

Safety & Security Plan | 2020-2021

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About WorldStrides Explorica

WorldStrides Explorica helps teachers create educational tours full of authentic, interactive learning experiences. We specialize in connecting teachers and students to new cultures, languages, and people on educational tours across the globe. Our combination of exclusive online tools and personalized service enables us to create tours uniquely suited to provide both the best value and the most customization in the industry.

Every WorldStrides Explorica tour includes flight or bus transportation, accommodations, on-tour transportation, most meals and an expert, full-time Tour Director dedicated to your group. And with our veteran program consultants, customer care representatives, and comprehensive, user-friendly website, we're always here to support you from the moment you contact us, to the minute you shout bon voyage!

When it comes to safety, our record is exceptional

Our organization combines the expertise of two industry leaders in educational travel. Explorica joined WorldStrides in 2016, becoming a division of a company with more than 50 years of experience in teacher-led travel programs for students. With decades of combined experience in travel, we know exactly what precautions to take to keep students safe on tour. Protecting our travellers is our first priority, and we are committed to the task of training our staff in rigorous, safety-related procedures and holding our suppliers to the highest standards of quality and integrity. To do so, WorldStrides Explorica recruits talented staff and partners with reputable suppliers, working out every detail meticulously to exceed the expectations of our customers. At WorldStrides Explorica we believe that safety is of the utmost importance for every tour that we offer across the globe.



We proudly offer you and your students the following, included on all tours:

\$50M liability coverage	The largest in the industry; this coverage applies to our tour leaders and can be extended to the school or school board in certain circumstances.
24/7 emergency support	For any problems that may arise, our dedicated emergency contact line is always ready to provide assistance.
Global presence	Operating out of more than 70 offices on six continents, wherever you travel, we'll be able to support you.
Doctors on Call Program	Exclusive partnership with George Washington University Medical Center's emergency department physicians.
WorldAware partnership	A world-leading organization in risk management providing detailed global risk information. In addition, they will aid in evacuation services in the event of a crisis overseas.

In addition, WorldStrides Explorica offers students the option to include one of two trusted travel protection plans both of which will cover school board cancellations. Students can add either of the two options to any tour:

Travel Protection Plan - *which now includes S.B.C.*

Our standard plan covers common mishaps like misplaced tickets or passports, lost luggage, sickness or injury during the tour, and more. It also includes full coverage from school board cancellations, including labour strike, work-to-rule, or school board determination of risk of harm, up until the day before departure with a full refund minus the cost of the insurance policy.

Travel Protection Plan PLUS - *Cancel For Any Reason*

Our exclusive upgraded plan, the only "cancel for any reason" policy in the industry provides total peace of mind by allowing the travellers to cancel their tour and be reimbursed for 75% of the non-refundable cancellation fees for any reason up to 30 days before departure.

Please take some time to read through this plan and familiarize yourself with our company policies regarding safety and security. If you have any further questions or concerns, please call us at 1.888.378.8845.



Associations & Partners

Associations

We're proud to be members in good standing with some of the top travel organizations in the industry.

- › **Ontario Motor Coach Association (OMCA)**
- › **Travel Industry Council of Ontario (TICO)**
- › **Office de la Protection du Consommateur (OPC)**
- › **Student Youth Travel Association (SYTA)**
- › **National Tour Association (NTA)**
- › **European Tour Operators Association (ETOA)**
- › **The Better Business Bureau (BBB)**
- › **International Air Transportation Association (IATA)**
- › **World Youth Student & Educational Travel Confederation (WYSETC)**
- › **United States Tour Operators Association (USTOA)**

Partners

We partner with **WorldAware**, a leading worldwide security and risk management organization, for additional assistance in evaluating global conditions. WorldAware delivers intelligence-driven, integrated risk management solutions that enable multinational organizations to operate globally with confidence. WorldAware offers our travellers evacuation services in the event of a large scale crisis.

