These Booking Conditions are valid for all EF tours departing October 1, 2009, through September 30, 2010. If you are traveling on a Customized Tour, please refer to the addendum for these tours.

What's included on your tour

What does the Program Fee include?

- Round-trip airfare
- Accommodations in first-class, superior-tourist-class or tourist-class hotels, as defined by the Official Hotel Guide (except where noted)
- Continental breakfast and dinner daily in Europe and Mexico as specified per itinerary (Different meal plans may apply for other destinations.)
- Lunches on cruise ships
- Comprehensive sightseeing tours and excursions led by licensed local guides as specified
- Airport transfers and transportation between destination cities
- Select entrance fees and theater tickets as specified
- An EF Tour Director available 24 hours a day from when you arrive until you depart, for all European, Mexico and Costa Rica tours. In Hawaii and Fiji, a transfer chaperone will assist you to and from the airport. For South America, Africa and some Asia tours, local tour directors will lead your group.
- Support from EF representatives abroad
- EF walking tours, orientation tours and tour director-led sightseeing as specified
- Transportation to and from walking tours via coach or public transportation
- All non-optional gratuities (except on cruises)
- 24-hour worldwide emergency service

If we ever fail to provide you with any of the above, we will promptly refund you its value.

What is the $95 Enrollment Fee?

- All travelers must pay the non-refundable, non-transferable $95 Enrollment Fee upon enrollment.
- After travel is completed on the first tour, repeat travelers will receive a $1 DO Repeat Traveler Discount off future tours: (Smithsonian Student Travel repeat travelers will receive a $50 Repeat Traveler Discount off future EF tours.)

What does the Enrollment Fee include?

- EF's Standard Cancellation Policy and Additional Travel Security
as described on p. 13
o EF backpack and luggage tag for each tour
o Online photo journal in partnership with Panraven
o Preliminary processing services by EF staff
o Eligibility for discounts on other EF programs

'Repeat travelers are paying participants who traveled beginning in 2003. Participants who cancel their tour prior to traveling are not eligible for a Repeat Traveler Discount. The Repeat Traveler Discount is non-refundable and non-transferable.

What's not included
o Beverages and lunches (except where specified)
o Optional excursions
o Shore excursions on cruises
o Transportation to free-time activities
o Surcharges due to changes in currency exchange rate
o Departure fees, which cover airport and airline fees, certain taxes and fuel surcharges (which are subject to changes beyond EF's control)
o Expenses caused by airline rescheduling, cancellations or delays caused by the airlines, bad weather or events beyond EF's control (see next page for details)
o Adult supplement (if applicable)
o Weekend supplement ($35 for any flight departing Friday, Saturday or Sunday in either direction)
o All-Inclusive Insurance Plan (see third column on p. 13)
o Customary gratuities (for your tour director, local guide, cruise staff and coach driver)
o Passport and visa fees
o Private bathrooms on overnight trains, ferries and cruises
o Porterage

How are departure fees and surcharges assessed? Departure fees and surcharges are levied by the airlines and/or governments and are subject to change. EF evaluates these fees as new information is made available and then updates accounts and invoices accordingly. On the alternative payment plan your initial invoices will display the current estimated departure fee. You will be invoiced separately for your payment for the actual departure fee due at 50 days prior to departure. In the event that airlines alter their fee structure to include surcharges as part of the base fee rather than as an add-on cost, EF reserves the right to adjust invoices accordingly.
Group travel

How does group travel work? Group travel requires some flexibility. Depending on your group's size, you will probably be combined with other groups and travel together on the same tour. To best serve groups of all sizes, your requested tour dates and itinerary may be modified. This is why we ask for a range of dates during which your group is able to travel, as well as alternative tour choices.

How does EF keep its prices so low? By allowing EF flexibility with your tour and travel dates, EF is able to offer our travelers the lowest prices possible, while minimizing any inconvenience.

What is group consolidation? EF’s Program Fees are based on a minimum of 35 full-paying participants (Customized Tours may base their Program Fees on different numbers). To qualify for these lowest-priced fees, we usually need to combine smaller groups into a larger one to achieve the required number of travelers. This ensures our travelers receive the best value and allows you to meet teachers and students from other schools, although groups may not be of the same age level.

