

Hello,

In order to get our trip approved by my district's School Committee, I will need to send an application to be discussed at one of their meetings. The application will cover a lot of information which will be of interest to parents and administration. If you could provide the following information (in text, not images) it would really help me get our trip approved!

Thank you SO much for your help!

Questions:

1) Departure Date (flight times (morning, afternoon, or evening), if possible):

April 10th, 2019 (evening)

2) Return Date (flight times (morning, afternoon, or evening), if possible):

April 21st, 2019

3) Where will students leave from? Will they meet at the airport, train station, etc?

Boston - Meeting point at the airport

4) What modes of transportation will our group be using once at our destination?

Private bus (Public transportation not organized by Forum)

5) What is the cost per student (ballpark is fine)?

\$ 1930 based on 25 Pax

6) What is included in the cost?

- ✓ Round-trip airfare* from Boston to Paris
- ✓ Associated transportation costs while in Europe as per itinerary (Private bus for transfers Airport-School / Private bus for full-day excursion to Chartres/Valley de la Loire & Versailles)
- ✓ All cultural and aforementioned visits, activities, tours, and admissions as per itinerary (Château de Fontainebleau with audioguides, Guided visit of Cathedrale de Chartres, Guided visit of Château de Chambord, Guided visit of Château de Versailles, Guided visit of Fromagerie Meaux Saint-Faron)
- ✓ Service of a dynamic professional bilingual Forum Tour Manager with the group on Days 2, 6 & 12.
- ✓ \$50 check (sent before departure) to purchase a prepaid cell phone with phone card for the duration of your Exchange
- ✓ Travel Protection Plan for all participants
- ✓ Two chaperones regardless of the group size-

7) What is NOT included in the cost? Please list every expense which they will incur which is not included.

✓ Public transportation

✓ Tips

8) Please describe the insurance policy, in detail. (Not just liability, but emergency, medical and cancellation policies as well)

Please refer to the document ***Quick Chart Student Protection Plan***.

9) Please describe the refund time frame and policy, in detail.

The student must fill out a cancellation form. The family receives a refund check about 3 weeks after we receive this form (available on the participant's online account).

10) Please describe the cancellation policy (individual students, by school or by company)

Please find below our cancellation policy:

Tours with flights, train or ferry

CANCELLATION	CHARGES
9 months or more prior to travel	No charge*
Between 9 and 4 months	\$300 per person
Between 122 and 90 days	\$600 per person
Between 89 and 45 days	50% of tour cost
Within 44 days before departure	100% of tour cost

*Additional administration fees of up to \$150 may apply

11) How does the student register for this trip?

The student registers online through Forum Registrations Website:

<https://enrollment.forumlanguageexperience.com> (Arlington French Exchange Page as yet to be created)

12) Describe any payment plan options available to the students and their parents/guardians.

Payment plans available:

- Payment Schedule as per proposal (3 or 4 payments)
- Monthly Payment
- Pay in full

13) Are there any scholarships available to these students through your company?

We do not offer scholarship since we already try to offer a tour cost as low as possible for everybody.

14) Can your company help them with fundraising efforts? If so, how?

We do not organize any fundraising activities, however we are flexible with fundraising checks school can send us and we applied to the student's accounts we are tell to.

15) Please provide a packet of information (additional to these questions) which can be presented to the School Committee with extra details or information. (Attached in email, preferably)

1/ School Board Approval Package: information about company's liability in this exchange. Since we organize both part of the exchange, our liability applies both while the French students are at Arlington HS and when the American students are at Lycée Saint-Apais.

2/ Student Protection Plan Quick Chart

3/ Forum terms & Conditions

16) Will I be provided with presentations and information to give to prospective students/parents?

Yes, everything will be available on your Group Leader Account once created (PowerPoint, Posters, Trip Page Online)

17) Please provide a detailed daily itinerary. (Attached in email, preferably)

See attached.

18) How will we communicate with parents/guardians during the trip?

\$50 check is sent to the Group Leader for phone expenses. Will have wifi access. In case of an emergency, Forum offer a 24h emergency line: **1 877 565 7375**

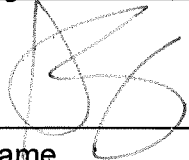
19) How will I communicate with my administration during the trip?

REQUIRED DOCUMENTS: Please make a copy of, personalize the copy (if necessary) & print a copy of each for the International Travel Coordinator.

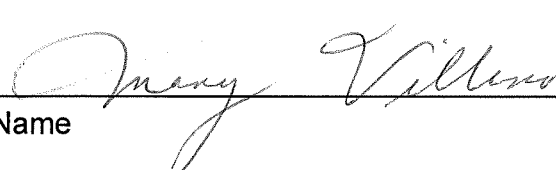
- AHS - International Travel Application (printed by Travel Coordinator)
- International Trip Application - Signature Form
- Legal Documents - Medical Info, Permission to Treat & Release from liability
- Trip Selection Criteria & Behavior Contract

Before submitting the completed application (with all necessary paperwork) to the School Committee, please get approval from your department head then schedule a meeting with the International Coordinator (Mary Villano).


Signature of Department Head

	World Languages	3/26/2018
Name	Department	Date

Signature of International Travel Coordinator

	3/26/18
Name	Date

Signature of Principal

	3/26/18
Name	School Date

Signature of Superintendent

	3/26/18
Name	Date



Veronique Lahey <vlahey@arlington.k12.ma.us>

International Travel Application

3 messages

Google Forms <forms-receipts-noreply@google.com>
To: vlahey@arlington.k12.ma.us

Thu, Mar 22, 2018 at 5:05 PM

Thanks for filling out International Travel Application

Here's what we got from you:

EDIT RESPONSE

International Travel Application

Please fill out this form, which will go to the School Committee for approval, to the best of your ability. Remember to send the questionnaire to your travel representative before filling out this form, so that you can simply cut and paste their answers into this document.

Your email address (vlahey@arlington.k12.ma.us) was recorded when you submitted this form.

Your Name *

Veronique Lahey

In what department and at which school does the lead teacher work? *

AHS World language dept

Trip Basics

Please provide some basic information about this trip.

Destination (City(s)/Country): *

Melun, France

Departure Date *

April	10	2019
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How will you be traveling to your destination? (bus, plane, train, etc) *

Plane

How will you be traveling around your destination once you have arrived? (bus, plane, train, etc) *

bus

Return Date *

April	21	2019
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What is the purpose of this trip? (cultural, student exchange, homestay, etc) *

Cultural, homestay, student exchange

Briefly describe the educational purpose/value of this trip. *

Students will live in total immersion in France, with a family. They will also go to the French high school and discover how a French person of their own age lives in France

Will any school be missed by those attending? (Yes or No) *

yes

If school will be missed, what steps will be taken to minimize the impact?

Students will be made aware of the responsibility they have to keep up with the classes they miss. Their teachers will be informed before the students miss class.

Who can attend this trip? Is it geared toward particular students? Grade levels? etc. (Requirements for participation should be clearly stated on the Trip Policy & Behavior Contract to be signed by parents. Edits to this document can be made on your own copy) *

Students studying French, and registered in a French class during the academic year of the exchange. Students are Juniors or Seniors.

How much does the trip cost (an estimate is fine) per student? *

\$1930

What is included in the cost of the trip? *

Travel to and from France, visit to Fontainebleau Castle, day trip to Chartres, and visit of Chambord Castle, Day trip to Versailles and visit to a famous and local cheese factory (Brie de Meaux), room and board.

What is NOT included in the cost of the trip? What expenses will students incur during the trip? *

Metro tickets to and from Paris (on 2 days), tips for guides and bus drivers. Approximately 40 Euros. Also not included is pocket money for shopping and eating out (if students choose not to eat food prepared by families, or are tempted by extras...)

Chaperones

Arlington Public Schools requires a minimum of 2 chaperones for all international travel. One male and one female is required.

What is the name and email address of your chaperone? *

Maria Arevalo - marevalo@arlington.k12.ma.us

Please provide the names and emails of all chaperones. (Ensure, if not district employees, that they have been CORI'd well before the trip)

1 more chaperone from AHS to be determined

Travel Company

What is the name of the agency with whom you have worked to plan this trip? *

Prometour

What is the name, phone number and/or email address of the individual agent(s) with whom you have worked? *

Anais Boschet - anais@forumbyprometour.com

Describe the trip insurance plan. (Trip insurance usually includes coverage for emergency travel home, trip cancellation, etc. This is NOT just liability.) *

Please refer to the document Quick Chart Student Protection Plan.
Full document - <https://drive.google.com/open?id=0B2-oEPRGPUEcNzNDb3fbDJ0eURKTWN2SjRQWnlxMy1TVWE0>

In the event of cancellation, describe the refund date(s) and policy. (Include a print out of this information attached the Trip Policy & Behavior Contract that is signed by students and parents/guardians) *

Trips with flights, train or ferry
CANCELLATION CHARGES*
9 months or more prior to travel No charge**
Between 9 and 4 months \$300 per person
Between 122 and 90 days \$600 per person
Between 89 and 45 days 50% of trip cost
Within 44 days before departure 100% of trip cost
**Additional administration fees of up to \$150 may apply.
Full document: <https://drive.google.com/open?id=0B2-oEPRGPUEcelJzNjFLNENUVFIDcGstQ0tnVmdpDNUSk9j>

How do students register for this trip? (online with travel company, through lead teacher, through the school, etc) *

The student registers online through Forum Registrations Website:
<https://enrollment.forumlanguageexperience.com> (Arlington French Exchange Page as yet to be created)

If there is a payment plan, or options, please describe. *

Payment schedule:
April 15th, 2018 \$ 500
July 15th, 2018 \$ 500
November 15th, 2018 \$ 500
January 15th, 2019 Balance
or monthly payment
or pay in full

What is the process for students who may have difficulty paying for this trip? *

Prometour has a payment schedule over a 10 month period

If the company provides fundraising opportunities, please explain.

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Please upload a "School Board Packet," if provided by the travel agency. (Be sure the document includes the lead teacher name, the phrase "School Board Packet" and destination city in its title)

Files submitted:

SCHOOL BOARD PACKET - Veronique Lahey - Melun France - April 2019 - Veronique Lahey.pdf

Pre-Trip Prep

Describe how you will disseminate information about this trip to students. *

Google Classroom with information, and all pertinent document, teacher presentation, meetings

Describe how you will communicate with parents before the trip. (Parent meetings, informational website, etc) *

Google Classroom, emails, meetings

During the Trip

Please attach your trip itinerary. (Be sure the document includes the lead teacher name, the phrase "Itinerary" and destination city in its title) *

Files submitted:

ITINERARY - Melin, FRANCE - APRIL 2019 Veronique Lahey - Veronique Lahey.pdf

Describe how you will factor emergency expenses into the trip budget. *

* Medical coverage is required for students
* parents and students are also offered a Non-Insurance Worldwide Emergency Assistance Services
The non-insurance Travel Assistance feature provides a variety of travel related services. Some of the services offered include:

- Emergency cash advance
- Medical or legal referral
- Hospital admission guarantee
- Translation service
- Lost Baggage retrieval
- Inoculation information
- Passport / visa information
- Prescription drug / eyeglass replacement
- Bail bond

* Parents will be asked to sign a commitment to repay any emergency expenses that chaperones have incurred on their child's behalf during the trip.

Describe how you will communicate with parents/guardians during the trip. *

Google Classroom, Email, and if necessary phone, text.

Describe how you will communicate with administration during the trip. *

Email, and if necessary phone, text.

Veronique Lahey <vlahey@arlington.k12.ma.us>
To: Mary Villano <mvillano@arlington.k12.ma.us>

Thu, Mar 22, 2018 at 5:34 PM

Hi Mary,

I have filled the questionnaire (International trip Application) and sent it.

I just need Dawn's and your signature. I'll get Dawn's tomorrow.

I'm attaching to this message: the Travel Questionnaire filled by Prometour, the itinerary, the School Board Packet, and all information needed from the travel agent.

The French are waiting for us to approve the trip so that they can start making plans and know how many students they accept on the exchange. It would be a life saver if we could get the trip approved by the School Committee next Thursday.

Let me know if you need anything else and I will do my best to provide it asap.

Thank you very much for your help - Vero

 TRAVEL QUESTIONNAIRE ARLINGTON FRENCH EXCHAN...

 ITINERARY - Melin, FRANCE - APRIL 2019 Veroniqu...

 SCHOOL BOARD PACKET - Veronique Lahey - Melun F...

