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EF INSTITUTE
FOR CULTURAL
EXCHANGE, INC.

2019/2020



Educational Tours

Share your journey

Join the conversation

Meet travelers. Share stories. Win travel opportunities. Welcome to the online community for EF Tours. Visit us before your tour to get travel tips and contest updates, ask questions, and connect with other travelers. And remember to tag **#eftours** when you post photos and updates on tour!



facebook.com/eftours



twitter.com/eftours



youtube.com/eftours



instagram.com/eftours

Highly respected in the industry

EF is affiliated with a number of professional organizations, including the United States Tour Operators Association (USTOA), the International Air Transport Association (IATA), the European Tour Operators Association (ETOA), and the Better Business Bureau (BBB).



Tour handbook

Get ready for the trip of a lifetime



“

The things I learned, saw, and experienced were truly amazing and I will never forget them. A huge thank you to EF Tours for giving me such a wonderful experience and such great memories!

Alesha C. — Tennessee

Start prepping for the trip of a lifetime

Set your sights on the world

You are holding your Tour Handbook, a comprehensive guide to help you prepare for the experience of a lifetime—an EF Educational Tour. Inside is everything you need to know about your tour, from payment plans and travel documents, to what to expect when your plane touches down and your adventure begins.

THE HELP CENTER

In addition to this handbook, you can find even more information (along with important forms) in our searchable, easy-to-navigate resource at eftours.com/help-center.

In this book

- 02 | #1 IN EDUCATIONAL TRAVEL
- 04 | PAYMENTS, DONATIONS & PROTECTION
- 06 | YOUR PERSONAL WEBSITE
- 08 | PREPARING FOR YOUR TOUR
- 10 | HEALTH & MEDICAL SAFETY
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#1 in educational travel

ALL OF OUR ITINERARIES ARE EDUCATIONAL, featuring experiential learning activities, visits to the best sites, and expert local guides who add in-depth knowledge along the way. For a more personalized learning experience, our **weShare** platform engages students before, during, and after tour, with the option to create a final, reflective project for academic credit.

WITH THE EF PRICE GUARANTEE, your guaranteed lowest price will never change once you enroll. No enrollment fees, no departure fees, no surprises. Just one simple price that will never change.

WE'RE COMMITTED TO YOUR SAFETY. We have hundreds of offices around the world with local staff who can assist your group anywhere you travel. Plus, parents can always reach our dedicated Emergency Service and Support Team 24 hours a day at our headquarters while students are on tour.










YOUR FULL-TIME TOUR DIRECTOR stays with your group around the clock on tour, providing insight about your destinations while also pointing you in the right direction for things like the best gelato in Florence.

ONLINE REVIEWS FROM TRAVELERS. We ask every teacher, student, and parent to review their EF tour experience.

