



### **WHO LEADS WORLD CLASSROOMS' TOURS?**

Each tour has a World Classrooms' staff Tour Director accompanying the group 24/7. They are destination experts and handle all logistics, allowing teachers to focus on students and enjoy the journey. Our leaders are selected because of their passion for education, travel, and students.

### **HOW IS THE PROGRAM CHAPERONED?**

Your student's teacher/group leader will choose adult chaperones to assist with group supervision. They may be fellow teachers, parents, and/or other responsible adults from your community. Parents who choose to join the tour may also assist as needed in supervising.

### **CAN ADULTS GO ON TOUR?**

Yes, absolutely! We encourage parents and other family members to come along.

### **HOW DO I CONTACT MY CHILD IN CASE OF AN EMERGENCY?**

If you are unable to contact your child via his/her phone, we are glad to help. We have staff on call 24/7. Simply call 800.275.3980 and we will put you in touch with your child as soon as possible.

### **WHAT ABOUT MEALS?**

Typically breakfast is on-site at the hotel. Groups will be eating meals in a variety of locations from fast food to food courts, and even sit-down restaurants. The venues are selected to give students a taste of that city or region. Restaurants chosen for the group are nationally recognized and rated at high standards for safety, student-friendliness, group accommodations, and cleanliness.

### **MY CHILD HAS A FOOD ALLERGY OR RESTRICTION. HOW IS THIS HANDLED?**

Some travelers may have severe food allergies, all of which should be noted on the Medical Release Form. Tour Directors and Group Leaders are informed of these conditions, and we will do our best to accommodate dietary needs to the extent possible. However, we cannot guarantee special meals; therefore, please ensure your student is prepared with necessary snacks or foods.

### **MY CHILD HAS A DISABILITY. CAN HE/SHE STILL PARTICIPATE IN THE GROUP TRIP?**

We will be as inclusive as possible, recognizing that group travel may pose challenges for some individuals. Please give us a call to help us understand more about your child's specific needs or limitations and to discuss appropriate accommodations.

### **HOW MUCH SPENDING MONEY SHOULD I SEND WITH MY CHILD?**

We suggest \$25-\$30/day as a typical amount for souvenirs, t-shirts and incidentals. A pre-loaded travel card is a great way to safely send the money with your student. Remember that all necessary costs are covered during the duration of this program.

### **CAN YOU SEND ME MY CHILD'S ITINERARY?**

Yes. As soon as the itinerary is finalized, it will be accessible online through your group web portal. Airline flight and hotel details will also be available online prior to departure.



### IS THERE A SPECIFIC DRESS CODE?

Yes. Ask your teacher, but usually the dress code at the participant's school forms the guidelines for the tour as well. We encourage comfortable clothing along with good walking shoes. It is always a great idea when traveling to plan ahead and look at the weather forecast for your destination.

### IS THERE A BEHAVIOR CODE?

No. World Classrooms is not about rules and regulations. However, to set the tone for a safe and enjoyable group experience, we do require that all participants and their parents familiarize themselves with our **Standards for Success** code and agree to follow them while on tour. Because of the nature of group travel, WC reserves the right to send home any participant, at their expense, whose behavior interferes with the enjoyment or safety of the other participants or violates these conduct standards.

## GROUP TRAVEL

### WHICH AIRLINES WILL YOU BE USING?

All major carriers are used.

### CAN MY CHILD DEPART FROM THE GROUP AT THE CONNECTING AIRPORT ON THE WAY HOME?

No. Airline regulations forbid an individual from departing from their group.

### CAN I SWITCH FLIGHTS?

No. Once tickets have been arranged we are unable to make any flight changes, including departure times, return times and destinations.

### DO I NEED TO USE ALL LEGS OF MY FLIGHT ITINERARY?

Yes. If you do not travel on one leg of your flights, the remaining flight ticket(s) will be cancelled and no refund will be issued.

### CAN I UPGRADE OR USE FREQUENT FLIER MILES?

No. Group travel airline contracts do not allow upgrades, stopovers, or the accrual of frequent flier miles.

### WHAT HAPPENS IF THE FLIGHT GETS DELAYED? WHO PAYS FOR AN EXTRA NIGHT?

World Classrooms is responsible for rescheduling flights and will take care of any additional hotel and meal expenses that may be incurred.