[Quoted text hidden]

Mary Villano <mvillano@arlington.k12.ma.us>
To: Veronique Lahey <vlahey@arlington.k12.ma.us>

Fri, Mar 23, 2018 at 9:52 AM

Hi Vero,

This looks great. I will sign it on Monday and have Matt sign and get it to 6th floor. I will email Karen Fitzgerald to put it on the agenda for next weeks meeting.

I'll be in sometime Monday morning

Mary

[Quoted text hidden]

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Mary Villano,
Foreign Exchange Program Coordinator
MCAS Coordinator
International Travel Coordinator

Arlington High School
mvillano@arlington.k12.ma.us
Foreign Exchange Program Website

781-316-3632
Rm. 511

TERMS AND CONDITIONS

The following Terms and Conditions were updated October 16, 2017.

RESERVATION, PRICE AND PAYMENT

Reservation

When you register for a trip with Forum Language Experience ("Forum"), you accept our Terms and Conditions. Your payments and participation in the trip is your continuing acceptance of Forum's Terms and Conditions. Your reservation will be confirmed once you have submitted the online registration form and paid your trip deposit.

Price Guarantee

All prices are quoted in your local currency unless stated otherwise. Prices are calculated using exchange rates and tariffs in place on the date of your quote. Once Forum has confirmed your reservation, the land-portion price is guaranteed. Forum reserves the right to adjust the trip price and apply surcharges up to 60 days prior to departure in the event of:

- Increases in transportation costs due to fuel surcharge and/or any domestic/international departure or arrival taxes, security charges or any other types of charges imposed by airlines, airports, governments, etc.
- Exchange rate modification
- Trip modification / change in group size

Adult Supplement

The majority of our trips are designed for students; however, adults are welcome to join. A flat rate supplement of \$10 per day will be charged per adult (travelers over the age of 18).

Single/Twin Room Guarantee Supplement

This supplement does not cover night trains, cruise ships or ferries:

SUPPLEMENT	
Double/Twin Occupancy	\$40 per night
Single Occupancy	\$80 per night

Payment

We accept all major credit cards, personal checks and money orders. Your payment is not deemed made until Forum receives it. A deposit is payable at the time of booking in order to guarantee the reservation. The balance of payment must be made prior to departure.

A reservation made after the final payment deadline is payable in full at the time of booking. Failure to pay in full before the balance deadline will result in a management fee of \$150 to cover the additional communication and administration costs and is subject to the Cancellation Fee Schedule below. Please note that a non-sufficient fund fee of a minimum of \$50 will be charged to the participant if any payment is denied by the participant's bank.

	INITIAL DEPOSIT	FULL PAYMENT DEADLINE
Land-Based Programs (by Bus/Train)	\$300	45 days prior to departure
All Programs including flights	\$500	90 days prior to departure

Refunds

No refund will be made for any unused travel services or any portion thereof, nor is the price or value of unused travel services exchangeable for alternative services.

Payment Protection Coverage

Forum is registered with the State of California Seller of Travel Program, registration number 2061627, and its contact information is at the end of these Terms and Conditions.

CANCELLATION AND MODIFICATION

Cancellation Made by Participant

Notice of cancellation must be made in writing to Forum. The cancellation date will reflect the date the written notification is received. For each cancelled participant, the rate charged to the remaining participants of the trip will be adjusted according to the trip's price list. In the event of cancellation, all train tickets, plane tickets and other vouchers must be returned to our ticketing department before a refund can be processed.

Trips with flights, train or ferry

CANCELLATION	CHARGES*
9 months or more prior to travel	No charge**
Between 9 and 4 months	\$300 per person
Between 122 and 90 days	\$600 per person
Between 89 and 45 days	50% of trip cost
Within 44 days before departure	100% of trip cost

**For groups with less than 10 travelers, the minimum cancellation charge will be based on the cost of the airline ticket issued.*

***Additional administration fees of up to \$150 may apply.*

Trips without flights, train or ferry

CANCELLATION	CHARGES
3 months or more prior to travel	No charge*
Between 89 and 60 days	\$150 per person
Between 59 and 30 days	50% of trip cost
Within 29 days before departure	100% of trip cost

**Additional administration fees of up to \$50 may apply*

Cancellation Made by Forum

We reserve the right to cancel a trip. In such case our liability will be limited to the purchase price of the travel services only, and we shall not be liable for any claims, demands, losses or damages of any nature or kind whatsoever you may have by reason of our cancellation of the travel services. Cancellation for country instability will be based on a "Travel Warning" issued by the US Department of State for the destination country(s) of your trip. Forum will not cancel a trip for any other cautions or alerts issued by any government or agency. Forum cannot be responsible if the Group Leader, chaperone or participants choose to cancel or not participate in a trip. Forum will apply cancellation charges as listed above. Forum offers cancellation insurance for participants who may wish to purchase additional insurance beyond that offered by Forum. You may also wish to purchase your own travel insurance policy from a private insurer.

Cancellation by Group Leader/School District

A trip cancelled by a Group Leader or School District cancels the trip for all participants. A trip cancelled by a Group Leader or School District will result in cancellation charges as listed above. If a Group Leader, School District or participant is interested in purchasing additional insurance to protect the interests of all participants, they should contact Forum or purchase their own travel insurance policy from a private insurer.

Modification Made by Participant

If there is a trip modification, you agree to pay any additional charges as a result of that modification, and you agree that there will be no refund or rebate as a result of a modification.

Modification Made by Forum

We reserve the right to modify a trip by substituting similar services or making other changes as necessary based on availability of accommodations or vendors. Furthermore, suppliers have the right to substitute other suppliers in their place with or without notice. In all cases, you will receive a comparable or superior service. During local festivities, national holidays, strikes, demonstrations, or other events beyond our control, access to certain facilities such as museums, restaurants, sightseeing tours, or shopping may be limited or not available. Weather conditions may cause delays, modification or cancellation of services. Forum does not accept responsibility in such cases. Alternatives will be offered whenever possible.

Participant Substitution

Any participant seeking to cancel a trip must submit a written cancellation form. If a participant submits a written cancellation three months or more prior to departure, and simultaneously submits registration for a new participant and all fees due under the payment schedule, to take the place of the cancelling participant, Forum will issue a refund to the cancelling participant according to the Reimbursement Schedule below. Forum will not charge any transfer or cancellation fees for substitutions three months or more prior to departure. If a participant seeks to cancel travel within three months and prior to four days before departure, and to substitute a new participant, the cancelling participant must submit a written cancellation along with a new participant registration and full payment. Forum will issue a reimbursement to the cancelling participant, less \$300, according to the Reimbursement Schedule below. Forum reserves the right to refuse a participant substitution.

Reimbursement Process & Timing

Forum will reimburse you for the amounts due, less any offsets, in thirty days from the latest of one of the following dates:

- The scheduled date of departure.
- The day the participant requests a refund in writing on the cancellation form provided by Forum.
- The day of cancellation by Forum.

Participant agrees that no interest will be paid on refunds.

*Refunds will only be made by check, regardless of the payment method used.

RESPONSIBILITIES

Travel Interruption

After commencement of a trip, if you should withdraw or abandon the trip or if you should be prevented from traveling by any of Forum's vendors (e.g. insufficient identification), you relinquish all claims for funds and agree that Forum is entitled to retain the funds. In case of illness or physical limitations, you must obtain a medical certificate or declaration from a health care provider and file an insurance claim. Forum will not reimburse you for any payments but will provide you with the information to submit your claim to the insurer. Forum makes no representation or guarantees concerning reimbursements of funds paid under any insurance claim.

Health and Capabilities

The pace of a trip varies, but in general, they require participants to be in good physical and mental health. Please inform your Tour Consultant of any physical disabilities or limitations. We recommend that participants seek medical advice before departure.

Passengers requiring food complying with special diets should make a request at the time of registration. Forum will do its best to meet these requests, however some of Forum's vendors may not be able to accommodate all requests.

Passport, Visas & Administration

The participant is responsible for obtaining all visas, passports, entry documents, health requirements and any documents required by laws, regulations, orders and/or requirements of the countries to be visited. **We suggest that this process be completed well in advance of departure.** Non-US or non-Canadian citizens must consult appropriate consulates to determine if any visas are needed. Failure to do so may result in refusal of travel. All passengers traveling internationally are required to have a passport. Most countries require that the passport be valid for at least six (6) months beyond the conclusion of your trip. In addition to appropriate travel documents for your destinations, **minors (travelers under 18 years old) traveling to any foreign destination when not accompanied by both parents, must have an affidavit stating:**

The child is traveling to a foreign destination with the permission of the parents/legal guardian. The child is traveling in someone else's care.

The affidavit must be signed by both parents (or the sole, documented custodial parent) and must be notarized for some destinations (e.g. Mexico, Costa Rica) If a minor is living with only one parent, the affidavit must be signed by that parent and be accompanied by a copy of their legal custody agreement.

It is the sole responsibility of the participant to provide proper documentation. Names on airline tickets must be identical to the passenger's passport. **No refunds will be made for improper documentation resulting in denied boarding or entry.**

Conduct and Behavior

The Group Leader is responsible for the supervision and general well-being of their group. In the event of student misconduct, it is the responsibility of the Group Leader to discipline the students involved and decide what action to take in regards to contacting the parents.

If the Forum Tour Manager witnesses any issues with student behavior, they will inform the Group Leader immediately.

Most groups have a minimum complimentary ratio of one chaperone to ten students. Normally, chaperones are teachers from the school; thus, they also know the students and will assist the Group Leader with issues related to conduct and behavior.

If a Group Leader decides that a student is no longer able to participate in the trip due to behavior issues, cancellation fees will be applied following Forum Language Experience Terms and Conditions without exceptions. Should the Group Leader decide to send a student home for behavioral issues during the trip, all expenses related to the early trip termination will be paid for by the parent(s)/legal guardian of the child.

Liability

Forum takes pride in selecting quality travel partners (i.e. airlines, hotels, ground transport companies, etc.). Your Forum program begins when you leave from your program's established departure city and ends upon completion of the program's services. Forum's travel partners are independent parties over which Forum has no direct control. Forum, its affiliates, directors, officers, employees, teacher/group leader, and school cannot be held responsible for events beyond their control, including but not limited to: war, civil unrest, politically motivated acts of violence, acts of God, terrorist activities, strikes, or government restrictions. Forum is not responsible for personal injury, death, property damage, baggage and personal effect loss or theft, in the absence of Forum's gross negligence. This includes any injury, death or damage arising from either an act or omission related to the use of any vehicle, host family, school, airline, hotel, tour operator, transportation company, sightseeing contractor or other firm, company, agency or individual. As part of your agreement to travel with Forum, you have agreed to arbitrate any disputes related to injury, death or damage. Forum is not responsible for the behavior of participants on a trip - this is the sole responsibility of the group leader, participants and chaperones.

Travel Insurance Coverage

All groups traveling by plane are covered by Forum's complete cancellation, travel protection and emergency medical insurance package. All land-based international trips include Forum's emergency medical insurance package. These programs are **not** optional and can only be revoked for a group with a signed insurance waiver.

Airlines and Airports

Participant(s) are subject to the terms and conditions of the airline, which constitute the sole contract between airline and passenger. Flight delays and schedule changes are the sole responsibility of the airline. Any domestic and international departure or arrival taxes, security charges, fuel surcharges, baggage fees or any other charges imposed by airlines, airports, governments etc. are subject to change without notice due to legislation beyond our control. Forum reserves the right to pass on said changes to each passenger. Additional tickets may be requested up to a maximum of 45 days prior to departure and may incur additional fees. Alternate return-date requests are limited to 10% of the total group size. It is not possible to alter your return/departure point or flight route. The deadline to submit a request for an alternate return is 90 days prior to departure. A \$150 Forum Service Fee will be applied for processing your request, and will be upheld if you choose not to take the option we offer. You will be informed of the final cost including any applicable airline supplements before changes are made. Any additional changes will incur fees as previously mentioned.



TERMS AND CONDITIONS

Governing Law

California law, without regard to its conflict of laws principles, shall govern and enforce this Agreement, regardless of where the services are performed or parties reside.

Claims and Statute of Limitations

Either Party may initiate dispute resolution proceedings by emailing or mailing a written notice to the other party within six months of the occurrence or six months of when the Party first had knowledge of the dispute issues. Both parties agree to waive all disputes where written notification was not provided within six months of when that claim arose.

Negotiation.