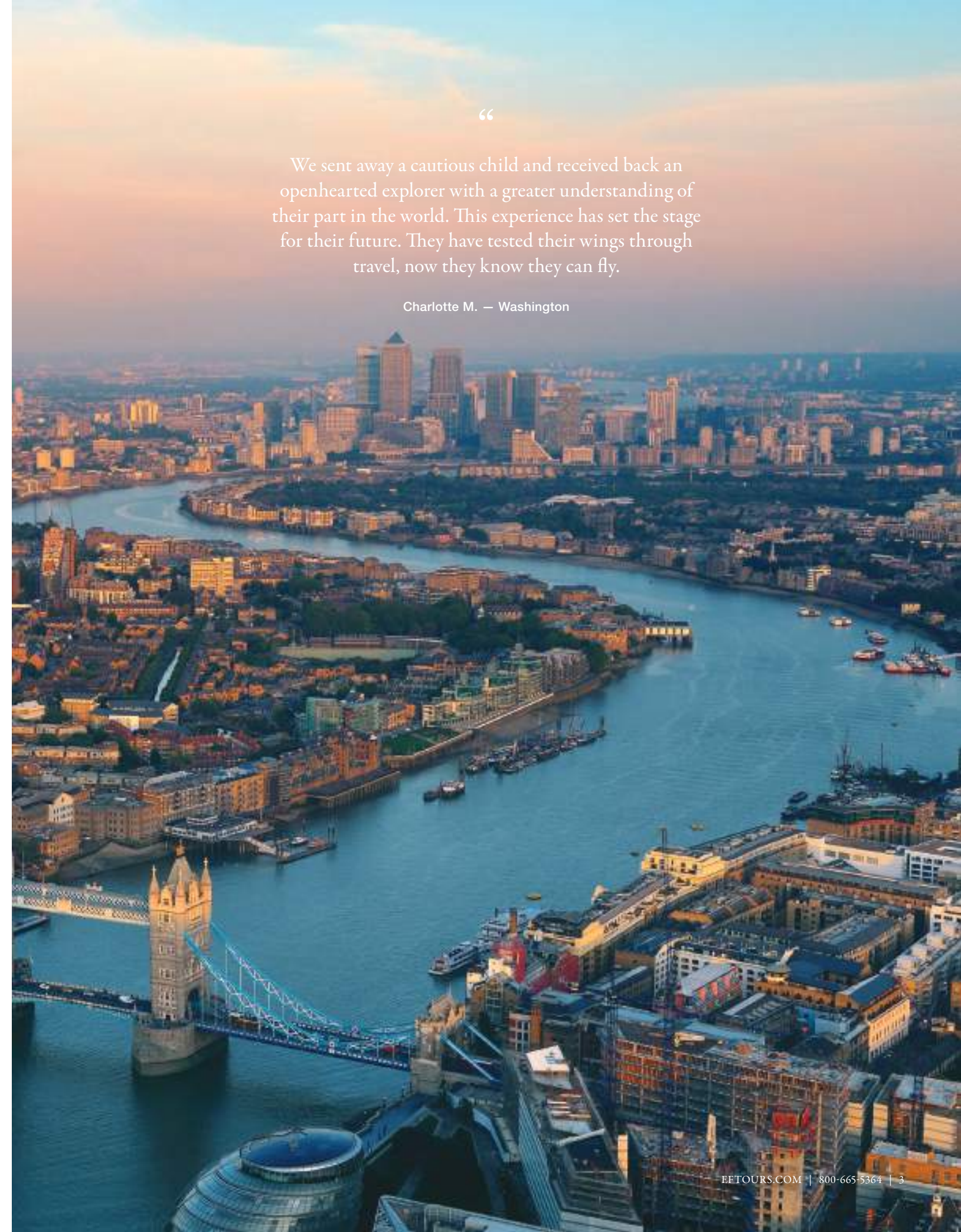
A typical day in London on an educational tour

- 7:00 Rise and shine! Greet the day in London!
- 8:15 Enjoy a European-style breakfast at your hotel.
- 9:00 Hop aboard your bus with an expert local guide for a tour of the city.
- 11:30 Pass by Big Ben and the Houses of Parliament, St. Paul's Cathedral, and the Changing of the Guard at Buckingham Palace (seasonal).
- 1:00 Enjoy lunch on your own. Make a new culinary discovery or find a traditional favorite.
- 2:00 Take an optional excursion to Windsor with guided tours. Visit Windsor Castle, St. George's Chapel, Queen Mary's Dolls' house, and the State Apartments before returning to London.
- 6:00 Enjoy dinner at a local restaurant or back at your hotel.
- 8:00 Join your Tour Director for an optional theater performance.
- 11:00 Get a good night's sleep before your next exciting day.

Everything you get on tour

-  Round-trip airfare
-  Breakfast and dinner daily
-  Transportation on tour
-  Sightseeing tours led by licensed local guides
-  Walking tours
-  Full-time Tour Director
-  Overnight accommodations
-  Entrance fees to select attractions
-  weShare—Personalized Learning

WHAT'S NOT INCLUDED: Lunches and beverages, spending money, tips (for Tour Director, bus driver, and professional local guides), optional excursions, and passport and visa fees.



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We sent away a cautious child and received back an openhearted explorer with a greater understanding of their part in the world. This experience has set the stage for their future. They have tested their wings through travel, now they know they can fly.