### WILL WE HAVE DIRECT FLIGHTS?

We try to book the best flight schedules and arrival times. However, we cannot guarantee non-stop or direct flights.

### WHEN WILL I RECEIVE MY SEATING ASSIGNMENT?

You will receive your seating assignment at check-in.



### **WILL MY GROUP FLY TOGETHER?**

Yes, almost always. However, due to space availability and size of available aircraft, we cannot guarantee that all members of a group will fly together on the same flight. If the group does need to split, a group leader or adult chaperone will accompany each sub-group. WC cannot be held responsible for airline schedule changes or mechanical, weather, or capacity related flight delays.

### **CAN MY ITINERARY CHANGE?**

Yes. Itineraries supplied at enrollment are sample itineraries. It may be necessary for WC to modify the order in which sites are visited, add or delete sites, or alter the duration of stops due to inclement weather or other logistical factors. We work closely with and consult teachers to customize tours and ensure optimal group experiences.

### **WHAT IS A CONSOLIDATED GROUP?**

Consolidation provides opportunities for small groups with the best value. If your group is smaller, it may be combined with other schools while on tour. This is usually a very positive experience for all involved!

## **ACCOMMODATIONS**

### **WHAT ABOUT SPECIAL ROOMING REQUESTS?**

Any special rooming requests (double occupancy, accessibility needs, etc.) must be submitted to your group leader 110 days prior to departure.

### **WHAT KIND OF HOTELS WILL WE STAY IN?**

All USA hotels are nationally recognized. We individually select each for cleanliness, hospitality, location and safety. These hotels are student-friendly.

### **HOW MANY STUDENTS ARE IN A ROOM?**

There are four students to a room, all of the same gender. Rooms contain two double beds and two students are expected to share each bed. Consolidated tour participants will room with students from their school when possible. If schools are mixed, we always attempt to place two same-gender students from each school together.

### **WHAT IF MY CHILD WANTS TO ROOM WITH A FRIEND(S)?**

That decision rests ultimately with the teacher; however, most students are allowed to select their roommates prior to the trip.

### **CAN STUDENTS REQUEST A DOUBLE OCCUPANCY ROOM?**

Yes. Students may request a double occupancy room for an additional charge.

### **CAN YOU TELL ME ABOUT ADULT ACCOMMODATIONS?**

Yes. Adults are usually booked into double occupancy rooms, and their tour prices will reflect this additional charge. Consolidated tour participants may room with other adult members of the same gender.



## CAN ADULTS REQUEST A SINGLE ROOM?

Yes. Single room accommodations include an additional charge. For more specific rooming options, please contact WC.

## FUNDRAISING

### What is the best way to raise money?

Our goal with every student is to make funding their journey easy. World Classrooms specializes in promoting personal fundraising, focusing students' efforts on programs that work, such as crowdfunding/social media campaigns, and educational investment gift letters. We encourage all students to take personal responsibility and provide them with the tools they need to be successful. Our fundraising material has everything you need. Each step is designed with support materials that work together seamlessly, so everything you do is easy and stress free.

### When someone donates to me, to whom do they give the money?

Checks should be written out directly to you and **NOT** to World Classrooms. You collect your fundraising donations and then submit your payments either by credit card or check according to your payment plan.

### I plan on funding my trip through educational gift letters, and I am on the monthly installment plan. What should I do with gift checks?

Because the Monthly Installment Program is broken down into a fixed amount every month, we recommend that you take the fundraised money and put it directly into the account that is being used for the installments. Also, many students use any extra money for souvenirs and gifts while on the trip.

### What if I receive donations after my trip is paid for?

Students are encouraged to continue to fund their trip through educational gift letters, social media, etc. past the final payment date. If a student receives a donation past the final installment due date and the trip price is paid in full, the student will keep the money and **NOT** submit it to World Classrooms. This money can be used for extra spending money on the trip or to pay back some of the previous trip expenses.

## OTHER QUESTIONS

### WHAT HAPPENS IF MY GROUP LEADER CANNOT TRAVEL?

WC will ask him or her to assign a new Group Leader from the school or a parent of a student participant to take his/her place.

### WHAT ABOUT LOST BELONGINGS?

WC is not responsible for loss of travel documents or for loss of or damage to luggage or any other belongings. However, our staff will do everything in their power to assist in preventing loss and - in the case of lost luggage - in making appropriate claims with the airlines.