What if my group can't be booked on our first-choice tour? If we are unable to book your group on your first choice tour, we will move you to a comparable tour. The new tour’s Program Fee and airport fees will apply. Please keep in mind that the replacement tour may not include all countries on the original tour. If we fail to offer a comparable tour, participants may opt to receive a full refund.

Can my tour itinerary change? While we make every effort to keep your itinerary as is, there are times when we may need to modify it. Sometimes this involves changing the order in which cities are visited, altering your length of stay in a city or country, or using an alternate airport. This may also involve a change in the departure, arrival or return date of a tour. EF strives to keep the new departure date within one to two days of the original date on tours departing October through April, and within four days of the original date on tours departing May through September. On certain dates, especially holidays, some tour inclusions may be unavailable. In such cases, we may have to substitute different inclusions. Your final tour and travel dates will be confirmed approximately 60 days prior to departure.
**Private groups**

*What if my group wants to travel on our own, without being consolidated?* If you want the privacy of your own tour bus and an EF Tour Director just for your group, choose to be a private group. This option is available for an additional fee, which varies based on the final number of full-paying participants. As a private group, your tour itinerary cannot be modified while you are on tour. Please keep in mind that while your base itinerary will involve only your group, you may be consolidated with others during optional excursions and airport transfers. Let EF know prior to your first enrollment if you would like to be a private group.

**Enrollment**

We recommend that our group leaders encourage travelers to enroll as soon as possible because tours tend to fill up quickly.

*All enrollment forms must be received at EF by 110 days prior to departure.* Travelers should provide complete first and last names as they appear (or will appear) on their passports as any corrections to passport names made after 110 days prior to departure will incur a minimum fee of $100 per airline up to the cost of a new published fare ticket and may result in a different flight itinerary from the group.

**How do travelers enroll?**

**Online**

Online at alumni.wku.edu/italy

**Phone**

888.WKU.ALUM

**Fax**

270.745.5017

Please see p. 12 for enrollment and payment details, including our Late Enrollments information.

**Can children under 12 go on tour?** EF will review enrollment forms from children under 12 years of age on a case-by-case basis. Due to the fast pace of our tours, we do not allow children under the age of 6 to travel with us.

**Passports and visas**

*Who is responsible for getting travelers' passports and visas?* Each traveler must obtain a passport and any applicable visas for his or her tour prior to departure. If a traveler is unable to obtain these travel documents, our Standard Cancellation Policy will apply (see first column on p. 13). Please be sure that passports are valid for at least six months after your tour ends. Non-U.S. citizens
will need to contact the embassy or consulate of their destination countries to ensure they meet specific entry requirements. Remember to check your itinerary carefully for all countries that you will visit or pass through, including transfers between airports in foreign countries and re-entry into the United States. Visit the U.S. Department of State at travel.state.gov for further information.

Insurance
Can I purchase insurance through EF? We strongly advise all participants to purchase EF's All-Inclusive Insurance to protect themselves while on tour. Most U.S. insurance companies do not provide adequate coverage for people traveling abroad. See third column on p. 13 for details.

Flight information
Which airlines does EF use? EF reserves seats with major airlines, including Aer Lingus, Air Canada, Air France, Air New Zealand, Alitalia, American, British Airways, Continental, Delta, Iberia, KLM, Lufthansa, Northwest, Qantas, South African Airways, SAS, Swiss, United, US Airways, Virgin Atlantic Airways and other U.S. and international carriers.
Will we have direct flights? We always do our best to provide the most direct route to your destination city. However, due to available flight routings, we cannot guarantee non-stop or direct flights. You must travel on all legs of your itinerary. If you do not travel on a portion of your flights, the remaining portions will be cancelled.
Will my group fly together? Depending on seat availability and the size of the plane, we may not be able to accommodate all members of a group on the same flight. Sometimes, groups may travel on an overnight red-eye flight, departing the evening before the tour is scheduled to begin. In rare cases, groups may have a domestic and/or international overnight, layover and/or bus transfer due to space availability, routings and legal connection times. EF is not responsible for airline schedule changes, or mechanical, weather or capacity-related flight delays.
Will my group sit together on the plane? Depending on your group's size, you may or may not sit together. You will receive your seating assignments when you check in.
Can I earn frequent flier miles? Because of our special rates, our contracts do not allow upgrades, stopovers or the accrual of frequent flier miles.
Are any airports interchangeable? Flights to and from the following destinations may originate/end at any of the airports in
that vicinity. On occasion, your tour may return to a different airport than the one you departed from.