As a condition precedent to arbitration or any other dispute resolution, the Parties agree to enter into negotiation to resolve any dispute. After a party receives a notice of a claim, both Parties agree to submit a written statement of their position and then negotiate in good faith to reach a mutually agreeable settlement within sixty days or another reasonable amount of time as agreed by the Parties.

Insurance

If any claim is covered by insurance, as a condition precedent to filing arbitration, that Party agrees to file its insurance claim directly with the insurer prior to filing arbitration.

Arbitration

If negotiations are unsuccessful in resolving a dispute, the dispute, except those within the exclusive jurisdiction of the Small Claims Court, shall be submitted to binding Arbitration with Judicate West applying the American Arbitration Association Rules, unless the parties mutually agree otherwise in writing. Any claim whether in the Small Claims Court or arbitration must be filed within 150 days from the date when notice was first sent to the opposing party. The Parties intend this paragraph to be a self-executing arbitration clause. The arbitration shall take place within 120 days after filing for arbitration, unless the parties stipulate otherwise. The Parties agree that all claims, whether in court or arbitration shall be filed in San Diego County.

Mediation

A condition precedent to any arbitration decision is that within 60 days after the initial filing arbitration, a person from each Party with sufficient authority to resolve the case, and their legal representative, agrees to meet in-person to mediate the dispute. The place of the meeting shall be within San Diego County, and if the parties cannot agree on a location, it shall take place at the office of Forum. Each party agrees to pay one-half the costs of the Mediation. No less than 10 days prior to the mediation, each party agrees to submit a brief written statement of its position to the opposing Party. If either party fails to appear in person, that party must pay all the mediation costs as a condition precedent to further dispute resolution.

Settlement Offer

Either Party may offer a written settlement proposal to the opposing party at any time that is valid for 15 days. The Prevailing Party is the Party who makes a Settlement Offer, and obtains an arbitration award or a later Settlement Offer from the opposing Party that is equal to or exceeds its earlier Settlement Offer. A Party who files a claim in Court, instead of according to the terms of this dispute resolution section, shall not be a Prevailing Party, even if it wins substantially all its claims in arbitration and exceeds its Settlement offer.

Attorney's Fees and Costs

Attorney's fees and costs shall be awarded to the Prevailing Party in an arbitration. Costs shall be awarded to the Prevailing Party from the inception of the dispute. Attorney's fees and costs shall be awarded beginning with the date the Prevailing Party made its Settlement Offer.

Lawsuit

If either party files suit, other than a Small Claims lawsuit or to enforce arbitration, the Court shall award attorney fees against the party filing the suit, regardless of the outcome of that suit, in an amount of the actual attorney fees paid by the Plaintiff plus the unpaid billings of the current and prior month. The parties agree that the court is not authorized to award an amount less than the fees actually incurred.

Venue

Any lawsuit, mediation or arbitration shall take place in the City of San Diego. Parties waive any objection to personal jurisdiction and venue.

Statutory Notices California Corporations Code § 17550.13

California law requires certain Sellers of Travel to have a trust account or bond. This business has a trust account. Forum is a seller of travel and a participant in the California Travel Consumer Restitution Fund (<https://www.tccinfo.org/>). A passenger, or the person making payment for the passenger, who was located in California at the time of the sale of air or sea transportation or travel services, has a right to make a claim on that fund. The losses covered include travel services that you paid for, but did not receive. You must file your claim on the forms provided by the California Travel Consumer Restitution Fund. If you file a claim with the California Travel Consumer Restitution Fund, you forfeit your right to file a claim against Forum. The time limit for making a claim is one year from the date of completion of the travel for which you claim a refund. Your claim must exceed \$50 and cannot exceed \$15,000. There is a filing fee to file your claim with California Travel Consumer Restitution Fund.

Travel Protection Other Than California

Forum operations only in California and does not participate in any other State's seller of travel program or restitution fund. If a participant is outside the State of California, there is no protection for you through the California Travel Consumer Restitution Fund.

Contact

Prometour USA Inc., a California corporation dba Forum Language Experience
2700 Adams Avenue Suite 205 San Diego, CA 92116-1352
+1 619 432-0249
Info@forumlanguageexperience.com

info@forumbyprometour.com • forumbyprometour.com • 1 888 282 0991

STUDENT PROTECTION PLAN

WHEN PURCHASING ON BEHALF OF ALL TRAVELERS

SCHEDULE OF INSURANCE COVERAGE AND OTHER NON-INSURANCE SERVICES

Trip Cancellation**	Trip Cost*
Trip Interruption**	150% of Trip Cost*
Travel Delay – 6 hours	\$750 (\$150/day)
Missed Connection – 3 hours	\$500
Baggage/Personal Effects	\$1,500
Baggage Delay – 24 hours	\$300
Accident & Sickness Medical Expense	\$25,000
Emergency Evacuation & Repatriation	\$100,000
Cancel for Any Reason***	Optional
Non-Insurance Worldwide Emergency Assistance Services	Included

* Up to the lesser of the Trip Cost paid or the limit of Coverage for which benefits are requested and the appropriate plan cost has been paid. Maximum limit of \$10,000

** For \$0 Trip Cost, there is no Trip Cancellation and Trip Interruption is limited to \$500 return air only

*** CFAR coverage is 75% of the nonrefundable trip cost. CFAR is optional and available for individuals or your entire group. Trip cancellation must be 48 hours or more prior to scheduled departure. CFAR must be purchased at the time of plan purchase and with, or before your final payment. This benefit is not available to residents of New York State.

GENERAL LIMITATIONS AND EXCLUSIONS

Insurance benefits are not payable for any loss due to, arising or resulting from: 1. suicide, attempted suicide or any intentionally self-inflicted injury of You, a Traveling Companion, Family Member or Business Partner booked to travel with You, while sane or insane; 2. an act of declared or undeclared war; 3. participating in maneuvers or training exercises of an armed service, except while participating in weekend or summer training for the reserve forces of the United States, including the National Guard; 4. riding or driving in races, or speed or endurance competitions or events; 5. mountaineering (engaging in the sport of scaling mountains generally requiring the use of picks, ropes, or other special equipment); 6. participating as a member of a team in an organized sporting competition; 7. participating in bodily contact sports, skydiving or parachuting, hang gliding or bungee cord jumping; 8. piloting or learning to pilot or acting as a member of the crew of any aircraft; 9. being Intoxicated, or under the influence of any controlled substance unless as administered or prescribed by a Legally Qualified Physician; 10. the commission of or attempt to commit a felony or being engaged in an illegal occupation; 11. normal childbirth or pregnancy (except Complications of Pregnancy) or voluntarily induced abortion; 12. dental treatment (except as coverage is otherwise specifically provided); 13. amounts which exceed the Maximum Benefit Amount for each coverage as shown in the Schedule of Benefits; 14. due to a Pre-Existing Condition, as defined in the Policy. The Pre-Existing Condition Limitation does not apply to the Emergency Medical Evacuation or return of remains coverage; 15. medical treatment during or arising from a Trip undertaken for the purpose or intent of securing medical treatment; 16. a mental or nervous condition, unless hospitalized for that condition while the Policy is in effect for You; 17. due to loss or damage (including death or injury) and any associated cost or expense resulting directly from the discharge, explosion or use of any device, weapon or material employing or involving chemical, biological, radiological or similar agents, whether in time of peace or war, and regardless of who commits the act and regardless of any other sequence thereto.

The following limitation applies to Trip Cancellation: All cancellations must be reported directly to the Travel Supplier within 72 hours of the event causing the need to cancel, unless the event prevents it, and then as soon as is reasonably possible. If the cancellation is not reported within the specified 72 hour period, the Company will not pay for additional charges, which would not have, been incurred had You notified the Travel Supplier in the specified period. If the event prevents You from reporting the cancellation, the 72-hour notice requirement does not apply; however, You must, if requested, provide proof that said event prevented him or her from reporting the cancellation within the specified period.

Additional Limitations and Exclusions Specific to Baggage and Personal Effects: Benefits are not payable for any loss caused by or resulting from: breakage of brittle or fragile articles; wear and tear or gradual deterioration; confiscation or appropriation by order of any government or custom's rule; theft or pilferage while left in any unlocked or unattended vehicle; property illegally acquired, kept, stored or transported; Your negligent acts or omissions; or property shipped as freight or shipped prior to the Scheduled Departure Date; or electrical current, including electric arcing that damages or destroys electrical devices or appliances.

Purchase up to final Trip Payment for Pre-Existing Condition Waiver!

The Pre-Existing Condition Exclusion will be waived if the protection plan is purchased before final trip payment for the trip, for the full non-refundable cost of the trip and the booking for the covered trip is the first and only booking for this travel period and you are not disabled from travel at the time you pay the premium.

Travel Insured Internatio
P: 800-243-3
www.travelinsured.

Details of Coverage

Restrictions apply - see Plan Documents for complete coverage details.

Travel Protection

Trip Cancellation/Trip Interruption

Provides reimbursement up to your full, prepaid, non-refundable trip cost when you are forced to cancel or interrupt due to:

- Unforeseen sickness, accidental injury or death, which occurs before departure. (Certain exclusions apply)
- Being Hijacked, quarantined, or having to serve on a jury or appear as a witness in court;
- Fire, flood, burglary or other Natural Disaster at your Primary Place of Residence or Destination;
- A documented theft of passports or visas;
- Being directly involved in a traffic accident while en route to Your scheduled point of departure;
- Bankruptcy or Default of an airline or cruise line
- Strike that causes a complete stop of services for at least 18 consecutive hours
- Inclement Weather that causes a complete stop of services for at least 18 consecutive hours
- Being the victim of a Felonious assault within 10 days of the Scheduled Departure Date;
- A Terrorist Incident*
- Your host being unable to accommodate you due to their death or life threatening illness/injury

** Terrorist Incident must occur within 30 days of Your Scheduled Departure Date in a city listed on the itinerary of Your Trip. This same city must not have experienced a Terrorist Incident within the 90 days prior to the Terrorist Incident that is causing Your cancellation of Your Trip. Benefits are not provided if the Travel Supplier offers a substitute itinerary;*

Travel Delay

Reimburses up to \$150 per day when you are delayed en route to or from the covered Trip for 6 or more hours. Covered expenses include:

- Prepaid, unused, non-refundable land and water accommodations.
- Local transportation to join the Trip.
- Reasonable additional expenses incurred for meals and lodging.

Missed Connection

Reimburses up to \$500 in unplanned expenses to rejoin your trip when a 3-hour common carrier delay causes you to miss a cruise or tour departure. Expenses include reasonable accommodations, meal expenses, and non-refundable payments for the unused portion of Your Cruise or Trip. Coverage will not be provided to individuals who are able to meet their scheduled departure but cancel their Trip due to Inclement Weather.

Baggage Protection

Baggage/Personal Effects:

Reimburses for loss, theft, or damage to Baggage and Personal Effects up to the maximum benefit. Receipts are required for reimbursement.

Baggage Delay (Outward Journey Only):

Reimburses for expenses of necessary Personal Effects, if Your checked Baggage is delayed or misdirected for more than 24 hours from the time You arrive at the destination stated on the ticket, except travel to final destination or Your place of residence.

Emergency Accident and Sickness Medical Expense:

Up to \$25,000 to cover treatment costs when accident or illness strikes during the trip.

Covered Medical Expenses are necessary services and supplies which are recommended by the attending Physician. They include, but are not limited to:

- Services of a Physician;
- Charges for Hospital confinement and use of operating rooms; charges for anesthetics (including administration);
- X-ray examinations or treatments, laboratory tests; ambulance service; and drugs, medicines, prosthetic and therapeutic services and supplies.

Emergency Medical Evacuation/Repatriation:

Up to \$100,000 to transport you to nearest treatment by U.S. standards and return you home when able to fly.

All transportation must be authorized and arranged by the Assistance Company.

Non-Insurance Worldwide Emergency Assistance Services

The non-insurance Travel Assistance feature provides a variety of travel related services. Some of the services offered include:

- Medical or legal referral
- Hospital admission guarantee
- Translation service
- Lost Baggage retrieval
- Inoculation information
- Passport / visa information
- Emergency cash advance
- Prescription drug / eyeglass replacement
- Bail bond

Cancel For Any Reason Protection: Optional Coverage applies only when requested on the application and the appropriate additional plan cost has been paid. CFAR must be purchased at the time of plan purchase and with or prior to your final trip payment. If You purchase the Cancel For Any Reason protection and You cancel Your Trip for any reason not otherwise covered by this plan, the Insurer will reimburse You for up to 75% of the prepaid, forfeited, non-refundable payments or deposits You paid for Your Trip provided You cancel Your Trip more than 48 hours prior to your Scheduled Departure Date. This benefit is not available to residents of New York State.

