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<script src="//code.jquery.com/jquery-1.10.2.js"></script>

<script src="//code.jquery.com/ui/1.10.4/jquery-ui.js"></script>

<script>

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$( ".accordion" ).accordion();

$(".accordion").accordion({ header: "h3", collapsible: true, active: false ,heightStyle: "content" });

});

</script>

<h1><font color="white">GENERAL</h1></font>

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<div class="accordion">

<h3>Why should my child travel with Students on Tour?</h3>

<div>

<p>Students on Tour is committed to providing your child with a quality educational tour program of our nation&#39;s top historical sites and attractions. Our professional Education Program Leaders will guide your child and their friends on an amazing journey. Your child will be excited as they see our nation&#39;s history come to life. Their minds will be expanded through the power of travel, as they experience different cultures, sights, and smells. They will learn much about themselves and the country in which they have grown up. Your child will be empowered by the knowledge they gain on this program, which will aid them in making more well-informed and productive choices in the future. </p>

</div>

<h3>Who leads Students on Tour Education Programs?</h3>

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<p>Students on Tour has an exclusive staff of trained and licensed Education Program Leaders (EPL). They are selected based on their background, education, personality attributes, and experience with young people.</p>

</div>

<h3>Are your Education Program Leaders screened?</h3>

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<p>Yes. All Students on Tour Education Program Leaders go through background checks and are also licensed by the District of Columbia.</p>

</div>

<h3>Is the program chaperoned?</h3>

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<p>Yes, Students on Tour Education Programs are designed to include one chaperone for every ten participants. We assist the group Organizer in planning for the inclusion of chaperones.</p>

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<h3>If there is an emergency at home, how do I contact my child?</h3>

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<p>With today’s technology, students are much more accessible via their own cell phone or the cell phone of the group Organizer. Students on Tour would recommend contacting the group Organizer before speaking with your child.

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In addition to cell phone contact, about three weeks before trip departure, the group Organizer will receive hotel information, including addresses and phone numbers, to share with participants. Students on Tour also has a 24-hour hotline (800-286- 8732), which reaches our office staff who in turn will contact the Education Program Leader who is with your child.

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<h3>What are some of the safety procedures used by Students on Tour?</h3>

<div>

<p>Students on Tour recognizes safety as our highest priority. The following are a few of the procedures we have in place:

<ol>

<li>Each participant is provided with a badge and lanyard to wear throughout the tour. This badge is preprinted with the Students on Tour 24-hour toll-free emergency hotline number that participants or first responders can use to contact our office in cases of emergency.</li>

<li>Students on Tour uses established and vetted motorcoach vendors, hotels, restaurants, and attractions.</li>

<li>At hotels, nighttime security is posted and dedicated to your group, which allows participants and teachers to have a good night of rest.</li>

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<h3>How many students are housed in each room?</h3>

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<p>Typically, there are four students in a room. There are rare occasions when, due to an odd number of students on the program, there may be three or five (roll-away bed) in a room.

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Students may also room with their parent. Students on Tour policy does not allow for only two students in a room.

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<h3>Can my child select their roommates?</h3>

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<p>The group Organizer develops the rooming list. Participants should contact their group Organizer as soon as possible with any roommate requests.</p>

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<h3>What type of meals are included on a Students on Tour program?</h3>

<div>

<p>The majority of Students on Tour Education Programs include breakfast and dinner on each full day of tour.

<ol>

<li>Breakfasts are typically provided by the hotel.</li>

<li>Lunches are typically at the participants’ expense and may include stops at a food court, cafeteria, or town square—places that offer quick service and a variety of food options.</li>

<li>Dinners are most often hot meals at buffet-style restaurants, cafeterias, the hotel, or nationally/locally-recognized restaurants. Depending on the itinerary, dinners could also be at food courts, sports stadiums, or maybe even a cruise boat!</li>

</ol>

Menus are selected with students in mind and include vegetarian and gluten-free options.

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<h3>My child is physically disabled. Do I need to let someone know?</h3>

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<p>Students on Tour follows all ADA guidelines and will assist in making arrangements for your child&#39;s special needs. It is important to alert us at the time of registration if special arrangements will be needed (e.g. wheelchair lift, accessible hotel room, refrigerator in room, etc.).</p>

</div>

<h3>How much money should I send with my child?</h3>

<div>

<p>You will want to check your package itinerary for specific details regarding which meals are included. Usually participants need to plan to purchase lunches each day. An average budget of about $10 per lunch works for most individuals. The only other expense would be souvenirs. If the program includes air travel, you will need to anticipate baggage fees for checked bags; these fees are different for each airline. The airline’s website is an excellent resource for up-to- date information.</p>

</div>

<h3>What if my child needs medical assistance while on a Students on Tour program?</h3>

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<p>In the event of an emergency, 911 is always contacted. For non-emergency situations, we utilize other healthcare options, such as the following:

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<li>

Inn-House Doctor: We partner with Inn-House Doctor, a company that provides top-level medical care in the comfort and convenience of the home, workplace, or hotel room on a 24-hour, 7-days- a-week basis.

