



# Educational Value in Student Travel

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## The Passports Ethos

The staff at Passports, made up of travel professionals and educators alike, has been responsible for the successful overseas travel of hundreds of thousands of American high school students since the mid-nineteen-sixties.

The fundamental premise has remained unchanged down through the years — that travel to foreign lands is an education in itself, making the world a safer place, and making people happier with their lives than they would have been otherwise.

The student-travelers who explore the globe through Passports are not accidental tourists. Their extraordinary journeys are accomplished with the pro-active, dedicated support of educators — often faculty members at the very schools they attend.

Passports plays the role of catalyst in this process, giving teachers not just abstract, moralizing, make-the-world-better reasons why — but also providing the tools they need to organize a successful and life-changing educational tour for their students.

Passports is dedicated to the proposition that educational travel for young people of all ages serves the cause of international understanding. The company recognizes that providing travel services of high quality to students and teachers constitutes both a privilege and an obligation, both of which it takes very seriously.

Among other things, this means a phone that's answered 365 days a year, by a friendly, recognizable voice. Sensible air routings on commercial airlines. Final departure information that arrives to group leaders well before departure. Comfortable, centrally located three and four star hotels. Great meals in quality restaurants, and the services of careful, professional overseas staff, including a university-trained courier. All this at the very least.

## The Educator's Choice



Sir Francis Bacon had it right, some 400 years ago. He said “*Travel, in the younger sort, is a part of education.*”

That has been for years the mission statement for the travel professionals working at Passports. Experiential, hands-on learning overseas is a game changer for young people — creating new and invigorated career aspirations, and the strength to pursue these dreams.

Sir Francis Bacon had it right.



The overseas experience may be the game changer, but the process begins with the careful preparation of travelers in their classrooms, prior to the trip, back in the U.S.

Passports helps there, too. Mindful that teachers often spend more time authoring lesson plans than they do implementing them, Passports provides comprehensive lesson plans for all group organizers, *in advance*, targeted on their travel destinations.

These documents generally *exceed* the standards mandated by state and national protocols, and thus can be used by teachers as they see fit.

Saves time; makes for better lessons.

## [www.passports.com](http://www.passports.com)

It is here that you find the itinerary details and prices for all Passports trips. Travelers can sign up here using a credit card. Groups get their own, private web page, which comes in handy when it comes to pre-departure communications and checking payment balances.

**passports.com** is also a valuable educational tool. With the click of a mouse, a full encyclopedia of historical and cultural information becomes available — all of it selectable by travel destination. This resource is used by hundreds of educators, each and every day.

Lesson plans focusing on cultural highlights of the cities and countries to be visited overseas are easily downloaded, for the benefit of travelers and non-travelers alike.

Passports is the educator's choice.

## Financial Security

All participants' payments are fully protected- Passports holds liability policies covering school districts and teachers.

### General Liability

Berkely/Zurich Insurance: \$2 million total

### Business Liability

Hanover Insurance: \$2 million per occurrence; \$4 million per aggregate

Participant payments will be escrowed in the Passports Student Depository Account. The account is maintained at SpencerBank in Spencer, Massachusetts, and bears the bank I.D. #1023906233. Withdrawals from this special account are limited to membership fees, direct expenditures on behalf of travel participants such as for air tickets, hotels and other overseas services, and clearly identifiable operating margins.

All overseas suppliers have been carefully chosen by Passports and have proved over the years to be secure and reliable. Our relationships with many of the hotels, coach companies and logistics coordinators who will be serving you and your students date back to the early days of the American student travel industry, and are seasoned experts.

Passports' CST (California Seller of Travel) License # is 2067919-40.

## Insurance Coverage

Participants on a Passports tour must choose one of the following protection plans:

### TravelPak+Plus

TravelPak+Plus insurance is highly recommended by Passports. This insurance offers 100% trip cancellation for any of the attached 17 reasons and 75% cancel-for-any-reason coverage, up until 2 days prior to departure. Participants may enroll for TravelPak+Plus within 21 days of enrolling on their tour.

### TravelPak Comprehensive

TravelPak Comprehensive insurance offers 100% cancellation coverage for participants who must cancel their trip for any of the attached 17 reasons, up until 2 days prior to departure. Participants may enroll for the Comprehensive insurance until the final payment deadline of their tour.