Charlotte M. — Washington

Payments, donations & protection

How do I pay for my tour?

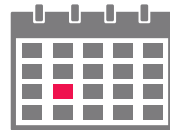
We believe every student should have the opportunity to travel. That's why our flexible and convenient payment options let you choose when—and how—you want to pay.

You can **pay in full upon enrollment** or choose one of the following payment plans:

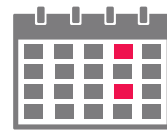
AUTOMATIC PAYMENT PLAN—FREE (MOST TRAVELERS CHOOSE THIS OPTION)

– This plan divides your total balance into convenient monthly payments that will be automatically deducted from a checking account or an ATM/debit card (card must display the Visa or MasterCard logo).

– Choose your payment frequency:



Monthly payments on a preferred date



Bi-weekly payments on a preferred weekday

– Your final payment deadline is 25 days prior to your departure date.

– With this plan, you never have to worry about late fees.

MANUAL PAYMENT PLAN—\$50 PLAN FEE

– Pay in larger installments using an ATM/debit card, credit card (card must display the Visa or MasterCard logo), or personal checks.

– You will receive invoices based on the following schedule:

- \$500 due 30 days after enrollment.
- \$500 due 90 days after enrollment.
- Remaining balance due 110 days prior to departure.

– Non-refundable late fees will be assessed for missed payments.

For specific plan details, visit www.eftours.com/enrollmentbook.



“

The Belize tour was life changing for my daughter! EF made the payment process easy and provided a safe and highly educational tour.

Lisa E. — Washington

Global Travel Protection plan

Travelers can choose to enroll in the Global Travel Protection plan. Designed specifically with EF travelers in mind, the plan provides protection for travelers should something unexpected happen before, en route, or during the tour.

Learn more at eftours.com/protection.

Tour donations made easy

Donations are a great way to help you pay for your tour. That's why we set up your very own tour donation page on your personal website to help you raise money. You can share the link to your page with family and friends via Facebook, Twitter, or email. Donations can be made securely online by credit card or checking account, and they go directly toward your account balance.

Your personal website

Everything you need is just a click away. We've created a personal, individualized website for every EF traveler. This secure site makes it even easier to prepare for your tour and enhance your experience.



HOW TO LOG IN

- Go to eftours.com/login
- Enter your account number, which you'll receive via email when you enroll (or by calling our Traveler Support Team at **800-665-5364**)
- Enter your password (defaults to your date of birth, including slashes; e.g., June 1, 2000 should be entered as 06/01/2000)

YOU CAN USE YOUR PERSONAL WEBSITE TO

- View your tour itinerary
- View your payment options and make payments
- Share your tour donation page
- Add the Global Travel Protection plan and optional excursions
- View alerts and reminders of approaching deadlines
- View destination videos
- Confirm your passport name

Enhance your tour experience

BOOK YOUR OPTIONAL EXCURSIONS

Every EF itinerary is loaded with visits to some of the world's most incredible sights, but there's always more to see. That's why we offer optional excursions to enhance your tour experience. Make your visit to Paris even more memorable by adding an excursion to Versailles. Cap your perfect day in Barcelona with an authentic flamenco evening.

To take advantage of optional excursions, log in to your personalized website (eftours.com/login) and select the optional excursions that you don't want to miss, or call the Traveler Support Team at **800-665-5364**.

- All optional excursions can be purchased at a discounted pre-tour price no later than 50 days prior to departure; adding earlier divides their cost into monthly payments. (Versailles only: deadline to sign up is 70 days prior to a departure.)
- Some optional excursions, such as Versailles, can only be purchased pre-tour.

- Optional excursions require a minimum number of travelers. If you sign up for an optional excursion that doesn't run, you will receive a refund once you return from tour.
- Ask your Group Leader whether they have selected optional excursions for the group.
- Your Tour Director may also offer their own optional excursions while on tour. Ask your Group Leader to find out which excursions may be offered and an approximate cost for them.