- New York: Newark, LaGuardia or JFK
- Miami: Miami or Fort Lauderdale
- Washington, D.C./Baltimore: BWI, Dulles or Ronald Reagan National
- Houston: Hobby or George Bush Intercontinental
- Ireland: Shannon or Cork
- Italy: Milan or Venice
- Scotland: Glasgow or Edinburgh

**Are there flight restrictions for travelers under 15?** Anyone younger than 15 years old traveling apart from the group without an adult companion must pay the airlines' Unaccompanied Minor Fee at the airport during check-in. Please contact each airline on the minor's itinerary regarding policies for young travelers.

**Special Travel Requests**
EF is happy to provide stay-ahead/stay-behind options, alternate departure airports and land-only tours for individual travelers or the whole group. Contact us for details about special insurance plans for stay-ahead and stay-behind coverage when participants are not escorted by an EF Tour Director.

**What if my whole group wants to do aslay-ahead or slaybehind?**
Where possible, EF will provide altered flight and land arrangements for a group of at least six paying participants plus the group leader. Each participant will have to pay a $95 service charge for such an arrangement, and will be invoiced for any additional air or land costs incurred due to the new itinerary. The group leader should submit one request for the whole group, which needs to be received at EF prior to your first enrollment.

**What if only one traveler has a Special Travel Request?**
Individual Special Travel Requests should be submitted online at eftours.com by 110 days prior to departure. Please keep in mind that you should not make any actual arrangements-such as booking a flight or hotel-until you receive your final tour itinerary and departure dates around 60 days prior to departure. A $150 service charge is payable for these arrangements, and the participant will be invoiced any additional costs incurred due to the new itinerary.
What are the types of individual Special Travel Requests?

- **Individual stay-ahead/stay-behind option** Where possible, EF will provide altered flight arrangements, according to your request. Participants are responsible for making their own arrangements to and from the hotel or airport, as well as all land arrangements pertaining to their individual itinerary.

- **Alternate departure airports** The Program Fees offered by EF are based on group departures. If an individual chooses to fly out of a different airport than the group, the Program Fee of the alternate airport will apply. Travelers must depart from and return to the same domestic airport.

- **Land-only tours** On certain tours, participants have the option to make their own flight arrangements and join the tour at the first hotel on the itinerary. Participants are responsible for making their own arrangements to and from the hotel or airport. In this case, the Program Fee may be reduced by up to 30%, depending on the length and destination of the tour. EF is not responsible for any travel-related delays or inconveniences for land-only participants.

If you have requested special travel arrangements, EF cannot guarantee that you will fly with your group in either direction.

Optional excursions

**What are optional excursions?** EF offers these exciting activities as a supplement to what’s already included on your itinerary. Some group leaders choose to add optional excursions to all participant accounts.

**When should I purchase optional excursions?** To secure a discounted price, optional excursions need to be purchased by 50 days prior to departure. Most optional excursions can be purchased on tour at a slightly higher price (though there are a few that must be purchased prior to departure). Additional details will be sent to participants.

**Can I get a refund on optional excursions?** If EF has to cancel an optional excursion during a tour (due to low enrollment, for example), you will receive a full refund. To receive a refund for an optional excursion that you simply no longer wish to be enrolled in, you must let us know by 30 days prior to departure. Please note that optional excursion prices are subject to change.
Tour extensions
Many tours offer extensions (availability depends on the number of participants) that add days, destinations and activities to the normal itinerary. Participants must be accompanied by their group leader or a designated chaperone on tour extensions. Tour extension requests need to be received at EF prior to your first enrollment.