### TravelPak Basic

TravelPak Basic insurance is given to all Passports participants, free of charge. Coverage includes: medical expenses, emergency evacuation, extended hospitalization, overseas assistance services, baggage and personal effects, baggage delay, trip delay and trip interruption.

# TravelPak™

**emergency medical, baggage, and trip delay insurance... complimentary coverage**  
 Complimentary post-departure coverage while traveling (see documentation)

|                                       |                  |  |
|---------------------------------------|------------------|--|
| <b>TRIP INTERRUPTION</b>              | <b>\$1,000</b>   | If the student needs to interrupt their trip or return home early for a covered reason, the plan will pay for their unused, non-refundable land or cruise arrangements, plus the additional transportation costs to return home or rejoin their trip.  |
| <b>TRIP DELAY</b>                     | <b>\$1,000</b>   | Provides reimbursement for reasonable accommodations, local transportation and meals if a trip is delayed 5 hours or more for a covered reason.  |
| <b>MISSED CRUISE CONNECTION</b>       | <b>\$1,000</b>   | Includes reimbursement for unused, non-refundable expenses and additional costs such as accommodations, transportation and meals to rejoin the trip if a covered delay causes a connection to be missed by 3 hours or more.  |
| <b>BAGGAGE &amp; PERSONAL EFFECTS</b> | <b>\$1,500</b>   | It's any traveler's nightmare. They arrive at their destination, but their baggage was lost, stolen or damaged. The plan will reimburse the student to replace or repair their lost or damaged luggage and personal articles.  |
| <b>BAGGAGE DELAY</b>                  | <b>\$250</b>     | If while on the trip, the student's baggage is delayed 12 hours or more, we will reimburse them for the purchase of necessary additional clothing and personal articles.   |
| <b>EMERGENCY MEDICAL EXPENSES</b>     | <b>\$50,000</b>  | If the student has a serious illness or injury while on their covered trip, the last thing to worry about is how they are going to pay the bill. The plan provides primary coverage reimbursement of their medical expenses, allowing them to receive the treatment they need in an emergency. |
| <b>EMERGENCY MEDICAL EVACUATION</b>   | <b>\$250,000</b> | Provides coverage for emergency medical evacuation, if necessary, to the nearest qualified medical facility.   |
| <b>24 HOUR AD&amp;D</b>               | <b>\$25,000</b>  | Provides coverage for accidental death which occurs within 180 days of an injury sustained while on your trip.   |

**Travel Assistance & Concierge Services\*** Includes a wide range of services available before and during trips through a 24/7 toll free number, such as:

**Medical Services:** • Medical Assistance, Consultation & Monitoring • Emergency Medical Payments • Prescription Assistance • Nurse Assist Helpline

**Travel Assistance:** • 24 Hour Legal Assistance • Language Interpretation Services • Emergency Cash Transfer • Travel Document & Ticket Replacement

**Concierge Services:** • Information Services for Destination • Recommendations & Reservations • Assistance with the Return of Lost or Delayed Baggage

\*Assistance services provided by Travelex's designated provider.

TravelPak™ is provided by Travelex Insurance Services as the 360° Student Group Travel Protection Plan (Basic Plan, SGSB 0911, Location 21-0169). This is a partial description of benefits. For full details on terms, conditions, limitations and exclusions of the insurance plan, please refer to the Description of Coverage and/or Group Certificate/Individual Policy. Travel Insurance is underwritten by Stonebridge Casualty Insurance Company a Transamerica company, Columbus, Ohio; NAIC #10952.

Easy claims handling, less time and hassle to receive reimbursement for eligible losses, before any other collectible insurance.

Complete details available at [www.passports.com/travelpak](http://www.passports.com/travelpak).

# TravelPak+Plus™

**optional trip cancellation insurance \$249.00**

100% trip cancellation *AND* 75% cancel-for-any-reason coverage

## **100% CANCELLATION COVERAGE FOR 17 REASONS:**

Coverage is provided for the following unforeseeable events or their consequences which occur while coverage is in effect under this Policy if there is a change in plans by you, a Family Member traveling with you, or Traveling Companion:

1. Sickness, injury or death of you, your Family Member, Traveling Companion, or Business Partner. The Sickness must commence while coverage is in effect, require the examination of a Physician, in person, at the time of Trip Cancellation or Trip Interruption and, in the written opinion of the treating Physician, be so disabling as to prevent you from taking or continuing your Covered Trip;
2. Common Carrier delays resulting from inclement weather, or mechanical breakdown or organized labor strikes that affect public transportation;
3. arrangements cancelled by an airline, cruise line, motor coach company, or tour operator, resulting from inclement weather, mechanical breakdown or organized labor strikes that affect public transportation;
4. arrangements cancelled by a tour operator, cruise line, airline, rental car company, hotel, condominium, railroad, motor coach company, or other supplier of travel services, resulting from Financial Insolvency;
5. being directly involved in a documented traffic accident while en route to departure;
6. being hijacked, quarantined, required to serve on a jury, or required by a court order to appear as a witness in a legal action, provided you, Family Member traveling with you or a Traveling Companion is not 1) a party to the legal action, or 2) appearing as a law enforcement officer;
7. your Home made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster;
8. your destination made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster;
9. mandatory evacuation ordered by local authorities at your destination due to hurricane or other natural disaster;
10. being called into active military service to provide aid or relief in the event of a natural disaster;
11. a documented theft of passports or visas;
12. a Terrorist Act which occurs in your departure city or in a city which is a scheduled destination for your Covered Trip provided the Terrorist Act occurs within 30

days of the Scheduled Departure Date for your Covered Trip;

13. a cancellation of your Covered Trip if your arrival on the Covered Trip is delayed and causes you to lose 50% or more the scheduled Covered Trip duration due to the reasons covered under the Covered Trip Delay Benefit;
14. a transfer of employment of 250 miles or more;
15. your involuntary termination of employment or layoff and was not under your control. You must have been continuously employed with the same employer for 1 year prior to the termination or layoff. This provision is not applicable to temporary employment, independent contractors or self-employed persons;
16. your host at destination is hospitalized or dies;
17. Your parent receives from an employer, with whom your parent is employed on the effective date of Trip Cancellation coverage, notice of job termination.

## **CANCEL FOR ANY REASON BENEFITS:**

If you cancel your Covered Trip for any reason not otherwise covered by this plan, we will reimburse you for 75% of the prepaid, forfeited, nonrefundable Payments or Deposits you paid for your Trip provided:

1. the payment for this plan is received (or, if mailed, postmarked) within 21 days of the date your initial deposit / payment for your Covered Trip is received; and
2. you insure 100% of all prepaid Covered Trip costs that are subject to cancellation penalties or restrictions; and also insure within 21 days of the payment for those arrangements the cost of any subsequent arrangements added to your Covered Trip; and
3. you cancel your Covered Trip 2 days or more before your scheduled Covered Trip departure date.

Complete details available at [www.passports.com/travelpak](http://www.passports.com/travelpak).

TravelPak+Plus™ is provided by Travelex Insurance Services as the 360° Student Group Travel Protection Plan (Deluxe Plan, SGSD 0911, Location 21-0169). This is a partial description of benefits. For full details on terms, conditions, limitations and exclusions of the insurance plan, please refer to the Description of Coverage and/or Group Certificate/Individual Policy. Travel Insurance is underwritten by Stonebridge Casualty Insurance Company a Transamerica company, Columbus, Ohio; NAIC #10952.

## Contact Information

### Passports – USA

Passports Educational Travel  
389 Main Street  
Spencer, MA 01562  
Tel: 1 (508) 885-4600 or  
1 (800) 332-7277  
Fax: 1 (508) 885-0329  
[info@passports.com](mailto:info@passports.com)

Passports is also supported by offices in Italy, Spain, France, England, the Netherlands and Tobago.

## Reaching a Group Overseas

Passports is available 24-7 for assistance. Every time you call our toll-free number, you will speak with a live person, never a machine. If you must reach a participant while he or she is on tour, simply call our US Office (above). A member of the Passports staff will work with you to establish contact.

All Tour Directors can be reached by Passports at any time while on tour, and vice-versa. The safety and well-being of our participants is of the utmost importance, and we promise to handle any and all concerns as quickly and efficiently as possible.


## References

For a list of references from educators in your area, please contact Passports at 1-800-332-7277.

**Only with [passports](http://www.passports.com) - America's favorite student travel company.**

**Visit our website at [www.passports.com](http://www.passports.com).**





# Code of Conduct

Given the large amount of time, money and effort the group has invested in their tour, we at **passports** want every participant to have the best possible experience. Compliance with the Code of Conduct by all travelers helps ensure that this once-in-a-lifetime opportunity is enjoyed by everybody, whether student or adult.