WESHARE

Students learn on a deeper level when what's being taught connects to their own lives. That's why every tour comes with weShare, a personalized learning experience powered by students' curiosity. Using EF's guided learning model, you can use your strengths to investigate an issue or topic that inspires you. Reflect on what you've learned through a post-tour project that gives even more meaning to travel—and can earn you academic credit.

Learn more at eftours.com/efweshare.

“

Everything about this experience was perfect. From our Tour Director to the great hotels and fun activities, tour was absolutely amazing!

Frederick H. — Maryland



Preparing for your tour

Going on tour is exciting, and we want to help you prepare. The following includes everything you need to know about traveling abroad—from passports to spending money. Learn more at [efours.com/tips](https://www.efours.com/tips).

TOUR AND DEPARTURE DATE FLEXIBILITY

Your Group Leader has selected first-, second-, and third-choice tour itineraries for your group. If you are not traveling as a private group these tour itinerary choices allow us to combine you with other groups from around the country who are traveling to similar destinations. We also ask for departure date flexibility so we can find the best possible flights for your group. If you are traveling from October-April, we ask for two days of flexibility on either side of your requested departure date; if you are traveling from May-September, we ask for four days of flexibility on either side of your requested departure date. Your tour and travel dates will be confirmed no later than 70 days prior to departure. To learn more about tour and departure date flexibility, be sure to watch “Traveling with EF” at [efours.com/travelingwithef](https://www.efours.com/travelingwithef).

PASSPORTS

We recommend that you apply for your passport as soon as you enroll on your tour, as it can sometimes take 6-8 weeks to process (check with the State Department for current processing time). U.S. citizens traveling abroad must bring a passport that is valid for at least six months after the tour’s return and has at least three blank pages (some countries may require four blank pages). Visit travel.state.gov for the most current requirements by country.

The Transportation Security Administration (TSA) requires all travelers to provide their date of birth when making airline reservations, as well as their middle name or initial, if applicable. Airlines will not permit you to travel if the name on your ticket does not match your passport exactly. Make sure the name on your EF account exactly matches your passport. Otherwise, we will be required to change your flight reservation, resulting in a minimum \$200 fee and up to the cost of the new published fare ticket. For instance, if John Adam Smith’s passport says John A. Smith but he registered with EF as John Smith, he needs to update his name with EF to John Adam Smith so it exactly matches his passport. For more information, visit the U.S. government passport website, travel.state.gov, or call the Traveler Support Team at **800-665-5364**.

VISAS

Depending on where you’re traveling or your citizenship, you may need a visa for your tour. Contact your destination countries’ and layover countries’ consulates for more information and specific requirements, as they are subject to change. The embassies and/or consulates of your destination countries may also require that you submit documentation from EF verifying your travel plans. If that’s the case, you can contact our Traveler Support Team at **800-665-5364** for a sample template.

Because visa applications must be personally completed by the applicants, you need to obtain your own visa. We recommend using Visa Central. Visit [visacentral.com/efvisas](https://www.visacentral.com/efvisas), or call Visa Central toll-free at **866-788-1100** and provide the code **73032**. Your visa may require a fee. However, as an EF traveler, you will receive a discount when using Visa Central.

PARENTAL AUTHORIZATION FORMS

If you are under age 18 and going to Belize, Brazil, or South Africa, a parental authorization form must be signed and notarized within 30 days of the tour departure date. If this applies to your tour, we will send you the form a few months prior to the departure date. You can also find this form, along with in-depth articles and answers to many of your questions, at [efours.com/help-center](https://www.efours.com/help-center). You must bring the form with you on tour, as it’s required to pass through customs in these countries and may be required for boarding.

LIABILITY WAIVER

If you are under the age of 18, your parents or guardians will be asked to sign a liability waiver when enrolling on certain tours. This allows your Group Leader to assume limited power of attorney and sign liability releases for certain included activities, such as white water rafting in Costa Rica. If your parents or guardians do not submit a signed waiver, you cannot participate in those specific activities.