This document contains highlights of the plan. The plan contains insurance benefits underwritten by the United States Fire Insurance Company. C&F and Crum & Forster are registered trademarks of United States Fire Insurance Company. The Crum & Forster group of companies is rated A (Excellent) by AM Best Company 2015. The plan also contains non-insurance Travel Assistance Services that are provided by an independent organization, and not by United States Fire Insurance Company or Travel Insured International. Coverages may vary and not all coverage is available in all jurisdictions.

FORUM

LANGUAGE EXPERIENCE

FORUM LANGUAGE EXPERIENCE

BOARD APPROVAL PACKET

Our openness for your protection

Melan, France

Véronique Lahey

April 2019



At Forum Language Experience, we believe in being open and transparent as a matter of business integrity.

By using the term "Forum," we refer to Forum Language Experience and all other companies of the Prométour Group.

As a Forum customer, you can count on the service and support of our four offices (San Diego, Malaga, Paris and Montreal), licensed and registered according to state / country laws, in providing you with the maximum consumer protection.

Registration of our outbound and receptive operations in United States

When you organize a trip through Forum from or within North America, your money is protected by the strict travel industry regulations of the State of California, including the requirement of scrutinized in-trust accounts and consumer protection surveillance.

- An extract of the regulations can be found in **Appendix 1**. A complete copy of the law and regulations can be found on the following website: <https://oag.ca.gov/travel/statute>
- You will find a copy of our valid Operating License in **Appendix 2**.

Registration of our outbound and receptive operations in Europe

When you organize a trip through Forum from or within North America, your money is protected

- **In Spain**, we are licensed under the following number: AN-29647- 2
- **In France**, we are licensed under the following number: IM 075 100096
- **In Canada**, we are licensed under the following number: Quebec 702379

General & Professional Liability Insurance

The general & professional liability insurance covering our operations and personnel is held by Steadfast Insurance Company. You may find a detailed copy of our insurance certificate in **Appendix 3**.

Please do not hesitate to contact us if you require more specific information. If we are unable to respond to your questions, our insurance brokers and/or our legal partners will be more than willing to provide an answer.

A handwritten signature in black ink, appearing to read "S. Myszkowski", written over a light gray grid background.

Stanislas Myszkowski

President

Tel: 1-888-282-0991 / Fax: 1-619-432-0261



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Safety Protocol



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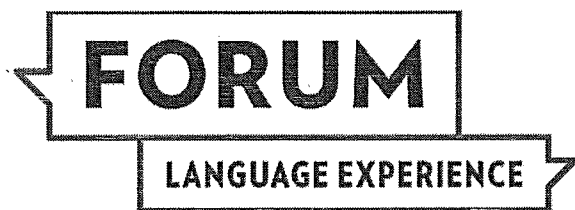
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INTRODUCTION

This document has been compiled with the purpose of defining the Safety Protocol which is currently in practice within Forum. The Safety Protocol is undertaken to pro-actively enable all Forum personnel involved in the provision of a Forum tour to act with due care and diligence towards all aspects of safety.

INVOLVEMENT IN THE TOURISM AND TRAVEL INDUSTRY

- Annual participation at French Language conferences on French & Quebecois culture, held in the UK.
- Annual participation at Spanish Language conferences on Spanish & Latin culture, held in Spain.
- Annual participation at Teachers Language conferences held in the US.
- Annual participation at Teachers Language conferences held in Canada.



1. TRANSPORT

1.1 Missed / Cancelled / Delayed Flights or Connections

For the majority of destinations, we use reputable airline companies with multiple daily flights.

Before departure, the Group Leader will be informed of the procedure to follow in the event that a flight is missed, cancelled or delayed.

Usually the airline will put the group on to the next available flight, either directly at the desk at the airport or through intervention from our flight department.

The Group Leader should call our 24 hour Emergency Line to inform our staff of the situation, the revised boarding time, or to request assistance if revised seats have not been allocated; in this case the Flight Department will liaise with the airline, arrange new seats, and communicate back to the Group Leader.

The Forum operations team will be informed of any changes and will contact suppliers at the destination and attend to any modifications on the itinerary.

In the case that a Forum Tour Manager does not accompany the group for a transfer flight (e.g., a flight from London to Berlin), they will wait with the group until departure to ensure all seat allocation is correct. If there are any delays, in this instance, the originating destination Forum team will inform the arrival destination Forum Tour Manager of the changes.

In the exceptional circumstance of a group traveling without any services of a Forum Tour Manager, the responsibility lies with the Group Leader. The Forum team will be available to assist when possible. If an activity is delayed or missed as a result of the plane issue, the Forum team will contact the appropriate suppliers to inform them.

A group will very rarely travel without a Forum Tour Manager; this is at the discretion of the Group Leader and not advised by our team.

1.2 Missed / Cancelled / Delayed Trains or Connections

In the event of missed, cancelled or delayed trains, the Forum Tour Manager will book seats on the next available train directly at the train station and pay for any additional costs before informing the appropriate suppliers of any changes to the schedule.

If there are no seats available and an overnight stay is required at the place of departure, the Forum Tour Manager will contact the Forum Operations Department and arrange accommodation.

In the case that a Forum Tour Manager does not accompany the group on a transfer by train (e.g., an overnight train from Madrid to Paris), they will wait with the group until departure to ensure all seat allocation is correct. If there are any delays, in this instance, the originating destination Forum team will inform the arrival destination Forum Tour Manager of the changes.

In the exceptional circumstance of a group traveling without any services of a Forum Tour Manager, the responsibility lies with the Group Leader. The Forum team will be available to assist when possible. If an activity is delayed or missed as a result of the train issue, the Forum team will contact the appropriate suppliers to inform them.



For any changes regarding hotel bookings, the Group Leader should call the Emergency Line and the Forum Operations Department will arrange any amendments.

A group will very rarely travel without a Forum Tour Manager; this is at the discretion of the Group Leader and not advised by our team.

1.3 Missed / Cancelled / Delayed Coach or Bus

Prior to bus travel, the Forum Tour Manager will call to reconfirm the reservation the night before. The Manager will have the driver's name, cell phone number and an emergency telephone number for the bus company to communicate any changes or delays.

In the unlikely event of a bus not arriving, alternative arrangements will be made, either using another bus company approved by the Forum Operations Department or taking taxis, depending upon the group size and circumstances.

All changes will be confirmed with the appropriate Forum Operations Department, who will also be available for any assistance needed in finding and booking alternative transportation arrangements.

1.4 Lost or Late Luggage

For lost or late luggage, an official declaration must be made with the airline that will provide a reference number. The Forum Tour Manager will communicate with the airport staff to ensure they are aware of the group's schedule. The owner of the luggage must also provide their home address in case the bag(s) are not returned before departure.

Lost or late luggage during transit is covered under the travel protection plan package that Forum purchased on behalf of all participants on the trip.

If bags or items are left in a hotel or on a bus, the Forum Tour Manager must be informed and he/she will contact the supplier and arrange for the items to be returned. Please note this could incur a charge for the client.

1.5 European & North American Coach Companies

The Forum Operations Department will hire coaches from well-established, reliable companies. Forum will endeavor to select coach operators who belong to recognized industry bodies such as the American Bus Association (ABA).

All coach companies used will sign a contract in which they confirm that they comply with all national, local, trade and other laws. The contract will also stipulate a driver's hours, insurance coverage and vehicle age, which should not exceed a maximum of five years.

1.6 Seat Belts

All seats are equipped with seat belts on coaches in the UK, France, Spain, and Italy. Under European Union law, drivers and passengers must wear a seat belt in any seat fitted with one.

1.7 Driving Hours Regulations

All Forum itineraries and touring schedules are designed to comply with North American and EU driver's hours and regulations.



1.8 Breakdown

In the event of a mechanical breakdown, the priority will be to move the group to a safe place. All coach companies are insured for breakdowns and a repair service unit will be called to attend to the scene. Should the breakdown prove to be serious, then an alternative vehicle will be provided. The Forum Operations Department will maintain contact with the coach company and assist if necessary.

1.9 Sub-Contracting

Coach companies are contracted by Forum on the understanding that they do not subcontract to other companies unless this has been previously arranged.

1.10 Public Transport

The appropriate authority in each country regulates public transport, and in cities such as Paris, Madrid, Rome, Montréal, New York, etc. the metro is the standard mode of transportation for our groups. All travel on public transportation is overseen by a Forum Tour Manager and group chaperones.

1.11 Ferries

The ferry operators that we work with comply with independently set safety standards.

1.12 Airlines

Forum works with major international airlines such as American Airlines, Air France, British Airways, Continental Airlines, Delta Airlines, Iberia, KLM, Lufthansa, etc. all of whom comply with independent safety standards.

1.13 Rail Transportation

Rail transportation companies comply with the independently set safety standards of the countries through which the train travels.

2. SUPPLIERS – HOTELS, RESTAURANTS & ACTIVITIES

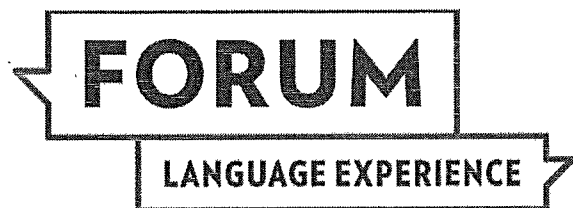
2.1 Accommodation Contract & Certification

Forum takes great pride in selecting hotel accommodation for groups. All bookings are made directly from our offices for destinations offered to the American, Canadian and European markets. Hotels contracted are of a minimum 2* (Europe) category & 3* (North America) category with private bathrooms. All hotels are pre-vetted for standard requirements such as local and national fire safety, hygiene standards, and appropriate insurance coverage.

Our hotel selection is reviewed on a yearly basis by Forum personnel and through the feedback we receive from our groups. Random on-site inspections are also conducted by Forum.

2.2 Accommodation Requested Directly by a Client

No accommodation will be provided if the hotel does not meet the same criteria and standards as detailed in 2.1.



2.3 Hotel Overbooked or a Problem with the Reservation

If Forum is aware of a problem before the group arrives at their hotel, our team will make alternative arrangements in a hotel of equal or higher quality. All efforts will be made to have the whole group lodged in the same hotel based on room availability and the Forum Operations Department will liaise with the Forum Tour Manager to advise any changes to the schedule.

If the problem arises when the group is checking in, the Forum Tour Manager will manage the situation with assistance from the Forum Operations Department. If the problem cannot be resolved immediately, the Forum Tour Manager will occupy the group as scheduled while the Forum Operations Department makes alternative arrangements and resolves the situation. Once the situation has been resolved the Forum team will inform parents of any changes in the accommodation. The Forum Tour Manager will inform any suppliers affected by the changes, for example amending the pick-up point with a coach company.

2.4 Reservations for Hotels, Restaurants & Activities

When the Forum Tour Manager receives the file for a group, they will check all reservations and sign to confirm all is in order. If a reservation has been cancelled, amended, or misplaced by suppliers, the Forum Tour Manager will obtain a new reservation directly or make alternative arrangements advising the Group Leader.

The Forum Tour Manager will contact each restaurant the day before to confirm the number of people in the group.

Normally a group will dine at several different restaurants while on tour, allowing participants to try a variety of local cuisine. In the unlikely case that a group takes their dinners at the hotel and the menu does not offer a range of choice, the Forum Tour Manager will make alternative arrangements, with the assistance of the Forum Operations Department.

2.5 Alternative Plans for Outdoor Activities Due to Weather

If an activity is affected by weather, the Forum Operations Department will provide the Forum Tour Manager with a list of alternative activities in the area, and he/she will propose an alternative activity to the Group Leader. Forum will pay for any additional entrance fees to a museum or tourist attraction. If the Group Leader would like the group to do an activity such as bowling, then participants may be expected to contribute to the additional costs.

2.6 Outdoor and Adventure Activities

Where outdoor and adventure activities are featured in a tour itinerary, Forum will hold on file the following:

- Details of instructor qualifications
- Details of company license and insurance

2.7 Last Recommendations

Prior to departure, each group is provided with a list of final recommendations for the tour. This document includes details for flight schedule, hotels, contact numbers for emergency services in destination country, travel insurance details, and packing and travel guidelines.



