

# GENERAL CONDITIONS

Once any student requests the description of any of the trip's programs organized by Belo Europe Travel, the client declares to know and to agree with all the terms of "General Conditions", that can be found in our trip program and on our website.

## Conditions of the trip:

1. The trip has a limited number of vacancies, which will be filled on a "first come – first served" basis.
2. There must be at least 30 students signed up to open up the trip. However, there is a possibility for us to open more buses depending on the number of reservations.
3. The rules of the High School Exchange program that you and your parents have signed, apply for the entire duration of the trip. Where any conflict arises between the rules of Belo Europe Travel and the Organization, it is the stricter of the two rules which applies and will be enforced.
4. One staff member of the Exchange Organization will accompany the trip as a chaperone. There will be one chaperone per bus, depending on availability.
5. Our schedules and itineraries must be followed by all students. The trip coordinator reserves the right to make changes in the schedule, when necessary, or if it is in the best interest of the group.
6. All departure/arrival times from/to our activities will be decided by the coordinators, depending on the exact length of each activity.
7. Belo Europe Travel reserves the right to operate the trip program backwards (i.e., switching the departure city and the arrival city) if needed because of the number of students and availability.
8. All students who take part in this trip grant image use rights to Belo Europe Travel to produce a trip video, as well as use of photos from the trip on our website and program materials.

## Requirements for the students:

9. English will also be used as the language of this trip.
10. It is not allowed, under any circumstance, for any student to separate himself/herself from the program during the trip.
11. All students must bring their original passport on the trip, however please leave a copy of your passport with your host family.
12. Keep luggage to a minimum. All students will carry and be responsible for their own luggage at all times. The maximum amount allowed is 23 kg (50 pounds) and a carry-on bag (small bag or backpack). Remember to keep the items you will need during the day with you on the bus – like Phones, chargers, wallets, etc.
13. At the beginning and the end of the trip, each student must leave from and go directly to his/her host community, unless the student has a written permission from the organization and his/her family.

## Student Safety and Conduct during the Trip

14. All participants are requested to be very careful in all swimming areas (pool, lake, beach, etc.) as they are not familiar with the places. If a participant does not know how to swim, he/she must let the coordinator of the trip know about it.
15. If you take any regular medication, make sure to bring enough for the trip's duration. Also, please bring a copy of the prescription in case you might need it (just to be safe.)

16. Since we will be outside, please be careful and use lotion/sunscreen.
17. The trip is smoke-free, which means that smoking of any kind of lighted pipe, cigar, cigarette, electronic cigarette or any other lighted smoking equipment is prohibited.
18. It is strictly prohibited to purchase, bring, carry or consume drugs or hallucinogens of any kind while on this trip.
19. Stealing of any kind will be severely punished in addition to any possible legal consequences.
20. It is strictly prohibited to purchase, bring, carry or consume any alcoholic beverages while on the trip.
21. Getting a tattoo or body piercing during the trip is forbidden in line with the organization rules.
22. As part of the risk management, and in order to promote students' safety, the following actions will be taken during the trip:
  - a) Any student may be randomly selected to perform a breathalyzer check at any time while on the trip;
  - b) Any student may be randomly selected to perform a drug test at any time while on this trip;
  - c) Students belongings, backpack, suitcase or any of my belongings may be randomly searched by any chaperone or member of the Trip Staff while on this trip;
23. If any student's conduct is considered harmful to the rest of the students, or if any student breaks any of the program rules, he or she can be sent back to their host community immediately, assuming all extra costs, to his/her host city/family. Additionally, any violation of the rules and any students removed from the program will be reported to the organization.

## Expenses

24. All prices are in Euro €. In case of payment by international wire transfer in your local currency (different from Euro €), the exchange rate to be considered for conversion will be the one listed by Banco Santander SA (in Europe) on the day that the payment arrives in our account.
25. In case of payment by international wire transfer, PAYMENT OF ALL BANK FEES ARE THE CLIENT'S RESPONSIBILITY. Please check with your bank before sending payment to find out the cost of all bank fees associated with international wire transfers.
26. In case of payment by credit card, there is a 2,10% processing fee for all credit card transactions.
27. Belo Europe Travel is not responsible for buying any bus, train or airplane tickets from the student's host city to the departure of the trip and return. It is the student's responsibility to pay for the ticket.
28. All other optional activities that may be offered during students' free time are considered extra costs, and are not included in the overall trip price.
29. Please note that additional expenses are different for each individual. We believe that € 30/per day is enough for food, extra entertainment, optional items, etc., but remember to bring additional money if you are planning to buy gifts. Also, remember that anything you buy will have to fit into your suitcase in order to get it on the bus and back home.
30. Please bring all cash in Euro €.
31. There will be plenty of ATM machines available during the entire course of the trip in case you need more money.
32. Lodging does not cover incidental costs, such as phone calls, mini-bar purchases, etc. If the students decide to use these services, they are responsible for paying these costs.

## Cancellation and Refund Policy

33. In case the minimum number of participants is not reached, Belo Europe Travel reserves the right to cancel the trip or to transfer the date and/or to offer other options of tours as well, according to the clients wish. If this occurs, all payments already made will be returned in full.
34. In case of trip cancellation due to unforeseen issues (organization's decision, health, climate, etc.), there will be a charge of processing fee in the amount paid (up to 9,75%) plus any bank/credit card fees associated; The reservation fee is nonrefundable;
35. If the student wants to cancel the trip before it starts, he/she will pay a penalty according to the date of his/her written order to cancel the trip, read below:
  - \*Cancelled up to 60 days before the start date of the trip: full refund of amount paid by student.
  - \*Cancelled between 59 and 21 days before the start date of the trip: pay 30% of the trip's price.
  - \*Cancelled between 20 and 7 days before the start date of the trip: pay 60% of the trip's price.
  - \*Cancelled between 6 days or less before the start date of the trip: pay 100% of the trip's price.
36. If a student cancels his/her trip, any payments previously made cannot be transferred to another student or host sibling
37. A request for reimbursement due to trip cancellation because of an early return of the exchange student to his/her original country, must be made to Belo Europe Travel at least seven (7) days in advance of the program trip's departure.
38. Any reimbursements will be made the same way the payment was done (International Wire Transfer, Eventbrite or Credit Card).
39. If the International Wire Transfer information sent is not correct, all taxes and bank fees will be the client's responsibility.
40. In case of early return of the student from the trip or to his/her original country, cost of return ticket is the student's responsibility.
41. Any student who leaves the trip during the program, for any reason, or is sent home for breaking any program rules, will not receive any refund.
42. Any cancellations or withdrawals must be made in writing – via letter, fax or email – by the tour's participant to Belo Europe Travel.
43. Belo Europe Travel is not responsible for any reimbursements or change fees associated with flight or travel arrangements made by the student.

## After the Trip

44. Lost & Found: all the students' items found during the trip will be sent to Belo Europe Travel's office and kept for 60 days after the end of the trip. Any student who has lost something must send us an e-mail with the description of the item within 60 days of the end of the trip. Postage to return the item to any student is the student's responsibility.
45. Please make any comments or complaints regarding the trip in writing (via email or standard letter) to Belo Europe Travel within 30 days of the end of the trip to ensure Belo Europe Travel a chance to respond. All contracts with Belo Europe Travel officially end 30 days after the trip and Belo Europe Travel, the tour operator, is therefore relinquished of any responsibility.