**Approximately 30 days before departure**, you will be sent copies of the **passports** Code of Conduct for distribution to your group and to students' parents at your final pre-departure meeting. It is the responsibility of the group leader to make sure every traveler fully understands the **passports** Code of Conduct governing student behavior, to enforce these rules and to discipline any traveler who disregards them.

## Your Role as International Ambassador

### The passports Code of Conduct

**I will do my best to make sure that the people with whom I am in contact during my stay overseas are left with a positive impression of Americans** by being courteous and considerate at all times.

**If I am under 21 years of age, I will not leave the group individually for any reason whatsoever during the tour.** During free-time activities I will remain in groups of four or more participants at all times and we will not leave the main group without informing our group leader of our intended destination and hour and place of return. I will obtain prior approval from my group leader and a letter of permission from my parent(s) or guardian(s) if I wish to visit relatives or friends separately from my group during the tour. Otherwise, I will participate in all scheduled activities unless illness prevents me from doing so. I agree to notify my group leaders and the passports courier of my whereabouts at all times, and I agree to comply with their instructions throughout the tour.

**I intend to make the most of this valuable educational experience by making sure I don't miss anything.** This means being aware of each day's schedule by consulting with my group leader and taking note of any information posted in the hotel lobby. I will do my best to maintain a positive, responsible and cooperative attitude during the trip in order to enhance my own experience and also those of other people in my group.

**I understand that food is an important part of any culture, and I look forward to encountering various types of local cuisine during my stay.** Given that I can eat as much "American" food as I want once I am back home, I will try to keep a mind and palette open to new culinary experiences and do my best to sample the widest variety of foods. I agree to attend all mandatory meals and functions.

**I understand that I need to respect local culture and customs**, that I need to dress appropriately especially when visiting cathedrals or other places of worship, and that I must be courteous, respectful and pleasant at all times, even if the group encounters inconveniences, crowds, or things that don't appeal to me personally.

**During the tour, I will listen attentively to the guide** because I want to learn as much as possible about the places I am visiting. On the coach, when being addressed by the courier, local guide or group leaders, I will stop any conversation immediately, so that my traveling companions may hear what is being said. I understand that I must ask permission before using headphones, audio equipment, or any other electronic devices, and that these are in any case only permitted during long drives (two hours or more).

**I will do my very best to be on time** for any tour activities because I want to neither waste other people's time nor my own.

**I agree to attend all mandatory activities.**

**I will abide by the curfew** set by my group leaders. I understand that leaving the hotel at night without permission is strictly prohibited. I also understand that for my own safety I must not leave my hotel room after bed check nor may I change rooms without prior permission from my group leader.

**I understand the importance of correct behavior while at hotels.** This means not forgetting that other guests staying at the hotel have paid for their rooms and, therefore, have the right to peace and quiet, especially after 10 pm. I will not run down corridors, talk in a loud voice or shout out of windows at any time. While in my own room, I will be considerate of guests in neighboring rooms who may be trying to sleep.

**I realize that there are certain things that I must pay for myself** while on tour that are not included in the program fee, such as subway or bus tickets, beverages at lunch, dinner and throughout the day, telephone calls made from my hotel room, other items billed to my room, and tips. My group leader has made me aware of these requirements prior to departure, and I have planned a budget for them.

**I will buy my own souvenirs** and not take hotel property. I understand that passports keeps track of room numbers and assigned occupants throughout the tour, and that I will be required to pay for any damaged or stolen property. I also understand that I may not be allowed to leave the hotel until I have paid for damages caused by me while on tour. The same policy applies to damage of a motorcoach or touring bus.

**I will take care to look after my belongings at all times.** This means making sure my suitcase is loaded onto the coach before boarding, and checking that nothing has been left behind in the bus or in my hotel room before checking out. I understand that any article left behind will be considered as lost and that passports couriers cannot be expected to retrieve such articles for me nor to pay for or arrange for their recovery. I will pay special attention to my passport, airline tickets, money and other monetary tools because the loss of such things will not only inconvenience me but also those around me.