TIPPING

It’s customary to tip your Tour Director and bus driver as a token of appreciation at the end of the tour. We recommend paying in local currency and suggest that you tip the equivalent of \$6 per day for the Tour Director, \$3 per day for the bus driver, and \$1 to \$2 to each local guide included on sightseeings or optional excursions on your tour. Ask your Group Leader if tips will be collected before you depart.



MONEY ABROAD

You should familiarize yourself with the exchange rates for the U.S. dollar to the local currency of the destinations on your tour. We recommend bringing the equivalent of \$60 in the currency of your initial destination. We strongly advise against traveler’s checks since they can be difficult to cash. ATMs are the most convenient way to withdraw cash since they accept a wide variety of bank and credit cards. Be sure to alert your bank and credit card company of the fact you will be traveling abroad and to make sure your cards will work. You should also find out if there are any fees associated with using your cards abroad.

SPENDING MONEY

We recommend planning on \$50-\$60 per day to cover lunch, beverages, souvenirs, free time activities, and additional excursions. Travelers headed to Latin America can expect to spend a little less, around \$40-\$50 per day. For suggested spending amounts specific to your destination, visit [efours.com/tips](https://www.efours.com/tips).

INTERNATIONAL PHONE CALLS

If you plan to use your cell phone on tour, please contact your provider to see if you have international coverage and what fees you may incur for calling, texting, data usage, and Internet usage. We do not recommend using the phone in your hotel room as rates can be very expensive.

EMERGENCY CONTACT

Please confirm with your child’s Group Leader that we have the correct emergency contact details for your child. This person must be someone who will not be traveling with your child and who is available to be reached for the duration of the tour.

Health & medical safety

Make sure your child has everything they need to stay healthy on the trip, and inform your Group Leader of any medical needs your child might have.

HEALTH INSURANCE

Does your health insurance adequately cover your child abroad? EF recommends the Global Travel Protection plan, which is designed to meet the needs of EF travelers. To add coverage to your child's account, go to eftours.com/login. Your child should also bring their U.S. health insurance information with them on tour. You can visit eftours.com/protection to learn more about the plan.

HEALTH AND MEDICAL INFORMATION

We recommend that you and your child be aware of the health- and disease-related issues unique to their intended destinations. Please consult the Centers for Disease Control and Prevention ([cdc.gov](https://www.cdc.gov)) and its specific section "Traveler Health" before tour.

PRESCRIPTIONS

All of your child's prescriptions should be filled, up-to-date, and in the original packaging. They should be packed in your child's carry-on bag with copies of the prescription paperwork. Also, your child's Group Leader must be aware of every prescription in your child's possession.

ALLERGIES AND DIETARY RESTRICTIONS

Speak to your Group Leader about any allergies or dietary issues that might affect your child while on tour. For example, if your child carries an EpiPen, the Group Leader should know where to find it and how to administer it in the event of an emergency. EF tries to accommodate all dietary restrictions, but travelers with strict food requirements are advised to bring suitable snacks. EF cannot make special meal requests with the airlines. It is the responsibility of each traveler to notify the airline of any special meal requests a few days before the flight.

TRAVELER HEALTH & MEDICAL PROFILE

Group Leaders need to be aware of their travelers' medications and health concerns. Your child's Group Leader will receive a Traveler Health & Medical Profile form that they should use to collect this information before tour. You can also find the form at eftours.com/help-center.

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This was the best 10 days ever! So much to see, do, and experience—including hiking, waterfalls, volcanoes, nature, and wildlife. Learning about Costa Rica while there and experiencing the culture firsthand was better than any classroom!

Wyatt J. — Washington



What to expect on tour

We want to ensure you know what to expect before you embark on your trip of a lifetime. The following includes all the information you need to know about flights, rooming, meals, and more.

GROUP TRAVEL

Group travel is a great opportunity for you to make friends from other cities and states. Unless your group is private, you will be traveling with other students and teachers from the United States and Canada. It's important to keep in mind that our tours are fast-paced and that traveling with others requires thoughtfulness, a good attitude, punctuality, and flexibility.

FLIGHT CHECK-IN

For international flights, you should meet your group at the location previously arranged by your Group Leader three hours before the departure time (allowing ample time for check-in, security, etc.).