2.8 Tour Evaluations

All Group Leaders are provided with an evaluation form to complete upon their return and to be returned to Forum. All evaluation forms are reviewed by senior management and kept on file for future reference. Any services which are poorly rated will be brought to the attention of the appropriate department and action will be taken to either find a solution or an alternative supplier.

2.10 Emergency Information

Forum provides Group Leaders with a 24-hour emergency contact number which can be used from departure until return. The number is connected to an operator who will determine the nature of the call and where the group is calling from, and then contact the relevant staff on duty.

3. FORUM TOUR MANAGERS & SPECIALIZED LOCAL GUIDES

3.1 Selection of Forum Tour Managers

Forum Tour Managers are recruited directly through our international offices and subjected to a rigorous selection process. All hired candidates are licensed professionals. Candidates are assessed in the following categories:

- Number of years as a licensed professional working with students and minors
- Destination & geographical knowledge
- Training and management during an emergency situation
- Previous employment references
- Language skills

Forum Tour Managers are with the group from arrival to departure and available 24 hours a day.

3.2 Selection of Specialized Local Guides

Specialized local guides are contracted for official sightseeing activities or guided tours and are regulated by and adhere to applicable laws, which govern the industry.

3.3 The Forum Tour Manager is Sick, Injured or Absent

If Forum is aware of an absent or ill Tour Manager before the group arrives at their destination, a replacement Manager will be contacted and all the details of the tour will be communicated and confirmed.

If a Tour Manager is not at the airport waiting to greet the group, the Group Leader should call the Emergency Line and arrangements will be made for an employee of Forum or a person contracted by Forum to accompany the group until a Forum Tour Manager can be assigned.

A Forum team member will contact the Group Leader regularly to ensure they are satisfied with the proceedings and changes.

If the Group Leader has any critical issues or major incompatibilities with their Forum Tour Manager, they should contact the Emergency Line and discuss the issue with Forum. If needed, Forum will assess the possibility to change a Tour Manager in agreement with the Group Leader, as the Tour Manager is paramount to the success and safety of a tour.



A replacement will be assigned and a Forum employee or contracted personnel will accompany the group in the case of a delay in assigning a replacement Tour Manager.

4. GROUP ISSUES – PARTICIPANTS & CHAPERONES

4.1 Passports, Visas and Travel Documents

Before a group departs, there are many checks and meetings held by the Tour Consultant and Group Leader to discuss details of the tour including the necessity for all participants to have valid passports and any necessary visas.

In the unlikely event of travel documents being incorrect or missing, an adult chaperone from the group should accompany the student through the formalities with the assistance of the Forum Tour Manager. The Group Leader will advise the parents.

4.2 Cancellation of a Participant, Chaperone or Group Leader

In the event of a cancellation, the Group Leader must inform the Tour Consultant or a Forum team member, so the Forum Tour Manager and in turn the suppliers can be informed and updated.

4.3 Group Leader Claims Something is Missing from the Itinerary

Two to three weeks before departure, a final itinerary will be sent to and approved by the Group Leader. The approved itinerary will then be sent to the Forum Tour Manager with all of the reservations and tour details.

The Forum Tour Manager and the Forum Operations Department will do everything to accommodate a request from the Group Leader on their itinerary. Any changes to the itinerary during the tour will be passed on to the Tour Consultant, who will contact the client if there need to be any financial adjustments.

5. EMERGENCY MEDICAL PROCEDURES

5.1 Illness or Injury

The safety of our travelers is our top priority that is why all our travel programs include a protection plan with Travel Insured International.

If a member of the group becomes ill or is injured, the Forum Tour Manager will take the child to a health clinic or hospital. The next step is to contact the insurance company as soon as possible, the contact details will be in the Forum Tour Manager's group file.

If a student participant becomes ill or is injured, an adult chaperone or the Group Leader must stay with the student. It is the responsibility of the Group Leader to advise a parent or guardian of the situation.

If an adult chaperone becomes ill or is injured, after the insurance company has been notified, they can determine the action they would like to proceed with.

If the Group Leader becomes ill or is injured and cannot resume their responsibilities, they must select an adult chaperone to undertake the Group Leader responsibilities.

In all cases, the Forum Tour Manager will contact the Forum Operations Department.



5.2 General Health

If a student participant is not feeling well or is in need of basic medical assistance such as pain killers, the Group Leader is responsible for ensuring the well-being of the participant unless they need to see a doctor – refer to procedure above.

6. GENERAL PROCEDURES

6.1 Conduct and behavior

The Group Leader is responsible for the supervision and general well-being of their group. In the event of student misbehavior, it is the responsibility of the Group Leader to discipline the students involved and decide what action to take as far as contacting parents and dealing with any situations that arise.

If the Forum Tour Manager witnesses any problems with behavior from the students, they will inform the Group Leader immediately.

All groups generally have a minimum complimentary chaperone ratio of one teacher to ten students. Normally chaperones are teachers from the school; thus, they know the students well and will assist the Group Leader with issues relating to conduct and behavior.

6.2 Valuables Lost or Stolen

In the event of a theft or loss of items or valuables, the Forum Tour Manager should be informed immediately. She/he will contact the police or appropriate local authorities, and a report will be logged at the nearest police station.

6.3 Parent Sending Money to Student

If a parent needs to transfer money to their child, the best way is through Western Union. Through the Emergency Line, information will be passed to the Forum Tour Manager and arrangements will be made for the child to collect the funds.

6.4 Documents Lost or Stolen

The Tour Consultant will recommend that before departure, the Group Leader take photocopies of all participant passports and transportation tickets. In the event of lost passports or visas, the participant(s) will be accompanied to the appropriate Consulate, and the Forum team will assist them until the situation is resolved.

7. SAFETY PROTOCOL PROCEDURES

7.1 Ensuring safety

Our internal risk and operations teams are staffed by executives with decades of experience in contingency planning. Additionally, our partnership with Travel Insured International allows travelers access to expert medical care while on tour. Lastly, our team works closely with the U.S. State Department, International SOS, and our offices abroad to evaluate global conditions and advise clients when substantive issues arise.



7.2 24-hour emergency support

The safety and security of our traveling students and teachers is our top priority. All groups that travel with us have access to our 24/7 emergency support line. This number is printed on the Forum travel documents that are given to all travelers.

7.3 Reaching a child in case of an emergency

The easiest and fastest way to reach a traveler is to call their Forum Tour Manager when on tour (the tour manager's phone number is included in the last itinerary and last recommendations package) or to call their host family in case of an immersion or exchange program. They can facilitate communication with the child or the child's Group Leader in case of an emergency.

7.4 Harassment

If there is a complaint between students, it will be the Group Leader's responsibility to communicate with the involved parties and decide on the action to proceed with, for example contacting the police. The Forum Tour Manager and Forum Operations Department will be on hand to support the actions decided by the Group Leader.

If a stranger is involved in an altercation or any form of harassment with a member of the group, it should be brought to the attention of the Forum Tour Manager who can assist the participant(s) in filing a complaint against the offender with the police. The Forum team will be on hand to support the necessary actions.

If a Forum Tour Manager is involved in an altercation or any form of harassment with a member of the group, it should be brought immediately to the attention of the Forum Management Team who can assist the participant(s) in filing a complaint with the police. Forum has a No Tolerance Policy regarding such events. This No Tolerance Policy is directly in line with our Forum Child Protection Policy.

8. TERRORIST AND HEALTH THREATS

Forum's top priority is to ensure the safety of our groups while traveling. If a terrorist attack or health threat occurs at a destination while a group is on tour, a Forum representative will contact the families of the travelers to inform them of the situation and confirm the well-being of their child / partner.

8.1 Terrorist attack in the country where our group is traveling

If a terrorist attack occurs in a country where one of our groups is traveling, Forum will follow the instructions and recommendations of The Ministry of Interior / Department of Homeland Security of the visited country. Forum Management regularly monitors the travel alerts issued by the Ministries of Interior in destination countries and the US Department of State.

Forum will also follow instructions of local government (Police and Health Department) that are based where the attack has occurred and the Secretary of State of the United States, to find out if recommended or not to repatriate the group back to the United States.

A Forum Manager from our nearest office of the attacked site will be mobilized to provide support and assistance to the group.



In the case in which it is not mandatory by order of Local and/or International Forces to repatriate the group back to their country, Forum will provide the group with the possibility to change their itinerary or, if they wish, they will have the option to return to their country.

Each event has a very particular protocol that local law enforcement usually follow: to assess the situation, to alert, to mobilize, to safeguard, to house and resupply, to evacuate, and to report.

The Forum Tour Managers are continuously informed of the processes to be followed in case of a terrorist attack:

RUN and find a safe place:

- First consider a route. Is it safe? Will it put the group in the line of fire?
- To act quickly and quietly
- Leave belongings behind
- Running is a far better option than to surrender or negotiate

HIDE in a safe place if running is not an option:

- When looking for a hiding place, avoid dead-ends and bottlenecks
- The best hiding place will be substantially protected from gunfire
- If you've locked yourself in a room, barricade yourself in and move away from the door
- Stay quiet and don't shout for help
- Turn phones onto silent and switch off vibrate

8.2 Isolation by phone after a terrorist attack in the country where our group is traveling

If phone service is not available after a terrorist attack, a Forum Manager will contact the Local Forces (Police and Health Department) to confirm the safety of the group.

A Forum Manager from our nearest office of the attacked site will be mobilized to provide support and assistance to the group.

8.3 Health emergency in a country

If there is a health emergency in a country where one of our groups is traveling, we will follow the instructions and recommendations of the Ministry of Interior of the country and the local and/or international health authorities. Forum monitors regularly the travel alerts issued by the Ministries of Interior in our destination countries, the World Health Organization, and the Center for Disease Control and Prevention regarding health concerns, including global or local disease outbreaks (Zika, Ebola, Chikungunya, etc.)

Forum will follow instructions of the local and international health authorities and the Secretary of State of the United States regarding whether it is recommended or not to repatriate the group back to the United States.

A Forum Manager from the nearest office will be mobilized to provide support and assistance to the group.

In the case in which it is not mandatory to repatriate the group to their country, Forum will provide the group with the possibility to change their itinerary or, if they wish, they will have the option to return to their country.

Each event has a very particular protocol that the Local Forces usually follow: to assess the situation, to alert, to mobilize, to safeguard, to house and resupply, to evacuate, and to report.

CHILD PROTECTION POLICY

CONTENTS

1. INTRODUCTION
2. YOUNG PEOPLE'S RIGHTS
3. GENERAL CONDUCT AND BEHAVIOR
4. GOOD PRACTICES FOR FORUM STAFF
5. RECRUITMENT PROCESS AT FORUM

"At Forum we believe that all children and young people traveling with us have a right to feel safe and protected at all times. We will support their rights, wishes and feelings and encourage an atmosphere of mutual respect."

1. INTRODUCTION

This policy sets out the guidelines and procedures to be followed in regards to child protection issues by all Forum Staff in the management of its Educational Tours, Homestay and School Exchange programs. This will ensure that every child involved in a Forum program is safe, comfortable, and able to participate in a relaxed, protective environment.

The following points support this policy:

- Everyone under the age of 18 will be considered a child.
- The child's welfare is the paramount concern.
- All children have the right to protection from abuse.
- All children should feel safe and secure while using Forum services and/or when in the care of its staff.
- All suspicions and allegations of abuse will be taken seriously, reacted to appropriately, and actioned without delay.
- Staff working with children have an understanding of the issues surrounding child protection and are aware of good practice in relation to working with young people.

*** Throughout this document reference will be made to "Staff" this also applies to Tour Consultants, Tour Managers, Specialized Guides and other contracted workers who provide services on behalf of Forum.

2. YOUNG PEOPLE'S RIGHTS

Children have the right to:

- Be safe
- Be happy, have fun, and enjoy their activities
- Participate on an equal basis in activities which are appropriate to their ability and stage of development
- Be treated with dignity, sensitivity, and respect



- Make comments and suggestions
- Make a complaint and have it dealt with through an effective complaints procedure
- Be afforded confidentiality where appropriate
- Have a voice in the running of their activity
- Be listened to
- Be believed
- Be acknowledged as an individual

Forum Staff have a duty to ensure these rights are upheld.

3. GENERAL CONDUCT AND BEHAVIOR

The Group Leader is responsible for the supervision and general well-being of their group. In the event of student misbehavior, it is the responsibility of the Group Leader to discipline the students involved and decide what action to take, as far as contacting parents and dealing with any situations that arise.