Our **Doctors on Call** Program is an exclusive partnership with George Washington University Medical Center's emergency department physicians. Dr. Neal Sikka, of the George Washington University Hospital Department of Emergency Medicine, serves on our staff as WorldStrides Medical Director. He and his team oversee medical response planning and case management for the organization. The Doctors on Call program allows WorldStrides Explorica to provide 24-hour on-tour medical support via phone (including translation services in over 100 languages), hotel visits in the Washington DC metro area, or fast tracking to the emergency room.

We work directly with the best suppliers in the business, communicating with them constantly to ensure that the accommodations, activities, transportation, and meals for our student groups are second to none. We collaborate with United Airlines, Coach Canada, Marriott, Hard Rock Cafe, and more to bring you the highest quality meals, transportation, and accommodations available.



Your WorldStrides Explorica Tour

We work with you every step of the way to ensure that every aspect of your tour goes your way, from the preliminary planning process to your students' safe arrival home. That's why our dedicated staff works around the clock, so that you can get back to doing what you do best: changing lives one student at a time.

Tour Directors

With WorldStrides Explorica, you never work alone. Our professional Tour Directors provide 24/7 support for our travellers, accompanying them every step of the way from arrival to departure. They live and work in the cities our tours visit, are fluent in the local languages and customs, and will advise travellers to support their personal safety and the safety of their belongings. Every WorldStrides Explorica Tour Director is thoroughly trained in safety procedures and how to handle any situation that may arise. We maintain regular contact with all WorldStrides Explorica field staff to provide up-to-date information on local conditions.

Requirements for all WorldStrides Explorica Tour Directors:

- › Regular criminal background checks
- › Valid first-aid certification
- › Intensive annual trainings in safety and security
- › References before hire

Tour Director responsibilities:

- › Advise students on safety practices, such as keeping hotel doors locked, securing valuables, locating emergency exits, and implementing the "buddy" system
- › Liaise effectively with WorldStrides Explorica's operations and emergency departments

Tour Director department support from WorldStrides Explorica:

- › Organize annual Tour Director conferences to communicate safety and security updates
- › Organize on-tour support visits, sending senior Tour Directors to assist for quality control and emergency assistance purposes



Ground Transportation

WorldStrides Explorica's emergency and land departments are available 24/7 and routinely deal with transportation issues. Itineraries can be rescheduled accordingly to make up for any missed activities where possible.

Public transportation

When travelling via public transit, students are organized into sub-groups with chaperones. Our 6:1 student-to-chaperone ratio supports safety when travelling in this fashion. Every group travels with a Tour Director familiar with cities visited and corresponding public transit systems.

Rail transportation

We only work with the best trains in Europe with the highest safety ratings, including Eurostar, AVE, TGV, and a number of other international rail transit lines.

Coach safety features and equipment

- › All of our motor coaches are equipped with standard safety features to protect passengers.
- › Seatbelts (when present in the coach) are present for the comfort and safety of passengers. Wearing them is compulsory in most European countries.
- › Fire extinguishers are usually located at the front of the vehicle.
- › Emergency exits include instructions for use in an emergency. Most coaches also have roof hatches that can be used as emergency exits.
- › First aid kits are often located in the overhead compartment above the first row of seats. They should be in a container clearly marked with the Red Cross symbol.
- › Strict adherence to current driving hours legislation.

Flights

Airline partners

We only work with the most reliable airlines. Our airline partners include most major airlines, such as Alitalia, KLM, Air France, Air Canada, British Airways, Lufthansa, Iberia, Virgin Atlantic, and Delta Airlines.

Flight delays and cancellations

WorldStrides Explorica's emergency support department is available 24/7. The WorldStrides Explorica Travel Protection Plan also provides generous coverage for any additional costs incurred due to delays and cancellations. Itineraries are often rescheduled accordingly to make up for any missed activities.