INTERNATIONAL FLIGHTS

Most eastbound international flights are overnight. You will probably make one or more connections (either in the United States or overseas). After landing abroad, you will go through immigration and customs. Upon arrival in the first city of the tour, your Tour Director or an EF representative will meet your group once you pass through customs and exit baggage claim. If you are traveling to a non-European destination, please check with your Group Leader about your specific flight schedule.

HOTELS

A good night's sleep is important, so you can count on safe, clean, and comfortable hotels with private bathrooms. Please keep in mind that groups may not all be roomed next to each other, may be on different floors, and hotels may be located outside the city center. Also, some common differences from North American hotels include:

- Rooms are usually smaller and have multiple single and/or shared double beds.
- Rooms seldom have air conditioning or televisions.
- Hotels may not have elevators.
- Wifi is not always available and often has a fee.

ROOMING

If you are a traveler under the age of 20, you will share rooms with two or three other travelers of the same gender, either from your own group or from other groups with whom you are traveling. Each room will contain single beds or shared double beds, or a combination of the two. Hotel styles and room configurations vary among destinations, so travelers who share a room in one city might not do so in the next. Travelers under the age of 20 who wish to have twin rooms can upgrade their rooms for an additional fee. Any non-standard traveler requests should be submitted to your Group Leader and to the Traveler Support Team by 110 days prior to departure.

ADULT ROOMING

Travelers age 20 and older will share twin rooms with other adults of the same gender from your own group or one of the groups with whom you're traveling. Couples may request a room with a double bed for no extra charge. Adults can pay an additional fee to upgrade to a single room. Additionally, single rooms are not available on tours to South Africa.

ROOMING ON NIGHT TRAINS AND FERRIES (IF APPLICABLE)

Sleeping compartments on trains are very small and there are no single or double rooms. Adults and students will room in couchettes that may not be exclusive to EF travelers and may be co-ed. Shared bathrooms are located outside the compartments in the corridor. Ferry accommodations will vary depending on the tour. Generally, adults and students will room in cabins of up to four beds. Luggage space is limited, so try to pack light. Check out the suggested packing list on the back of this handbook for help.

MEALS

You should expect food and portion size to be different than what you are accustomed to at home. Breakfast typically includes cereal, bread or rolls, jam, juice, coffee, and tea. Lunch is your chance to make culinary discoveries of your own. Your Tour Director can provide recommendations. Included dinners will be a mix of familiar dishes and local specialties from a set menu, either at a local restaurant or at your hotel. Table water is always provided free of charge; purified water is provided only in those countries where deemed necessary by locals. You will be expected to pay for soft drinks and other beverages at dinner.



TRANSPORTATION

Groups typically travel by motorcoach between destinations. When traveling to local activities or free time options, public transportation is the preferred option to experience the local culture. Of course, the best way to explore any destination is on foot, so you should also be prepared for a healthy amount of walking (around 5 miles or more per day). Your Tour Director will help you learn the maps and routes.

FREE-TIME ACTIVITIES

Your child's tour itinerary may include some unstructured time for discovery. However, this does not necessarily mean that your child is free to do whatever they like without restriction. Travelers should always stay with others and not go alone. EF only allows travelers to participate in EF-sanctioned optional excursions or other EF-approved activities suggested by the Tour Director. Ask your child's Group Leader about their philosophy on free time so you know how it will be structured.

SPECIAL TRAVEL REQUESTS

If you would like to travel ahead of your group's tour or stay behind afterward, simply submit a special travel request through your personalized website or call

the Traveler Support Team at **800-665-5364**. For an additional "special travel" fee (and possible alternate gateway fees), this will allow you to book a different outbound flight or return flight than the rest of your group. You can change the departure/return dates and gateways, however please note that in making these arrangements, EF cannot guarantee you will fly with your group on your outbound or return flight.

- Confirm the requested dates and gateways of your tour group's itinerary with your Group Leader.
- Log in to eftours.com/login to submit the special travel request. (Receipt of the request is indicated by the \$150 special travel charge on the traveler's account.)
- Special travel requests must be received no later than 110 days prior to the group's requested departure date. Tour and departure dates are confirmed approximately two months prior to departure. Travelers should not make any personal travel arrangements until then. Call us at **800-665-5364** with any questions.
- Visit eftours.com/bc for full special travel terms and conditions.