**I understand that alcohol is prohibited for student travelers during passports tours.** Some group leaders allow an exception to this rule under the following specific circumstance:

- I may sample one small glass of wine or beer at a mealtime or in a place where a taste of wine or beer is customary in local culture. Samplings or tastings may only take place when a group leader is present.

- If I am under 21, my parent/guardian must give written permission for me to sample wine or beer.

Alcohol consumption is never to occur in hotel rooms or during free time. I may not drink liquor or spirits under any circumstances. If my group leader chooses a no-alcohol policy, I agree to abide by that policy.

**I know that the use or possession of illegal drugs is prohibited** (as defined by U.S. government legislation, not by local laws). Likewise, weapons, or any article that may be considered as weapon-like, is of course prohibited at any time during the tour.

**I understand personal misconduct will not be tolerated** on tour including violent, hostile or offensive actions, physical, verbal or sexual harassment, or any actions which have the effect of threatening, intimidating or injuring another person.

**I realize that failure to behave correctly during the tour or violating any of the rules as outlined in this Code of Conduct may result in disciplinary action,** including the possibility that I might be sent home at my own expense or that of my parent(s) or guardian(s), and that this disciplinary action may incur the purchase of a new airline ticket in order to repatriate me back to the United States.

Your cooperation is greatly appreciated! Everyone at **passports** hopes that you and your group enjoy your travel experience. Have fun!

## Group Leaders Conduct

All group leaders and co-leaders are expected to adhere to the **passports** Code of Conduct and to be responsible for group leader duties. In case of a minor infraction, the **passports** courier may assert his or her authority to deal with the situation. In case of more serious noncompliance, or when the safety and wellbeing of group members is at risk, the local **passports** office will be contacted which may result in temporary suspension, or in the group leader being removed from the group and returned home at his or her own expense. However, in our 40 years of sponsoring educational tours abroad, **passports** has rarely found cause for disciplining group leaders.

## What teachers are saying...

*The overall experience was outstanding. My students had a great time and learned a great deal as well. This was my first time traveling to Europe with a large group of students and I would recommend Passports to anyone looking for student travel.*

*We had another wonderful trip! Many of our travelers are repeat customers so that speaks for itself in how pleased we are with everything the Passports staff does before and during our travels. A sincere THANK YOU TO ALL! We are busy planning for our 2015 trip!*

*All went well thanks to having Myriam working on our behalf. Her relationships with the people we encountered helped to resolve any and all challenges. Everyone loved our hotels and everything we were able to enjoy from free time to organized activity- we had a memorable experience!*

*I have thoroughly enjoyed my travel with Passports and have a high regard for the staff. The couriers have been excellent and personable. Thank you for 12 years of wonderful experiences in a part of the world I now love and being able to give others the same opportunity.*

*As always, class act and job well done. I recommend Passports to anyone I have contact with in educational travel.*

*I had a thoroughly fabulous time. My students have told me repeatedly that it was "the trip of a lifetime." Parents have asked when I will be doing the trip again. I thank you for providing a service that was very well received by all participants.*

*Passports is awesome. I would not travel with any other company. I am so impressed with the staff and travel accommodations. It is so easy to plan the perfect trip!*

*Pablo's extensive knowledge with regard to all of the sites we visited and his continuous care of our group was unsurpassed. (This assessment is based on my considerable experience as a foreign exchange advisor and leader of foreign travel with student groups.)*

*Vivi cared for our group as though we truly were her family and she wanted it to be our best trip ever. She accommodated our every need and desire.*

*Gianni is always fun, entertaining and very informative. He shows his passion for the area and this passion is contagious!*

*Paola was FANTASTIC! She was not only extremely knowledgeable, but also very kind and patient. All members of our group felt comfortable with her and felt they each made a new friend in Europe. It was hard for all of us to say good-bye to her on the last day.*

*I was incredibly impressed with Sara. She went above and beyond to praise my students for their preparation, which in turn praised me. I haven't felt that appreciated about being an educator in a long time. I would love to work with her again.*

*Andy was beyond excellent. His wealth of knowledge was presented in a way that endeared him to the students and impressed upon them the value of paying attention to details and the beauty of learning.*

*I cannot say enough about Sacha. He was the best tour manager that I ever had. He is a born teacher so the bus trip was a classroom that was so engaging. He is organized, on top of everything and marvelous with the students. He put in very long days and made every detail smooth and uncomplicated. In the future, Sacha is my measuring stick for outstanding couriers.*