Activities

Water safety (swimming, kayaking, boating, canoeing, etc.)

Life jackets are provided for all water-based activities by the activity provider. Groups do not visit beaches without lifeguards.

Adventure activities

For adventure activities such as zip-lining, snorkelling, hiking, circus school, or others, proper safety equipment (helmets, belays, snorkels, etc.) is required for all participants. The activity provider may require participants, or chaperones in the case of minors, to sign a waiver or release agreement. Participants are not required by WorldStrides Explorica to participate in this or in any activity, and may choose not to do so. Tour Directors should advise their group leaders of any students who are afraid of heights or water, or are uncomfortable doing any activity, in which case non-participation may be the best option.

NOTE: If required, all selected on-tour activities must first be approved by your School Board.

Meals and Accommodations

Food safety

All restaurants must pass a safety inspection. All food allergies and requests are noted by the Tour Director and group leader, and all restaurants are notified of allergies in advance.

Hotel safety

All hotels must pass a safety inspection. All hotels provided have security staff, and additional security or specific floor supervision can be provided upon request. Nighttime security is included in all of our North American tour packages. Teachers, chaperones, and students will be placed on the same floors to provide additional supervision when possible.



Code of Conduct

Educate yourself about the culture you're visiting. Before you jet off across the world, do a little research. How do they dress? What do they eat? How do they say "hello"? This will help you adjust to the new environment and keep you from looking like a tourist.

X marks the spot. Be where you need to be, when you need to be there. Always come prepared with local maps, essential phone numbers, and a watch, so it's easy for you to get to designated meeting spots on time. Scheduled activities are mandatory. If you need to be excused from an activity for any reason, please ask your group leader for permission in advance.

Pay attention to your surroundings. In a new environment, there's a lot to take in, but you need to stay alert. Be mindful of your safety and belongings at all times, so that you can avoid any mishaps while travelling.

Listen to your group leader and Tour Director. Your group leader is responsible for your safety, and your WorldStrides Explorica Tour Director is an expert in every aspect of your destination. Listen to them and do what they say at all times. This means getting to places on time, respecting curfew, and following all rules in place, so everyone can have a fun and safe experience.

Organize your free time responsibly. Throughout your trip you'll have periods of free time. During this time, you should always be with a small group, and never stray too far from your meeting place. Be sure to wear a watch, carry a map, and allot plenty of time to get to your meeting place early, so your group doesn't have to wait.

Respect the people and the culture. When you travel, think of yourself as a guest in someone else's home. Even if foods, clothes, or behaviours seem strange to you, be understanding and accepting of the culture.

Illegal activities will not be tolerated. The laws abroad may be very different from the laws back home, but no matter how strange they may seem to you, follow them! If not, you are subject to the legal consequences and immediate dismissal from the tour.

Consumption of hard alcohol will not be tolerated. We do not permit excessive drinking on our tours. The allowance of a glass of wine or beer at meals is up to the discretion of your group leader if you are over 18 and of legal drinking age in the country you are visiting.

Offer help and support to your peers, group leader, and Tour Director. You're all in this together! Whether a friend needs a hand lifting a suitcase, your group leader needs to get everyone quiet to call roll, or your Tour Director needs help learning someone's name, lend a helping hand to whoever needs it.

Damages are your own personal responsibility. If you break it, you buy it. If you damage anything in your hotel or bus or incur any additional fees (e.g. phone calls, room service, etc.), you will be held responsible and required to pay for it. If you notice any damage upon arrival, notify your Tour Director immediately.

Experience the world and have fun! These rules are in place to keep your entire group safe, healthy, and happy on tour. Now it's your job to get out there and enjoy the experience of a lifetime. *Bon voyage!*



Communication on Tour

We promise to keep our student travellers as safe as possible, but we understand that most parents want to check in for themselves. To ensure that student travellers can contact their families as much as possible, we make sure that there are a number of communication options available. This way students can share their adventures with those at home, and parents can personally verify that their children are safe and secure while on tour.