All groups generally have a minimum ratio of one chaperone to ten students. Normally chaperones are teachers from the school, so they will know the students and will assist the Group Leader with issues relating to conduct and behavior.

4. GOOD PRACTICES FOR FORUM STAFF

This section outlines the guidelines that Staff should follow when working with children. In addition to tackling abuse, it is good practice to ensure that children feel safe and comfortable while engaging in activities. To this end, this policy also includes direction regarding issues such as bullying, name-calling and horse-play either between children or between adults and children. The more secure and safe children feel during a Forum program, the more likely they, and adults, are to realize that any form of child abuse is unacceptable.

This approach is based on the following supporting principles:

- Staff should be properly recruited and managed, and appropriate training should be made available
- The development of all programs should encourage and foster the empowerment of the child
- All activities which involve children should recognize the needs of the child and be child-centered
- Staff should ensure an environment in which children can enjoy their participation
- All adults have a responsibility to be aware of the child protection policy
- Staff should be mindful of the fact that children with disabilities may be more vulnerable.
- Positive adult-child interactions are characterized by: An open and encouraging atmosphere which recognizes young peoples' voluntary engagement in activities and shows an awareness of the child's autonomy. This is set in an atmosphere which promotes the protection and rights of children.

Those working with children should:

- Always be accessible to others when working with children
- Avoid situations where they and a child are completely unobserved
- Ensure that male and female staff jointly supervise mixed activities, where possible



Those working with children should never:

- Engage in activities which could be considered physical or sexually provocative
- Allow or engage in any form of inappropriate touching
- Allow inappropriate language to remain unchallenged, including remarks between children
- Make sexually suggestive comments to a child or in the presence of a child
- Allow allegations by a child to go unreported, unrecorded, or not acted upon
- Do things of a personal nature that a child can do for themselves

Child Protection Training

- Each new member of Staff will receive child protection training, without which, they will not be permitted to work unsupervised with children.
- Forum Tour Managers and Specialized Guides must receive training prior to taking up each new appointment or annually whichever is appropriate to their work schedule.
- Staff should undertake training on a three year cycle.
- Child protection training will be tailored to the department in which Staff is in contact with children.
- Managers are responsible for ensuring that copies of training material used within departments are available and that good practice are disseminated to others.

Staff Responsibilities

Where possible, Staff should avoid:

- Spending time with a child or small group of children away from others

Staff should not:

- Take children on a journey alone
- Use any form of physical force on a child
- Exercise undue influence over a child in order to obtain personal benefit or reward
- Engage in rough physical games
- Make sexually suggestive comments about, or to, a child in the context of physical activity
- Take physical measurements or engage in testing without the presence of another adult

Policy Review

This policy will be subject to an annual review, following a reported incident and/or changes in legislation whichever comes first.

5. RECRUITMENT PROCESS AT FORUM

Selection of Tour Managers

Forum Tour Managers are recruited directly through our international offices and subjected to a rigorous selection process. All hired candidates are licensed professionals. This assessment is divided into the following categories:



- Number of years as a licensed professional working with students and minors
- Destination & geographical knowledge
- Management of emergency situation
- Previous employment references
- Language skills

Forum Tour Managers are with the group from arrival to departure and available 24 hours a day.

Selection of Tour Consultants

Forum Tour Consultants are recruited directly through our international offices and subjected to a rigorous selection process. All hired candidates have extensive work expertise in the travel industry and/or have vast personal or professional travel experience. Some Staff may also have a teaching background. Selection criteria are divided into the following categories:

- Number of years as a professional working in the travel industry
- Destination & geographical knowledge
- Previous employment references
- Language skills (English, Spanish & French required)

Forum Tour Consultants oversee all the details of your group. They address the group needs, concerns, requirements, and all questions from the first point of contact until the group returns home from their trip.

APPENDIX 1

STATE OF CALIFORNIA SELLER OF TRAVEL LAWS / REGULATIONS

§ 17550.1. Seller of travel

(a) "Seller of travel" means a person who sells, provides, furnishes, contracts for, arranges, or advertises that he or she can or may arrange, or has arranged, wholesale or retail, either of the following:

- (1) Air or sea transportation either separately or in conjunction with other travel services.
- (2) Land or water vessel transportation, other than sea carriage, either separately or in conjunction with other travel services if the total charge to the passenger exceeds three hundred dollars (\$300).

(b) Seller of travel does not include any of the following:

- (1) An air carrier.
- (2) An ocean carrier.
- (3) A hotel, motel, or similar lodging establishment where in the course of selling, providing, furnishing, contracting for, or arranging transient lodging accommodations and related services for its registered guests, it also arranges for transportation and does not directly or indirectly receive any money or other valuable consideration for arranging or providing that transportation.
- (4) A person or organization certified under Part 5 (commencing with Section 12140) of Division 2 of the Insurance Code, except such a person or organization shall comply with the registration and fee provisions of Sections 17550.20 and 17550.21 for each location at which air or sea transportation is sold either separately or in conjunction with other travel services.
- (5) A motor or rail carrier or water vessel operator holding the required permit, license, or other authority to operate from a state, federal, or other governmental entity.

(c) Notwithstanding any other provision of law, a reference in this article or Article 2.7 (commencing with Section 17550.35) to air or sea transportation or to an air or sea carrier, includes land or water vessel transportation, as described in subdivision (a), and a motor carrier or water vessel operator.

§ 17550.2. Advertise

"Advertise" means to make any representation in the solicitation of air or sea transportation, and includes communication with other members of the same partnership, corporation, joint venture, association, organization, group, or other entity.

§ 17550.3. Passenger

"Passenger" is a person on whose behalf money or other consideration has been given or is to be given to another, including another member of the same partnership, corporation, joint venture, association, organization, group, or other entity, for air or sea transportation, other travel services, or both, for that person.

§ 17550.4. Air carrier

An air carrier is a transporter by air of persons that operates under a certificate of convenience and necessity issued by the United States Department of Transportation or under the certification of a foreign government that is recognized by the United States Department of Transportation.

§ 17550.5. Ticket or voucher

"Ticket or voucher" means a writing that is itself good and sufficient to obtain the entire air or ocean transportation, or travel services, which the passenger has purchased.



§ 17550.6. Officially appointed agent

"Officially appointed agent" means an agent expressly appointed as such, without reservation, for a specified time period, in a written instrument executed by the principal or an authorized representative of the principal. The written instrument shall identify the current name, address, and telephone numbers of the principal and agent.

§ 17550.7. Participant in the travel consumer restitution fund

"Participant in the Travel Consumer Restitution Fund" is a registered seller of travel with its principal place of business in California, who does business with persons located in California, or is a registered seller of travel that does business in California, from one or more locations in California, and that meets the requirements of paragraph (16) of subdivision (e) of Section 17511.1.

§ 17550.8. Provider

"Provider" means the person or entity who actually provides any transportation or travel services.

§ 17550.9. Travel services

"Travel services" includes, but is not limited to, lodging, surface transportation, transfers, tours, meals, guides, baggage transfer, sightseeing, recreational activities, vehicle rental, or other travel-related services, however denominated, including, but not limited to, travel certificates, registration fees, and processing fees. "Travel services" does not include travel services rendered by providers of lodging such as a hotel, motel, or similar lodging establishment where the provider of lodging supplies only that service.

§ 17550.10. Travel certificate

"Travel certificate" means a writing that represents the holder is entitled to air or sea transportation or travel services, to a discount or reduced price for that transportation or those travel services, or to purchase that transportation or those travel services from a specified source, whether or not the holder is required to pay additional money or fulfill any requirements in order to utilize the certificate.

§ 17550.11. Adequate bond

(a) "Adequate bond" means a bond executed by an admitted surety insurer in an amount at all times no less than at least equal to the amount required to be held in a trust account pursuant to Section 17550.15 by any seller of travel in conjunction with such transportation, for the benefit of every passenger who sustains a monetary loss as a result of any violation of this article by a seller of travel or any failure by a seller of travel or by any official, agent, or employee of the seller of travel acting in the course or scope of his or her employment or agency. A seller of travel filing the bond shall maintain the bond in force in the proper amount as a condition of continuing to engage in business. The admitted surety insurer issuing the bond shall provide 30 days' written notice prior to cancellation or termination of the bond to the seller of travel filing the bond and the office of the Attorney General, Consumer Law Section. Cancellation of the bond shall not limit or exonerate the surety insurer from claims against the bond arising during the period it was in force.

(b) No passenger may recover upon the bond a sum greater than that which the passenger paid to the seller of travel, provided that this limitation shall not restrict a passenger from recovering sums greater than those paid to the seller of travel from sources other than the bond.

§ 17550.12. Repealed by Stats.1998, c. 924 (S.B.2175), § 5

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§ 17550.13. Receipt of payment for air or sea transportation or other travel services; information which must be furnished to payor

(a)(1) A seller of travel shall not receive any money or other valuable consideration in payment for air or sea transportation or other travel services offered by the seller of travel unless at the time of or prior to the receipt of payment, the seller of travel first furnishes to the person making that payment written materials conspicuously setting forth the following information:

(A) The name and business address and telephone number of the seller of travel.

(B) The total amount to be paid by or on behalf of the passenger, amount paid to date, the date of any future payment, the purpose of the payment made, and an itemized statement of the balance due, if any.

(C) The name of the provider of the air or sea transportation, and the date, time, and place of each departure, or the circumstances under which the date, time, and place of departure will be determined.

(D) All terms and conditions relating to the air or sea transportation or travel services being purchased by the passenger, including cancellation conditions. An air carrier's or an ocean carrier's standard contract of carriage is not required to be disclosed prior to the seller of travel receiving any money or other valuable consideration.

(E) A clear and conspicuous statement that upon cancellation of the transportation or travel services, where the passenger is not at fault and has not canceled in violation of any terms and conditions previously clearly and conspicuously disclosed to and agreed to by the passenger, all sums paid to the seller of travel for services not provided will be promptly paid to the passenger, unless the passenger otherwise advises the seller of travel in writing, after cancellation.

(F) If the seller of travel is required by this article to have a trust account or bond, a clear and conspicuous disclosure stating: "California law requires certain sellers of travel to have a trust account or bond. This business has [a trust account] or [a bond issued by (company)] in the amount of (\$X)]."

(G) If the seller of travel is a participant in the Travel Consumer Restitution Fund and the passenger, or the person making payment for the passenger, was located in California at the time of the sale of air or sea transportation or travel services, a clear and conspicuous notice of the right of the passenger, or the right of the person making payment for the passenger, to make a claim on that fund. The notice shall include a description of the losses covered, the method for making a claim, the time limit within which the claim shall be made, and the amount which may be claimed.

(H) If the seller of travel is a participant in a Consumer Protection Deposit Plan that meets the criteria set forth in subdivision (b) of Section 17550.16, a clear and conspicuous notice of the passenger's right to make a claim on the plan. That notice shall include a description of the losses covered, the method for making a claim, the time limit within which the claim shall be made, and the amount that may be claimed.

(I) If the seller of travel is a participant in a Consumer Protection Escrow Plan that meets the criteria set forth in subdivision (c) of Section 17550.16, a clear and conspicuous notice of the passenger's right to make a claim on the plan. That notice shall include a description of the losses covered, the method for making a claim, the time limit within which the claim shall be made, and the amount that may be claimed.

(J) If the seller of travel is not a participant, a clear and conspicuous disclosure that the seller of travel is not a participant in the Travel Consumer Restitution Fund. That disclosure shall be made both orally and in writing.



(K) If the seller of travel is a participant in the Travel Consumer Restitution Fund and the passenger or any person who made a payment on behalf of the passenger for travel services is located in California, a clear and conspicuous disclosure made both orally and in writing that the transaction is covered by the Travel Consumer Restitution Fund.

(2) There is no violation of this subdivision if both of the following occur:

(A) Compliance was rendered impossible as a direct result of an unforeseen condition beyond the control of the seller of travel.

(B) The seller of travel obtains from each passenger, written acknowledgment that the passenger has not received disclosure of the terms and conditions required by this section.

(b) If a seller of travel offers, sells, provides, or distributes a travel certificate as defined in Section 17550.10 and any passenger payment is nonrefundable, in whole or in part, the seller of travel shall obtain the written acknowledgment of that limitation from the end user prior to, or at the time of, receipt of any money or other valuable consideration.