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This service is utilized via an on-call number. A physician returns the call within 15 minutes to provide the necessary pre-assessment and service plan. A licensed physician from one of the finest local hospitals then provides high-level, on-site care, as needed, in the comfort of your own hotel room.

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If this service is needed for a student who does not have a parent on the tour, Inn-House Doctor would contact the parent via telephone to receive parental consent, which is similar to how the situation would be addressed in a hospital.

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Charges vary based on services performed; there is a minimum charge of $400. Inn- House Doctor only accepts credit card payment. They do provide the paperwork needed Students on Tour – Parent FAQs for Website Page | 3 to submit to insurance companies. Again, for those students who do not have a parent on the tour, Inn-House Doctor will work with parents via telephone regarding these matters.

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It is good to know that Inn-House Doctor will address any follow-up questions from primary physicians in order to maintain continuity of care for any patient who they see. This service is available in the Washington DC, Philadelphia, and Boston areas.

</li>

<li>

Minute Clinics: There are a number of CVS drugstores in Washington, DC, Virginia, and New Jersey that include Minute Clinics.</p>

</li>

</ol>

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<h3>I have a student who is physically disabled, are they able to join the program?</h3>

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<p>Yes, Students on Tour follows all ADA guidelines. For example, if a student requires a wheelchair lift on the motorcoach, we will arrange for that.

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During the registration process, there is a place to indicate the need for a special service.</p>

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<div class="accordion">

<h3>What if my child has a serious food allergy?</h3>

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<p>While Students on Tour takes a number of steps to accommodate food requirements and dietary restrictions, it is impossible for us to guarantee specific food availability or uniquely-prepared foods for those with special dietary needs.

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For those children who have serious food allergies or complex food requirements, we encourage parents to include snacks and extra meal money to purchase specially-prepared foods. An adult participant will be expected to be able to accommodate for their own special dietary food requirements while on the program.

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The Organizer should be informed of any life-threatening allergies or special medically-necessary dietary needs. If necessary, they will share this information with Students on Tour. In these cases, we alert the Education Program Leader and vendors in order to make necessary accommodations.

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Students on Tour will not be able to provide a list of eating establishments prior to program departure.

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<h1><font color="white">REGISTRATION AND PAYMENTS</h1></font>

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<div class="accordion">

<h3>How do I register my child for their Education Program?</h3>

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<p>The Organizer of the program (usually a teacher) will provide you with a handout which includes instructions on how to register online as well as an itinerary of the program. You will need the Program Code and Password in order to register.

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<h3>How do I make a payment for my child&#39;s Education Program?</h3>

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<p>Payments are made online with Visa, MasterCard, Discover cards or by PayPal. Checks and money orders are also accepted.

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The deposit is paid upon registration. The remaining program cost is divided into two approximately equal payments: one to be paid ninety (90) days prior to trip departure and another at sixty (60) days prior to trip departure. Scheduled payments need to be made on time in order to avoid a late charge. Participants can make additional payments anytime as long the scheduled payments are up to date.

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Except for the deposit, which is never more than ten percent of the tour price, payments are made payable directly to Students on Tour&#39;s Client Trust Account, an FDIC-insured client trust account administered by an independent firm of Certified Public Accountants.

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\*In California, all payments, including the deposit, go directly to Students on Tour&#39;s Client Trust.

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<h3>Does Students on Tour provide trip cancellation coverage?</h3>

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<p>Students on Tour does provide a Medical Cancellation Policy that participants can purchase at the time of registration. This policy allows for trip cancellation for medical reasons with a doctor&#39;s confirmation.

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For a policy that allows for cancellations for any reason, visit the website of <a href=”http://www.travelguard.com/”>Travel Guard</a>.

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<h3>What does it mean when a trip is in a &quot;Waitlist&quot;?</h3>

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<p>When an Education Program is listed as being in a &quot;Waitlist Status,&quot; it means the number of registered participants exceeds available transportation (airline, motorcoach, etc.) capacity. Students on Tour is aware of the situation and is working to secure additional space.

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Students on Tour strongly encourages participants to continue to register, as most waitlist situations do get resolved. Participants are removed from the waitlist in the order in which they registered. You will be notified when your waitlist status has been lifted and you have been moved to the active list.