Emergency Assistance

We believe it's important to be prepared for any emergencies that might arise while travelling. With WorldStrides Explorica's worldwide network, internationally located offices, and 24/7 emergency support, we can help you with any problem, at any time, in any country. If a problem or emergency occurs on your tour, we will respond swiftly and appropriately to minimize any disruption to your trip.

WorldStrides Explorica Customer Care

Our dedicated 24-hour emergency contact line is always staffed and ready to provide rapid response. If you have an emergency anywhere or at any time, please call +1.617.210.6194 or call toll-free at +1.888.378.8845 ext. 194.

Worldwide Network

Our Vice President of Health and Safety, supported by our team of risk management professionals, continually assesses all travel destinations and situations. We also partner with WorldAware, a leading worldwide security and risk management organization, for additional assistance monitoring and evaluating global conditions.

As a WorldStrides organization, we operate more than 70 offices on six continents. While on tour, our international network of offices enables us to react swiftly to any situation requiring immediate on-site assistance.

Tour Diaries

Our exclusive online Tour Diaries enable parents to check in on their students' daily activities while on tour, without interrupting any of their adventures. Our Tour Directors publish photos and journal entries at the end of each day on tour, so that families at home can keep tabs on their travellers from across the country or across the world.

Calling Home

While travellers should be careful about flaunting expensive smartphones, it can be a great safety asset to have a working phone while travelling. On international tours, consider purchasing a local SIM card or an appropriate roaming package from your cell phone provider to keep in touch with your group and your family at home.



Travel Protection

Protect yourself, your belongings and your tour investment with the best insurance in educational travel. We suggest all travellers purchase one of our two travel protection plans, so they are covered for lost bags, misplaced tickets or passports, or illness during the tour.

Through Trip Mate, our third-party travel protection plan provider, four out of five WorldStrides Explorica travellers protect their tours with our travel protection plans. WorldStrides Explorica offers two great plans that help protect your educational travel investment.

Travel Protection Plan

Our standard protection plan covers you for the following events:

- › **Trip cancellation or interruption due to school board cancellation (including teacher labour strike, teacher union-directed work-to-rule job action, or school board determination of risk of harm)**
- › **Theft of passport or visas**
- › **Loss of luggage and personal effects**
- › **Trip cancellation or trip interruption due to covered reasons such as a covered sickness, injury, or death**
- › **Trip cancellation or trip interruption due to terrorist acts, as defined**

Travel Protection Plan PLUS

For everything else, there's our Travel Protection Plan PLUS, which includes our exclusive **"Cancel For Any Reason"** waiver benefit in addition to our standard insurance. This means that no matter what your reason, if you cancel your trip at least 30 days prior to departure, you will be reimbursed for 75% of the non-refundable cancellation fees, an option not available anywhere else.



Liability

We understand that many school officials are concerned about allowing their students to travel, but we assure you that safety is WorldStrides Explorica's number one priority. We have taken all precautions to protect students and other tour participants, and we have policies in place to protect the school, school board, teachers, and participants involved with our tours.

WorldStrides Explorica has an exceptional safety record, but in the unlikely event of injuries or damages resulting from our negligence, we have a \$50 million liability policy that protects third parties such as the school and school board. For additional information on our liability insurance, or to receive proof of coverage, please contact your WorldStrides Explorica program consultant or call 1.888.378.8845.



Safety Committee

WorldStrides employs a Vice President of Health and Safety, who leads a department of employees fully focused on health and safety support. This executive also chairs a committee that meets biweekly to review current issues and incidents, and to prioritize initiatives for incremental improvement. The committee includes seven executives with over 100 years of collective experience in educational travel.