(c) Notwithstanding any other provision of this section, if money or other valuable consideration is received from a customer to whom the seller of travel has sold air or sea transportation within the preceding 12 months and the disclosures required by this section are substantially the same as the disclosures given in connection with the prior travel, the disclosures required by this section shall be made within five days of receipt of that money or other valuable consideration.

(d) Notwithstanding any other provision of this section, if money or other valuable consideration is received in payment for air transportation and the seller of travel is an officially appointed agent in good standing of the Airlines Reporting Corporation and forwards the amount paid, without offsetting or reducing the amount forwarded by any amounts due or claimed in connection with any other transaction, to the airline providing the transportation or to the Airlines Reporting Corporation, the disclosures required by this section with respect to that air transportation may be made orally.

§ 17550.14. Transportation or travel service not provided; return of moneys paid or written statement of disbursements; terms and conditions of refund upon cancellation; material misrepresentations

(a) The seller of travel has an obligation either to provide the air or sea transportation or travel services purchased by the passenger or to make a refund as provided by this section. The seller of travel shall return to the passenger all moneys paid for air or sea transportation or travel services not actually provided to the passenger, within either of the following periods, whichever is earlier:

(1) Thirty days from one of the following dates:

(A) The scheduled date of departure.

(B) The day the passenger requests a refund.

(C) The day of cancellation by the seller of travel.

(2) Three days from the day the seller of travel is first unable to provide the air or sea transportation or travel services.

As used in this section, "unable to provide" includes, but is not limited to, any day on which the passenger's funds are not in the trust account required by Section 17550.15 and subdivision (g) of Section 17550.21 or the funds necessary to provide the passenger's transportation or travel services have been disbursed other than as allowed by Section 17550.15 or subdivision (a) of Section 17550.16.

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(b) If the seller of travel has disbursed the passenger's funds pursuant to paragraph (1), (2), (3), or (4) of subdivision (c) of Section 17550.15 and the disbursement is in full payment for the services or transportation purchased by the passenger, the seller of travel may, instead of providing a refund, provide to the passenger a written statement accompanied by bank records establishing that the passenger's funds were disbursed as required by those provisions and, if disbursed to a seller of travel, proof of current registration of that seller of travel. A seller of travel who is exempt from the requirements of Section 17550.15 pursuant to subdivision (a) of Section 17550.16 and who is in compliance with subdivision (a) of Section 17550.16 may comply with this section by maintaining and providing to the passenger documentary proof of disbursement in compliance with subdivision (a) of Section 17550.16, and proof of current registration of the seller of travel to whom the funds were disbursed, which registration shall note that the registered seller of travel either has a trust account in compliance with Section 17550.15, or is exempt from the requirements of Section 17550.15 pursuant to subdivision (b) or (c) of Section 17550.16. This subdivision does not apply to refunds subject to subdivision (c) or (d).

(c) If terms and conditions relating to a refund upon cancellation by the passenger have been disclosed and agreed to by the passenger and the passenger elects to cancel for any reason other than a seller of travel being unable to provide the air or sea transportation or travel services purchased, the making of a refund in accordance with those terms and conditions shall be deemed to constitute compliance with this section.

(d) Any material misrepresentation by the seller of travel shall be deemed to be a violation of this article and cancellation by the seller of travel, necessitating a refund as required by subdivision (a).

§ 17550.15. Sellers of travel; deposit of money into trust account; withdrawals; responsibilities; bond

(a) This section applies to a seller of travel as defined in Section 17550.1.

(b) The seller of travel shall deposit directly into a trust account in a federally insured bank, savings and loan association, or credit union 100 percent of all sums received from any person or entity, including, but not limited to, those payments made in cash, by credit card, or any other method of payment, for air or sea transportation for any person, or for any travel services offered by the seller of travel, and any refunds made by carriers or providers of travel services. This subdivision does not require that a seller of travel establish a separate trust account for each transaction.

(c) The seller of travel shall not in any manner encumber the corpus of the trust account and shall not withdraw money there from except as follows:

(1) In partial or full payment to the carrier for transportation, or to the provider of travel services, for the services or transportation purchased by the passenger.

(2) In partial or full payment to the carrier or provider of travel services if payment is made by wire transfer directly to an account of the Airlines Reporting Corporation, or by check or draft paid to the Airlines Reporting Corporation for the transportation or services contracted for by the passenger.

(3) Upon delivery of all tickets or vouchers necessary for the passenger to obtain from the carrier or provider of travel services the transportation or services purchased by the passenger, at which time the seller of travel may withdraw the portion of the sum paid by the passenger that is due the seller of travel as compensation for sale of the transportation or travel services to that passenger. Tickets or vouchers shall be deemed delivered if personally delivered, turned over to an independent third-party delivery service for regular delivery to the passenger at the address designated by the passenger on the next business day, or deposited in the United States mail with first-class postage prepaid.



(4) Upon full payment to the provider of transportation or travel services, directly to the trust account identified in the registration of another seller of travel to whom the funds are paid, or to another registered seller of travel whose registration states that the other registered seller of travel is exempt pursuant to subdivision (b) or (c) of Section 17550.16 from the requirements of this section, of the total amount that is required by the carrier or provider of transportation or travel services or other registered seller of travel in order to provide the transportation or services purchased by the passenger, at which time the seller of travel may withdraw from the trust account that portion of the sum paid by the passenger which is commission due the seller of travel for sale of the transportation or travel services to that passenger.

(5) To make refunds to the passenger.

(d) Subdivision (c) shall not prevent payment of the interest earned on the trust account to the seller of travel.

(e) The seller of travel shall serve as trustee of the trust accounts required by this article. If an individual person is the seller of travel, the individual person shall be the trustee; if the seller of travel is a corporation, partnership, limited liability company, or other legal entity, a managing partner or partners, or the chief executive officer of the corporation, or executive officer or manager of a limited liability company shall be the trustee. The trustee may designate in writing that an officer or employee may manage the trust account if that officer or employee is under the trustee's supervision and control, and the original of that writing is on file with the Attorney General's office.

(f) (1) Except as otherwise provided in this section, all trust accounts required by this article shall be maintained at a branch of a federally insured bank, savings and loan association, or credit union.

(2) The seller of travel shall file with the Attorney General an irrevocable agreement in writing allowing the Attorney General, a district attorney, or their representatives, upon written request, to examine and obtain copies of all business records, including, but not limited to, those related to the trust account wherever those records may be, and including, but not limited to, those records relating to any travel business account, or any account used for any travel business transaction, or account to which trust funds have been deposited. The statement shall indicate that the authorization remains in effect as long as the seller of travel, financial institution, or other custodian of records retains records.

(3) A seller of travel shall maintain all business records described in paragraph (2) for a minimum period of three years.

(4) The Attorney General may maintain an action for recovery of examination costs and expenses in any court of competent jurisdiction, and may recover his or her reasonable costs and attorney's fees as an item of costs, as provided for in paragraph (10) of subdivision (a) and paragraph (5) of subdivision (c) of Section 1033.5 of the Code of Civil Procedure. Costs and expenses for an examination under this section shall be paid for by the seller of travel if the Attorney General bills the seller of travel for those costs and expenses, provided that the examination shows that the seller of travel has failed to comply with any requirements of this chapter.

(g) Every seller of travel has a fiduciary responsibility with respect to all sums received for transportation or travel services.

(h) The following are deemed to be held in trust for passengers:

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(1) All sums received by the seller of travel for transportation or travel services whether or not required to be deposited in an actual trust account and regardless of whether any of these sums were required to be deposited or actually were deposited in a trust account.

(2) All property with which any of the sums described in paragraph (1) has been commingled if any of these sums cannot be identified because of the commingling.

(i) Upon any judicially ordered distribution of any money or property required to be held in trust and after all expenses of distribution approved by the court have been paid, every passenger has a claim on the trust for payments made for transportation and other travel services not provided. Unless a passenger can identify his or her funds in the trust within the time established by the court, each passenger shall receive a proportional share based on the amount paid.

(j) The seller of travel is not required to comply with the direct deposit requirement set forth in subdivision (b) if all of the following apply:

(1) The payment is made by credit card.

(2) The seller of travel does not deposit, negotiate, or factor the credit card charge or otherwise seek or obtain payment of the credit card charge or the crediting of the amount of the credit card charge to any account over which the seller of travel has any control.

(3) (A) If the charge includes transportation, the carrier that is to provide the transportation processes the credit card charge.

(B) If the charge is only for services, the provider of services processes the credit card charge.

(k) In lieu of the trust account required by this article, an adequate bond as set forth in Section 17550.11 may be maintained by the seller of travel. Prior to the advertisement of transportation or services, or both, by the seller of travel, the seller of travel shall file a copy of that bond with the Attorney General.

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APPENDIX 2

STATE OF CALIFORNIA SELLER OF TRAVEL



State of California
DEPARTMENT OF JUSTICE

SELLER OF TRAVEL PROGRAM

300 South Spring Street, Suite 1702
Los Angeles, CA 90013
Telephone: (213) 897-8065
Facsimile: (213) 897-8346
E-mail: sellers.travel@doj.ca.gov
website: <http://oag.ca.gov/travel>

Shamula Hall Sukhwani
Prometour, Inc.
1281 University Ave
Suite H
San Diego, CA 92103-7306

March 20, 2017

SELLER OF TRAVEL ACKNOWLEDGEMENT OF REGISTRATION

This letter acknowledges your registration as a Seller of Travel with the California Seller of Travel Program, Office of the Attorney General. Your registration number is:

2061627-40

Your registration is valid until **March 31, 2018**, and must be renewed before that time. A certificate of Registration as a Seller of Travel is enclosed which describes your registration type, shows your Registration Number, and your expiration date. For more information regarding model disclosure language, go to the Seller of Travel website:

<http://oag.ca.gov/sites/all/files/agweb/pdfs/travel/disclosure.pdf>. Disclosures about Travel Consumer Restitution Corporation participation and the rights of consumers are required on all of your advertising and sales solicitation materials. Please refer to this website regarding the required use of your Registration Number and other required disclosures.

Based on the information you have provided this office, you have been registered as a Seller of Travel which is required to use a trust account. You must deposit all passengers' funds directly into the trust account(s) you have identified in your application, and make withdrawals only in compliance with Section 17550.15 of the Seller of Travel law.

Please use your registration number on all correspondence with this office.

SELLER OF TRAVEL PROGRAM
Office of the Attorney General

Version: 2015-08-28

Conf Id: 114411

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State of California
DEPARTMENT OF JUSTICE

SELLER OF TRAVEL PROGRAM

300 South Spring Street, Suite 1702
Los Angeles, CA 90013
Telephone: (213) 897-8065
Facsimile: (213) 897-8846
E-mail: sellers.travel@doj.ca.gov
website: <http://doj.ca.gov/travel>

State of California Seller of Travel Certificate of Registration

Prometour, Inc.

Registration #: 2061627-40

Expires: March 31, 2018

This business is required to deposit
100% of all customer funds into a
business client trust account.

Registration as a seller of travel does not
constitute approval by the State of California.