Rooming
EF handles final rooming assignments for all travelers. Please ensure that we have all rooming requests, including upgrades, by 70 days prior to departure.

How many students are in a room? Students will room in triples or quads with others of the same gender from your entire tour group. This may mean that students from different schools may room together. EF uses U.S.-style hotels for all tours to Mexico, Central and South America. These rooms contain two double beds (beds for two people), and two students are expected to share each bed.

Can students request a twin room? Students may request twin accommodations (a hotel room with two single beds) for the following additional charges:
- $30 per hotel night per student
- $70 per ferry or cruise night per student
(Please note: Twin accommodations are not available on overnight trains.)

How are adults roomed? Adults are placed in twin accommodations (a hotel room with two beds) with another adult of the same gender from the entire tour group. This may mean that adults from different schools/organizations may room together.

Can adults request a room with a double bed? Adults can request double-bed accommodations (a room with one bed for two people) by simply providing EF with the name of their roommate by 70 days prior to departure.

Can adults request a single room? Adult travelers can request a single room for an additional $40 per hotel, cruise or ferry night ($50 per night for South Pacific destinations). Please note: Single rooms are not available on tours to Africa.

What are the sleeping arrangements on trains and ferries? Overnight trains provide couchette sleeping berths or Sessels (recliners), and cruises and overnight ferries provide cabins. Single rooms are not available on overnight trains.

Protection for travelers' payments
You can rest assured knowing that travelers' tour money is protected in the unlikely event of EF bankruptcy, insolvency or
cessation of business under our participation in the United States Tour Operators Association (USTOA) $1 Million Travelers Assistance Program. For program details and a list of its affiliates, contact USTOA by mail at 275 Madison Avenue, Suite 2014, NY, NY 10016, by email at information@ustoa.com or online at USTOA.com.

Terms and provisions
The terms and provisions of these Booking Conditions supercede any other warranties, representations, terms or conditions, unless they are expressly stated within a Booking Conditions Addendum or in a letter signed by an EF officer. Prices are subject to change.

When does my tour officially start and end? Each tour begins with the take-off from the departure airport, and ends when the flight lands at the return airport. For those making their own flight arrangements, the tour begins upon arrival at the first EF hotel and ends upon departure from the last EF hotel, according to the itinerary. The official length of an EF tour does not include stay-ahead or stay-behind option periods when participants are not escorted by an EF Tour Director.

What happens if EF has to cancel a tour? EF may cancel any tour for events beyond its control, including but not limited to instability in a destination country, acts of God, war (whether declared or undeclared), terrorist activities, incidents of violence, public health issues or quarantine, substantial currency fluctuations, strikes, government restrictions, fire or severe weather conditions which make it impossible or commercially unreasonable in the opinion of EF to conduct the tour. If EF cancels the tour for any such reason, participants will receive an EF Future Travel Voucher for all monies paid, less the $95 Enrollment Fee and any non-refundable fees. Cancellation by EF for causes described in this section shall not be a violation of its obligations to any participant.

What about lost belongings? EF is not responsible for loss of passports, airline tickets or other documents, or for loss of or damage to luggage or any other passenger belongings. In the case of a lost airline ticket, the participant is solely responsible for meeting the airline's requirements (both logistical and financial) for ticket replacement.

What if my tour dates do not fall in the range covered by these Booking Conditions? Participants enrolling on tours departing between October 1, 2010, and September 30, 2011, are subject to these Booking Conditions as well as any changes to EF’s 2011 Booking Conditions and payment and cancellation schedules. The 2011 Booking Conditions will be available online at eftours.
comIBC in December 2009.
All tours are operated by EF Cultural Travel, Ltd. Hatdenstrasses 4, CH-6006 Lucerne, Switzerland, which is the beneficiary of all invoices. EF Educational Tours are marketed in the U.S. by EF Institute for Cultural Exchange, Inc., which is a member of the global EF group of companies, referred to above as "EF."
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