The purpose of the Global Health and Safety Department is to look after every aspect of safety and security related to WorldStrides Explorica's tours. This includes, but is not limited to, the following:

- › **Advising on tour itinerary development;**
- › **Eliminating or issuing warnings on risks related to activities;**
- › **Creating standards and compliance for selecting Tour Directors, Partners, and Suppliers;**
- › **Providing safety training for Tour Directors;**
- › **Visiting suppliers to review safety checklists and liability insurance;**
- › **Drafting and reviewing contracts;**
- › **Overseeing processes and policies for Customer Service and Emergency Service;**
- › **Reviewing and updating communication tools during an emergency;**
- › **Updating WorldStrides Explorica's safety and security manual; and**
- › **Ensuring training and compliance with WorldStrides Explorica's major and minor incidents management plan.**

Our foremost priority as a company is to invest in resources to provide for the safety of all our travellers while on an WorldStrides Explorica tour. All appropriate measures are taken to maintain our current high standard of safety.



Proactive Security Steps

To ensure the highest level of safety for our travellers in every scenario:

- › We have a global presence with more than 70 offices around the world to monitor situations and assist in the event that safety issues arise.
- › Our VP of Health and Safety, supported by our 24/7 team of dedicated risk management professionals, continually assesses all travel destinations and situations.
- › We partner with WorldAware, a leading worldwide security and risk management organization, for additional assistance in evaluating global conditions, and we actively monitor any security issues with them.
- › Our Tour Directors live and work in the cities our students visit and are available at all times to support their groups. We are in regular contact with all of our staff on the ground to provide up-to-date information on local conditions.

Some important guidance for major incident management:

If a terror event or natural disaster occurs in your city during travel (if group is together with the Tour Director):

- › The Tour Director and group leader should determine whether to shelter in place, to return to the hotel, or to move to a safer location.

If a terror event or natural disaster occurs in your city during travel (if group is together without the Tour Director):

- › If you are at a location/activity, follow the instructions of local officials if possible, and determine whether it is best to shelter in place, return to the hotel, or move to a safer location.
- › If you are at a restaurant/other public location, you can consult with locals for their recommendations.
- › Contact WorldStrides Explorica as soon as practical (as well as your school). Use the 24/7 number listed below.

If a terror event or natural disaster event occurs in your city during travel (if during free time):

- › During free time, it is likely your group will be fragmented and in multiple locations. Your top priority as group leader is to determine the safety of your students.
- › All group participants (students, chaperones) must understand that if there is an incident in the city at time of travel, they must either immediately return to the hotel for headcount, or contact you indicating they are safe but unable to safely return to the hotel at the time.
- › You may choose to share a secondary meeting location if your hotel is unsafe for return.
- › If participants assess that it is not safe for them to return to the hotel, they can shelter in place. They should then reach out to you via phone/text, email, or through social media posts. Students without phones may need to borrow one from local residents.
- › Contact WorldStrides Explorica as soon as practical (as well as your school). Use the 24/7 number listed below.

How to reach WorldStrides Explorica in an emergency:

- › Phone +1.617.210.6194 or call toll-free at +1.888.378.8845 ext. 194 (24/7 Emergency Contact Line).
- › Please program the above number and your school's number into your phone prior to travel.



Emergency Management

Tour Directors are trained on how to address emergency situations at the onset of every travel season. WorldStrides Explorica provides an emergency phone number to all participants, parents, chaperones, Tour Directors, and anyone else associated with the trip. WorldStrides Explorica's emergency and operations staff conduct drills and trainings on an annual basis, to test all processes and procedures.

Minor incidents

Tour Directors report any minor accident to our operations team at the onset of the incident. Depending on the situation, appropriate personnel are informed via an internal communication system, which alerts multiple departments, allowing them to work quickly and efficiently to resolve the issue. Incidents are not resolved until labelled as closed in the system.

Major incidents

All information regarding a major accident is reported via our internal communication system following established protocols for escalation of information to appropriate senior leaders of the organization. In a major accident situation, our safety and security officer is contacted immediately to ensure the situation is communicated accordingly to all parties. Tour Directors and staff work with the group leader to accommodate the groups' needs for the remainder of the tour. We will contact the insurance provider when necessary.