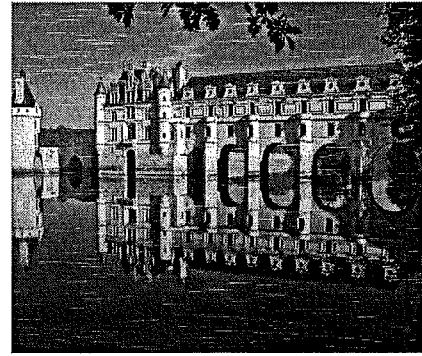
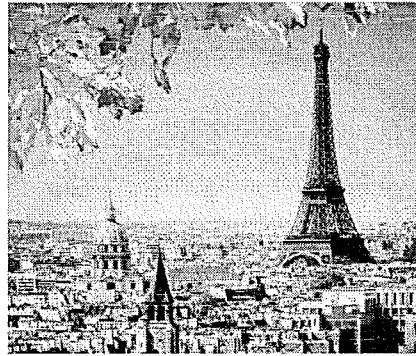
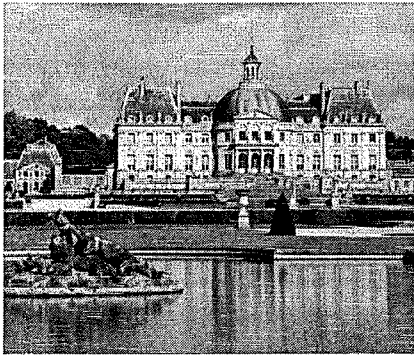
APPENDIX 3

CERTIFICATE OF INSURANCE

Client#: 53885		PROMETOUR		DATE (MM/DD/YYYY) 4/8/2017	
ACORD. CERTIFICATE OF LIABILITY INSURANCE					
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.					
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).					
PRODUCER March & McLennan Agency LLC March & McLennan Ins Agency LLC PO Box 85638; CA LIO #0H18131 San Diego, CA 92188			CONTACT Name: Vicki Wallace Phone: 858-687-7184 FAX: E-Mail: vwallace@barneyandbarney.com INSURANCE/PENDING COVERAGE INSURER A: Standard Insurance Company NAID #: 28587 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:		
INSURED Prometour USA Inc. 1281 University Street Suite H San Diego, CA 92108					
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:	
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
ITEM	TYPE OF INSURANCE	DESCRIPTION (NA, NY)	POLICY NUMBER	EFFECTIVE DATE (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN. AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-ACT <input type="checkbox"/> ISO OTHER:		EOL030521301	03/28/2017	03/28/2018 EACH OCCURRENCE \$5,000,000 DAMAGE TO RENTED PREMISES (per occurrence) \$50,000 MED EXP (any one person) \$1,000 PERSONAL & ADVERTISING \$ GENERAL AGGREGATE \$5,000,000 PRODUCTS - COMPOUND AGG \$ \$
A	AUTOMOBILE LIABILITY ANY AUTO: ALL OWNED AUTOS X LEASED AUTOS X SCHEDULED AUTOS UNBELLIED LIKE EXCESS LIKE TBD RETENTION		EOL040321301	3/28/2017	3/28/2018 COMBINED SINGLE LIMIT (per accident) \$1,000,000 BODILY INJURY (per person) \$ BODILY INJURY (per accident) \$ PROPERTY DAMAGE (per accident) \$ \$ EACH OCCURRENCE \$ AGGREGATE \$ \$ PER STATUTE <input type="checkbox"/> LOSS FEI <input type="checkbox"/>
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY OCCUPATIONAL ACCIDENTS EXCLUSIVE OF WORKERS COMPENSATION (Mandatory in NH) Description of Operations below	NYA			\$ EL. WORK ACCIDENT \$ EL. DISEASE - EA EMPLOYEE \$ EL. DISEASE - POLICY LIMIT \$
A	Professional Liab		EOL040321301	03/28/2017	03/28/2018
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)					
CERTIFICATE HOLDER			CANCELLATION		
Proof of Insurance			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Vicki Wallace		
© 1988-2014 ACORD CORPORATION. All rights reserved.					

SCHOOL EXCHANGE IN MELUN, FRANCE

Veronique Lahey

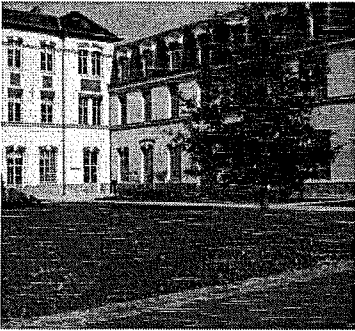


APRIL 10 – 21, 2019*

12 DAYS / 10 NIGHTS

**Travel dates to be confirmed upon flight booking*

info@forumlanguageexperience.com | 1-888-282-0991

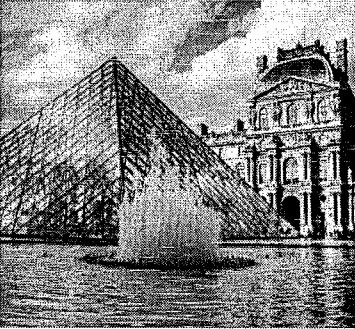


DAY 1: USA | FRANCE (Wednesday)

- Fly overnight to **Paris**.

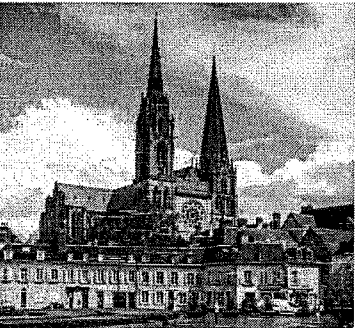
DAY 2: MELUN (Thursday)

- *Bienvenue en France!* Your French **Forum Tour Manager** will greet you at the airport.
- Transfer by private motor coach to le **Lycée Saint-Aspais** de Melun in Seine et Marne county (*Département*).
- Upon arrival at the "lycée", have a short orientation and meet your pen pals.
- Spend the evening with your host family and get to know them over dinner.



DAY 3: DAY TRIP TO FONTAINEBLEAU (Friday)

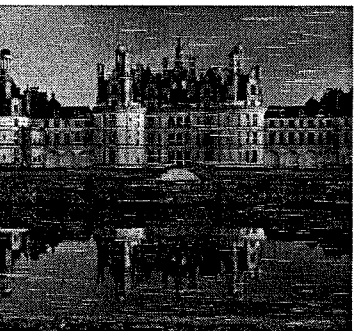
- This morning after breakfast, go with your teachers to Fontainebleau. Here you will have an unparalleled view of French history, art, and architecture.
- Visit **Château de Fontainebleau**, one of the biggest royal palaces in France (visit with audioguides).
- Later, visit market of Fontainebleau and enjoy some free time for lunch.
- In the afternoon, return to Melun for dinner and night accommodation with your host family.



DAYS 4 - 5: WEEKEND IN FAMILY (Saturday & Sunday)

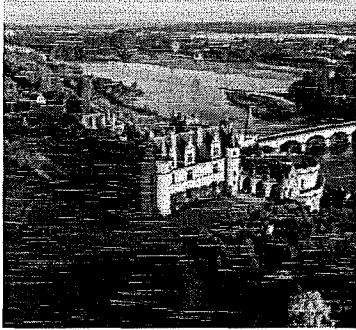
DAY 6: DAY TRIP TO CHARTRES | CHAMBORD (Monday)

- This morning after breakfast, meet your **Forum Tour Manager**, board your private motorcoach and drive to the Loire Valley, referred to as the "Cradle of the French and the Garden of France" due to its abundance of vineyards and fruit orchards along the Loire River.
- Stop at **Chartres**. Walk around the city and enjoy a guided visit of the **Cathedral**, a UNESCO World Heritage Site.
- Have some free time for lunch.
- Later, continue to Chambord and visit the magnificent **Château de Chambord**, known as "the greatest château in Loire Valley" with its 426 rooms and 282 fireplaces!
- In the afternoon, return to Melun for dinner and night accommodation with your host family.

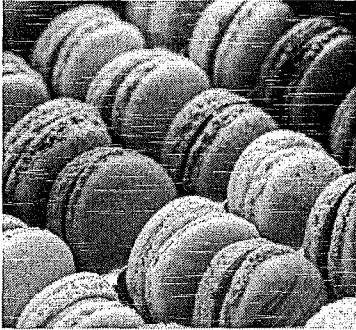


DAYS 7 - 8: DAY TRIPS TO PARIS (Tuesday - Wednesday)

- On Tuesday and Wednesday, go on a day trip to Paris leaded by your teachers.

**DAY 9: DAY TRIP TO VERSAILLES (Thursday)**

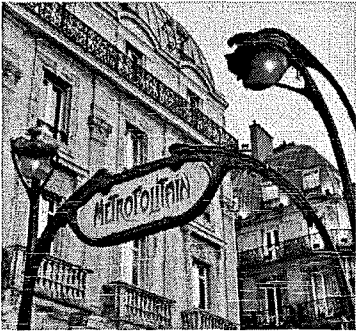
- This morning after breakfast, meet your **Forum Tour Manager**, board your private motorcoach and drive to Versailles Palace, the extravagant residence built for the Sun King.
- Enter the **Château** and walk in the footsteps of Louis XVI and Marie-Antoinette.
- Enjoy a picnic lunch before wandering around the elegantly landscaped **gardens**.
- Later, you will stop in a **Fromagerie (cheese local factory)**. Enjoy a tasting and see how the famous French cheese is made!
- In the afternoon, return to Melun for dinner and night accommodation with your host family.

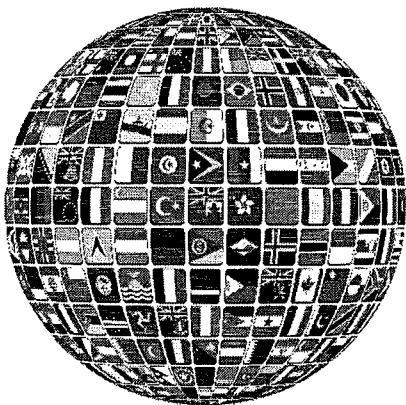
**DAY 10: EXCHANGE PROGRAM (Friday)**

- Attend school with your exchange partners and enjoy the afternoons with your host families.

DAY 11: SATURDAY IN FAMILY**DAY 12: DEPART (Sunday)**

- Meet your Forum tour manager and transfer to the airport for your flight back to the USA.



**YOUR EXCHANGE PARTNER:****Lycée Saint-Aspais**

36 Rue Saint-Barthélémy, 77000 Melun, France

An exchange program is a once-in-a-life time opportunity for students to truly explore, understand, and dive deep into another culture and language. As students fully immerse into the life of their host family and school, they'll experience a type of personal growth and empowerment that can only happen in this unique setting. Students not only travel but host their exchange partners resulting in a lifelong bond between both students and families.

The conditions and details of the exchange will be agreed upon between the two participating schools. Schools should agree beforehand what hosting arrangements will be made if the final number of students participating in the exchange differs between schools (e.g. additional host families are recruited, families host more than one student, or the number of students traveling is reduced to match the partner school). Forum cannot guarantee that schools will have the same number of participants traveling and, therefore, cannot be held responsible if the number of traveling students from each school differs.

HOSTING A VISITING STUDENT

The primary responsibility of a host family is to create a welcoming and safe environment for their visiting student. We encourage families to get to know their student and spend time together both inside and outside the home. Visiting students look forward to learning about American culture and customs and practicing their English in daily life. Families will receive a profile form with information about their student prior to hosting.

This is your tailor-made travel experience – you will not be combined with another group!

PRICE PER PERSON

25+ participants	\$ 1,930
20 to 24 participants	\$ 2,000
15 to 19 participants	\$ 2,100

PAYMENT SCHEDULE

April 15 th , 2018	\$ 500
July 15 th , 2018	\$ 500
November 15 th , 2018	\$ 500
January 15 th , 2019	Balance

PRICE INCLUDES:

- ✓ Round-trip airfare* from Boston to Paris
- ✓ Departure taxes and airline fuel surcharges of \$531 per traveler
- ✓ Associated transportation costs while in Europe as per itinerary
- ✓ All cultural and aforementioned visits, activities, tours, and admissions as per itinerary
- ✓ Service of a dynamic professional bilingual Forum Tour Manager with the group on tour
- ✓ \$50 check (sent before departure) to purchase a prepaid cell phone with phone card for the duration of your exchange
- ✓ **Two free travelers regardless of the group size**
- ✓ EXCHANGE PROGRAM:
- ✓ French host family stay with your exchange partner's family
- ✓ Meals with the host family (exceptions might apply)
- ✓ Classes and workshops during the exchange program (confirmed between the partner schools prior to departure)

PRICE DOES NOT INCLUDE:

- ✓ Meals not indicated in your itinerary
- ✓ Tips are at your discretion – these are standard guidelines:
 - Forum Tour Manager: 4 Euros per day, per traveler
 - Bus Drivers: 1 Euro per day, per traveler
- ✓ Rooming and Adult Supplements:
 - Twin Room Guarantee Supplement \$40 pp/night or Single Room Guarantee Supplement \$80 pp/night
 - Adult Activity Supplement \$10 pp/day

NOTES

- *Airlines have the legal right to increase fuel surcharges to flight tickets after bookings have been made. In the event of an increase in airline taxes and/or fuel surcharges, Forum reserves the right to update prices accordingly.
- **Forum Language Experience** has purchased the **Student Protection Plan** from Travel Insured International on behalf of all participants. **Cancel For Any Reason** is an available **option** that must be purchased at the time of trip deposit. ***CFAR is not available to residents of NY***
- Forum has quoted this package at an exchange rate of 1 Euro = 1.25 USD. In the event of a significant change in the exchange rate, Forum reserves the right to update prices accordingly.

Date of quote: February 15, 2018 | Prices are valid until: First payment deadline | Your Forum Tour Consultant: **Anaïs Boschet**

Forum Language Experience, Forum by Prométour and Forum are all used interchangeably.
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info@forumlanguageexperience.com | 1-888-282-0991

