of the order in which the tour operates. When scheduled features are not available, CHA will attempt to provide adjustments or substitutions to minimize inconvenience to our participants. If substitutions are not possible, no refunds will be made.

Special events in certain cities, as well as athletic events, political celebrations, religious holidays (especially during Easter period), music festivals, etc., may influence the regular operation of our tours. **At these times, flights and hotels are in extremely high demand and may be limited. Therefore, CHA reserves the right to find alternate hotel accommodations and/or services in the area.**

For tours involving overnight stays in Venice and Nice during peak travel periods and in other popular cities when special events are taking place, it may be necessary to accommodate groups in surrounding areas.

CHA tour directors do not accompany groups on cruises, where assistance is given by the cruise director. 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 and Mediterranean cruises are offered by the cruise lines at an additional cost.

Terms, Conditions & Responsibilities

Travel Documentation

Passports & Visas

Due to recent government requirements, all passengers traveling outside of the USA require a passport. It is the responsibility of each participant to obtain his/her passport as well as other required documentation such as visas prior to departure. 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.

Passports and other necessary documentation must be obtained no later than 65 days prior to departure. Participants who already possess 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 now 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 itinerary carefully 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 all reservations and issues airline tickets for each passenger in the name as it is written on his/her Tour Enrollment Form. Therefore, when enrolling, potential participants should provide their full legal names (including full middle name) as they appear (or will appear) on their passports. New TSA regulations regarding passenger names are very strict. Any discrepancy in this information may result in denied boarding.

Any correction to your name (for any reason whatsoever after enrollment) will incur a minimum processing fee of \$150 and can result in higher airfare and/or a different flight itinerary from your group.

Pre-Tour Preparation

A CHA tour begins long before your flight departs as information is distributed and groups are formed. Before enrolling, participants must read carefully CHA's Student Code of Behavior and this Important Information, both of which are published in CHA's Tour Enrollment Booklet.

The teacher-counselor is the main liaison between CHA and individual participants 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. Any questions regarding participation on a CHA tour should be directed to the teacher-counselor.

Final Tour Documents

Your group's specific flight itinerary and the names, addresses, phone numbers and websites of your hotels will be made available on CHA's Online Tour Account Center approximately 2-3 weeks prior to

departure. Electronic air tickets and other travel documents will be available online approximately one week prior to departure for the group leader to print and distribute to individual travelers only if all participants have paid in full. (Participants traveling from alternate gateways will receive final travel 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 seen on tour. The teacher-counselor fosters a positive atmosphere for this learning experience by cooperating with the Tour Director and other teacher-counselors on the motorcoach, 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 of students while on tour, assuring that CHA's Student Code of Behavior (published in CHA's Tour Enrollment Booklet) is strictly followed. Adult participants traveling with student groups must set a good example by conforming to the appropriate rules of behavior.

Financial Security

In keeping with our sound financial stability of over four decades, CHA offers comprehensive financial security coverage. All tour payments 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 participant 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. Additionally, each CHA traveler receives the benefits of our Travel Protection Plan insurance coverage featuring Trip Cancellation and Interruption Insurance as well as optional Medical, Baggage and additional Trip Cancellation and Interruption Coverage (see page 4 and 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.

Responsibilities

CHA and/or 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 in this catalog are based on rates available as of December 2017.)

CHA reserves the right not to operate any tour at its discretion in the event of unforeseen operational difficulties or other extenuating circumstances. In these cases, our sole responsibility will be to offer the choice of a different tour or a full refund of all tour fees paid (less CHA's non-refundable \$95 Registration Fee).

CHA cannot be responsible for events beyond its control, such as (without limitation) acts of God, 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, airline tickets or other documents or damage/ loss to baggage or personal belongings (including cash) at any time during the tour. In the case of a lost airline ticket, the participant is solely responsible for meeting airline requirements (both logistical and financial) for ticket replacement. In the case of lost property, CHA will assist in its recovery, where possible, for a \$50 service fee (plus shipping expenses.) 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 (either 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. Please note that airlines reserve the right to substitute aircraft and equipment, and flights may make additional stops.

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