Extreme weather or natural disasters

In the case of extreme weather or natural disasters, the Tour Director will report the situation via our internal communication system and notify our safety and security officer. Arrangements will be made to accommodate the needs of the students on tour.

Allergies

WorldStrides Explorica advises the Tour Director and all relevant suppliers of any traveller allergies provided by the traveller online or by the group leader through completed allergy forms. The Tour Director will work with chaperones to accommodate the students' needs.

Prevention and action plan for missing students

Head counts are performed at each meeting point on tour, and each time the group boards a bus or other form of transportation. All students receive the hotel's name, address, and phone numbers. In the event of a missing student, our emergency procedures would be activated and all parties on location would support efforts in finding the student. Teachers are also accountable for assisting in these efforts.

Lost or stolen passport

In the event of a lost or stolen passport, your group's Tour Director and the WorldStrides Explorica operations team will assist you in the proper procedures for obtaining a new one. WorldStrides Explorica is not liable for lost or stolen passports. For coverage in such an event, please purchase one of our travel protection plans.



Emergency Response Plan

WorldStrides Explorica's approach to safety and security is to be prepared. We always plan not to have a crisis, but we prepare for everything just in case. WorldStrides Explorica has a very comprehensive internal response plan (including a major and minor incident response plan) regarding the many emergency situations that may occur while on tour.

We conduct emergency drills with our Emergency Response Team, Tour Directors, and select staff yearly in order to practice handling emergencies. The teacher and chaperones, along with the WorldStrides Explorica Tour Director, are responsible for the safety of the students while on tour.

In the event of a crisis, our emergency plans are immediately activated. Every emergency situation is tracked in our Emergency Issue Tracker, and no issue is closed until the emergency is completely resolved. All levels of the company are involved in order to resolve any situation. This includes the direct involvement of the Tour Director, their communications to the Health and Safety Department, Tour Director supervisors, the Emergency Support Department, the Operations Department, and our Customer Care Department. There is a corresponding priority and escalation process, with senior executive involvement only a mobile phone call away, 24 hours per day.

At WorldStrides Explorica, we consider an emergency as follows:

- › **A serious, unexpected, and often dangerous situation requiring immediate action.**
- › **A situation that poses an immediate risk to health, life, property, or environment.**
- › **A situation or event that has caused unexpected consequences, changes, or has affected the tour, the participants, or the tour leaders and the ability of the tour to continue to run as planned. For us, these can also be quality concerns or tour flow concerns in addition to traditional "emergency" situations.**

We believe that each incident requires a customized approach, which is why we dedicate substantial resources to incident and emergency management. The examples provided in the subsequent pages detail our individual approach to situations we have managed in the past.

Some examples of crises we have handled where there were tour participants impacted include grounded flights due to Icelandic volcano eruption (2010); Arab Spring (2011); Japanese Tsunami (2011); Paris bombing (2015); Brussels and Nice bombing (2016).

WorldStrides Explorica partners with WorldAware who is the premier integrated risk management firm focused on empowering our travellers with the best intelligence and insights should a crisis occur nationally or overseas. We would be in constant contact with WorldAware in the event of an evacuation situation—and would receive the very best intelligence available to ensure we get our groups to safety as quickly as possible. In the event of a terrorist attack or other life-threatening situations, WorldAware offers evacuation services that could be an option for our groups.