Staying safe on tour

WE ARE COMMITTED TO YOUR SAFETY

Wherever you go, you can travel at ease knowing that you're traveling with the World Leader in International Education. With half a century of educational travel experience, we have the knowledge and resources to provide you with the most comfortable and secure trip possible.

WORLDWIDE SUPPORT

With over 500 offices in more than 50 countries, EF maintains a local presence wherever our groups travel. A dedicated Emergency Service and Support Team made up of EF staff provides support from the start of your tour until your return home, including 24-hour emergency assistance for the duration of the tour. Parents can call **800-637-8222** from the U.S., while travelers can make a collect call to **617-619-2913** while abroad. Plus, we'll give you an Emergency Calling Instructions card to bring on tour. It provides instructions on how to dial emergency numbers in the countries you're visiting. Upon arrival, all travelers will receive a wristband with the emergency number printed on it, and your child should wear it for the duration of the tour.

FULL-TIME TOUR DIRECTOR

In addition to serving as a travel expert and logistical genius, every Tour Director is trained to handle any challenging situations and emergencies that might arise. Your Tour Director has 24-hour access to local EF offices as well as our worldwide and North American headquarters.

GLOBAL TRAVEL PROTECTION PLAN

You can enroll in the Global Travel Protection plan. Designed specifically with EF travelers in mind, the plan provides protection for travelers should something unexpected happen before or during the tour. Most primary insurance providers don't offer coverage for when you travel abroad, so remember to check with your provider to find out what, if any, coverage they offer.

EF's Rules of the Road

All travelers must adhere to the following regulations while on tour:

All scheduled activities are obligatory. If you are sick or have a physical ailment that might prevent you from participating in an activity, you must tell the Group Leader, who should notify the Tour Director.

If you want to visit friends or relatives in a destination country, your Group Leader must be told before the tour begins. Please complete the Tour Release Form, found under Forms and Resources in your personalized website, to receive permission for the visits. You must then give the form to your Tour Director upon arrival.

You are expected to respect the nightly curfew that your Group Leader may set for your own safety and security. Room checks will be conducted at the Group Leader's discretion. Visitors or group members of the opposite sex are not permitted in your room.

Smoking is not allowed on buses, during meals, in hotel rooms, or in any other shared, enclosed space.

Hitchhiking and the driving or renting of any motor vehicle is strictly forbidden for all travelers.

You are required to pay for any phone calls or incidental personal expenses incurred at hotels. These will be payable the evening before departure at each hotel.

Travelers under the age of 18 may not consume alcohol on tour. Travelers over the age of 18 (or older, if local laws require) may consume beer or wine in moderation. The consumption of hard liquor is strictly forbidden. Group Leaders and/or parents may prohibit all alcohol consumption at their discretion. Excessive drinking by any traveler will not be tolerated and will result in dismissal from tour at the traveler's own expense.

Illegal activities will not be tolerated and are punishable by immediate dismissal from the tour. If you are involved in any illegal activities, all costs to return home are at your expense. If the local authorities are involved, you will be subject to the laws of the country you are visiting.

Payment for damage done to hotel rooms or to buses is your responsibility. If you notice any damage upon arrival at a hotel, you should notify the Tour Director immediately.

When you enrolled on your tour

You agreed to EF's Rules of the Road, which can also be found on your personalized website. If your child does not conform to these regulations, they risk disciplinary action and possible dismissal from the tour, returning home at their expense.

That decision is up to EF and/or the Group Leader. Additionally, if your child does not adhere to specific rules set for the group, their Group Leader has the ability and support of EF to send your child home early from tour.

If traveling on a Service Learning Tour operated by Me to We Ltd, your child must also adhere to Me to We's Rules of the Road. You can find these rules at [eftours.com/mtwrules](https://www.ef-tours.com/mtwrules).