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In the rare event that Students on Tour is unable to secure additional space, all monies paid will be refunded to the participants.

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<h3>Who needs my child&#39;s medical information?</h3>

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<p>Students on Tour recommends providing the group Organizer with any pertinent medical information. If there is special medical information that will assist Students on Tour in making special ADA accommodations, let us know upon registration. This would include the need for a wheelchair lift, accessible hotel rooms, a refrigerator in the hotel room for medication, etc.</p>

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<h3>Can I use my frequent flier miles or hotel points to lower the cost of the trip?</h3>

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<p>Since Students on Tour Education Programs are sold as packages, “miles” and “points” cannot be applied. The rates we receive are already discounted for group travel.

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Students on Tour does offer a Land Only option, which means the participant makes their own travel arrangements to and from the Education Program. Contact the group Organizer for the Land Only form, which needs to be completed and submitted to our office. The program price is adjusted after the Land Only form is processed.

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<h3>Are there Terms and Conditions that I should read before registering my child?</h3>

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<p>Yes, they are posted on our website. For easy reference, click <a href=”http://www.studentsontour.com/terms-and-conditions”>here</a>.</p>

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<h3>How do I view my account history?</h3>

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<p>You can access your account anytime online at <a href=”www.2tourdc.com”>www.2tourdc.com</a>. You will need your username (usually email address) and password.

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From your account, you can make a payment, as well as view current and past registrations, payment history and balances.</p>

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<h3>Can I register after the deadline?</h3>

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<p>When registration and payment dates have passed, an individual will be considered a late registrant. While we will do everything we can to secure space on the program, please keep the following in mind:

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<ol>

<li> If airline seats have already been ticketed/released, we may not be able to secure an additional airline ticket with the group, or the ticket price may be higher (possibly considerably higher) than what was secured for the group. Consequently, there may be an additional fee for the airline ticket, and it is possible that late registrants will not fly with the group.</li>

<li> Tickets for some venues may no longer be available (e.g. Broadway, museums, etc.). Tickets often sell out months prior, particularly during high-volume times of the year. If we cannot secure a ticket for an event with the group, we will do our best to accommodate an alternative, but it may not be possible.</li>

<li> If hotel space has been released, it is likely that additional rooms will not be available. Your group’s Organizer will have to decide regarding the possibility of housing late registrants within the existing group space.</li>

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Education Programs close to additional participants 15 days prior to departure.

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<h3>What is Students on Tour’s cancellation policy?</h3>

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<p>Students on Tour has one of the most lenient cancellation policies in the industry!

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As each participant registers for the trip, they make a deposit equal to ten percent of the student quad occupancy price. This deposit is non-refundable and non-transferable.

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Participants cancelling at any time will be charged the amount of the deposit plus the amount of any non-refundable purchases that have already been made on their behalf (e.g. airline tickets, Broadway show tickets, or other non-refundable attractions). If no non-refundable purchases have yet been made on their behalf at the time of their cancellation, they will receive a full refund minus the deposit. Participants who cancel within 50 days of trip departure will be charged 1 ½ times the deposit and any non-refundable purchases made on their behalf.

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Anyone cancelling within eight (8) days of trip departure will not receive a refund on their investment.

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Our Reservations Department will evaluate each situation as needed.</p>

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<h1><font color="white">ABOUT THE PROGRAM</h1></font>

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<h3>How are Students on Tour itineraries designed? Who chooses which sites and attractions are included?</h3>

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<p>Itineraries are based on Students on Tour&#39;s experience since 1988 of providing quality educational programs for students from all over the United States. Each itinerary is designed by our team of Itinerary Specialists. Sometimes an Organizer will have a specific request of an attraction that will enhance school curriculum.</p>

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<h3>What type of transportation is used on Students on Tour programs?</h3>

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<p>Students on Tour uses newer model motorcoaches that meet all federal transportation guidelines. These deluxe motorcoaches are equipped with large windows, comfortable Students on Tour – Parent FAQs for Website Page | 6 upholstered seating, a restroom, air conditioning, and a public address system. Most also include WIFI and electric outlets.

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For groups using air transportation, our Travel Coordinator diligently shops for tickets that will take into account both the group’s budget and schedule.</p>

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<h3>What are the hotels like?</h3>

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<p>Students on Tour uses several tiers of hotel properties. For groups choosing to stay in downtown locations, we use hotels such as Hyatt, Embassy Suites, Holiday Inn, etc.

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For groups wishing to economize, we use nice suburban properties such as Hyatt Place, Holiday Inn Express, Country Inn and Suites, etc.

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We choose properties that are in safe locations and are clean with up-to- date modeling.

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