Emergency Example 1

Missing Participant

In a situation where a participant has been separated from the group, our team has taken the following action steps:

- › Speak to the rest of the group and ask when they last saw the missing tour member.
- › Institute the buddy system and have the group check likely locations (room, bathroom, meal room, lobby, bus). Ensure buddy teams contact the Tour Director and return to the group immediately if the participant is located.
- › Contact hotel staff if there is a possibility the missing person is in their hotel room.
- › Contact event or venue staff to arrange for the tour member to be contacted.
- › Contact the local police. Once police are involved, do not leave them without first advising them, and make sure they have an itinerary and number where they can reach you.
- › If police contact is made, contact 'WorldStrides Explorica Emergency' immediately. The group leader or WorldStrides Explorica Emergency personnel can contact the nearest relative if the missing tour member is travelling alone.
- › Explain to the group leader that the Tour Director's responsibility is to the group and that once the student is located (eg. back at hotel) the tour should go on as scheduled for the other tour members—this could mean a missed site for the student and group leader.
- › Have the group leader assume responsibility for working with the local police and determine who will remain behind or who will come to the police station to assist them with searching for the missing person.
- › Prepare the major incident report on what has happened, outlining contacts made with hotel, event/attraction staff, police and relatives.

Each student should be carrying the name of the hotel and the emergency number and is instructed to take a taxi back to the hotel if separated and they cannot reach their group leader, a chaperone, a friend on tour, or the Tour Director.



Emergency Example 2

Hospitalization

In a situation where a participant requires significant medical intervention, our team has taken the following action steps:

- › Contact the WorldStrides Explorica Emergency Office immediately. The group leader can contact the nearest relative if the passenger is travelling alone.
- › Explain to the group leader your responsibilities to the group, and that the tour must go on as scheduled (eg. while student is at hospital, tour to museum continues).
- › The group leader must assume responsibility for the care and attention appropriate for the ill passenger and determine who will remain behind with the ill passenger or who will come to join the person at the hospital.
- › Do not depart the hospital and resume the tour until all appropriate papers are signed.
- › Make sure the ill person is under proper medical care and that there is a clear understanding with the group leader as to who will be looking after the passenger.
- › Do not give out any medication.
- › If you are at a hotel, advise hotel staff of the situation immediately and ask them to call an ambulance.
- › If the passenger becomes ill whilst on the coach, depending on the degree of illness, try to reach the next designated lunch or rest stop.
- › If the illness appears serious, consider proceeding directly to the nearest hospital or medical centre immediately.
- › The passengers could be let off the coach at a nearby restaurant or shopping centre, rather than having to wait at the hospital.
- › The primary priority is the ill passenger; we make sure he or she is getting the necessary medical care. After that, the tour can be resumed as normal.
- › Make sure you fill in the 'Major Incident Form' about what transpired giving informed details of what happened, and make sure you give your home/office contact details.
- › Please inform the local Canadian Embassy when any Canadian Citizen is hospitalized.

Additional Information - We have two services available to our participants:

- › Trip Mate insurance - an on-call service for parents to call Trip Mate and speak to a doctor to discuss options on their case and best steps to take. This is a third party travel protection plan provider which students have the option to add to their tour.
- › Doctors on Call Program - an exclusive partnership with the George Washington University Medical Centre. In the event of a surgery, we could arrange for a conference call with parents, teachers, and the student with our on-call medical doctors. This call could be arranged in as short as 30 minutes, and can involve translation services from over 100 countries. Therefore, if a local doctor in Italy was recommending a specific surgery we could clarify in English for the parents, and the George Washington University medical doctor on call could provide their feedback for the parents—ideally to provide some comfort that their son/daughter is being taken care of. After the call, we would work on transportation for a/both parent(s) if they desired. This program is included in tour costs.



Contact Information

Emergency information

Within Canada: 1.888.378.8845 ext 194

Outside of Canada: +1.617.210.6194

General information

Toll-free within Canada: 1.888.378.8845

Outside Canada: +1.416.485.1200

Customer service, non-emergency: 1.888.378.8845, option #3 (Toll-free within Canada)

Trip Mate Insurance:

US and Canada 1.800.888 7292

Outside US and Canada +1.603.894.4710

This is confidential information and is not to be distributed to parents or students.

the
experience
is everything®