TRAVEL & SAFETY GUIDE

In the months leading up to departure, our *Travel & Safety Guide* will be sent to your home. This guide carefully outlines our safety policies and procedures. We strongly encourage parents and travelers to read through this important guide together, as it covers all the information you will need to prepare for a safe and enjoyable travel experience. In addition to the topics covered in the guide, we recommend reviewing our rules for travelers above. This guide can also be viewed at [eftours.com/safetybook](https://www.ef-tours.com/safetybook).

For your information

Continue your global education

LEARN A LANGUAGE ABROAD

Perfect your Spanish in the heart of Barcelona or among the natural wonders of Costa Rica. Practice your Italian in the timeless city of Rome. There's no better way to learn a language than to immerse yourself in the local culture. Located in 40 cities around the world, EF's International Language Schools offer flexible two-week to full-year programs in French, Spanish, German, Italian, or Mandarin. Learn more at ef.com/ils.

HOST AN EXCHANGE STUDENT

Bring the global experience into your home by hosting an international exchange student. By opening your door, you open a student's eyes to the real America: real people, real experiences, and real life. Plus, by hosting a student from another country, the whole family can learn a new language and get personal insight into the world beyond their backyards. Learn more at efexchangeyear.org.

Frequently asked questions

Where do I find my account number?

You can find it in the email you received from us when you enrolled on your tour or by calling the Traveler Support Team at **800-665-5364**.

How do I log in to my traveler account?

Go to eftours.com/login and enter your account number and password. Your password defaults to your date of birth (mm/dd/yyyy). Be sure to include the slashes and the correct number of digits (e.g., June 1, 2000 should be entered as 06/01/2000). The first time you log in you will be prompted to change your password.

Does the name on my EF account have to match my passport name?

Yes. Because your EF account name will appear on your airline tickets, your first, middle, and last names, as well as your date of birth, must be the same as they appear on your passport. If you notice any discrepancies, call the Traveler Support Team at **800-665-5364**. Please keep in mind that name changes after 110 days prior to departure require us to change the airline reservation, and will result in a minimum \$200 fee and up to the full cost of the new published fare ticket.

Why did the total charges on my invoice change?

Your invoice may reflect a change for several reasons, including the number of days on tour or the addition of an optional excursion. If you have a question about a charge, call the Traveler Support Team at **800-665-5364**.

What if I can no longer travel?

Please call us and we will try to accommodate you in any way we can. We don't want anyone to miss out on the opportunity to travel! We're happy to discuss the options available to you. To review our Cancellation Policy in detail, please refer to eftours.com/bc.

Will EF secure all necessary travel documents for me?

No. Each traveler is responsible for obtaining a passport, visa (if applicable), and any other necessary travel documents. EF recommends using visacentral.com. For non-U.S. citizens, check with the embassy or consulate of your destination(s) to find out what documents you will need. If you have questions, please ask your Group Leader or call the Traveler Support Team at **800-665-5364**. Travelers who fail to obtain the proper documentation will be subject to EF's standard cancellation policy.

With whom will I be rooming on my tour?

Travelers under the age of 20 will room in triples or quads with others of the same gender from your entire tour group. This may mean that travelers from different schools may room together. If you have a roommate request, please submit those to your Group Leader by 110 days prior to your departure day. If you are interested in upgrading to a twin room, please do so by calling the Traveler Support Team before 110 days prior to departure. Adult travelers and travelers on tour with family members may request special accommodations. See page 12 for more details.

What happens if the airlines cancel or delay my flight and I miss a portion of my tour?

Your Group Leader will be able to contact EF's dedicated Emergency and Service and Support Team here in the U.S. to help you and your group get on the next available flight.

Have additional questions?

Our easy-to-search Help Center is packed with answers. Find in-depth articles on everything from passports to payment plans at eftours.com/help-center.

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Upon arrival in Madrid, Spain, I was in awe at its cultural mystique. My tour guide was amazing. He was very knowledgeable, funny, and friendly. I became an expert at buying and ordering things in Spanish. EF has created a program that lets you explore and learn while staying safe.

Caleb S. — Colorado