



TERMS & CONDITIONS

PROGRAM ENROLLMENT: In order to be eligible for points and rewards, Group Leaders must be enrolled in the Global Rewards Program, thereby accepting the program's terms and conditions as outlined in this booklet or at eftours.ca/globalrewards. In order to be credited for rewards associated with a given tour, program enrolment must occur prior to the departure of the Group Leader's tour. By opting-in to EF's Global Rewards program, Group Leaders acknowledge that they are aware of any school and/or school board/district policies that may limit their participation in the Global Rewards Program. This program is not applicable to North American Bus Tours.

OPTING OUT OF THE GLOBAL REWARDS PROGRAM: A Group Leader may decide to opt-out of the Global Rewards Program. Upon opting-out, all points accrued and membership levels are forfeited. A Group Leader may decide to re-join the program, however, points associated with tours taken during the opt-out period will not be credited to the Group Leader account and forfeited points will not be reinstated. Tour points or bonuses are not retroactive. EF reserves the right to suspend or terminate Global Rewards accounts in order to comply with school and/or school board/district policies without notice.

QUALIFYING TOURS: Qualifying Tours must have travelled with a minimum of 6 full-paying participants.

ACCOUNT ACTIVITY STATUS: If a Qualifying Tour is posted to a group leader's account at least once every four years, the account will remain an Active Account. If a Qualifying Tour is not posted to a group leader's account for four consecutive years, the account will become an Inactive Account and points will be suspended. Points cannot be redeemed or accrued in an Inactive Account.

EXPIRATION OF GLOBAL REWARDS POINTS: Effective January 1, 2010 Global Rewards Points that are currently active in a Group Leader's account will not expire as long as the Group Leader maintains an active account. Points expired prior to January 1, 2010 will remain expired and cannot be redeemed.

POINTS EARNED FOR TOUR ACTIVITY: Group Leaders earn one point per day per full-paying participant during the duration of the tour on Qualifying Tours. Points are awarded for the total number of standard tour days only and not for any special travel or customized extensions performed before or after a tour. Global Rewards Points earned through leading a Qualified Tour remain Pending Points until the tour departs, at which time they become Active Points. Points cannot be redeemed until they are Active Points (with the exception of use on International Teacher Convention and Training Tours – see

Section EF Convention and International Training Tours Terms and Conditions). Discounted participants do not count towards free places, travel grants or Global Rewards.

POINTS EARNED FOR OPTIONAL EXCURSIONS: Global Rewards Points will be added to a Group Leader's account for prepaid optional excursion enrolments only, once the pre-paid enrolment is received by EF. Credited points will remain pending until a given tour departs. Credited points will be deducted if the optional excursion does not run or the participant cancels from the optional excursion. No points are awarded for optional excursions purchased while on tour, for non-EF excursions or for optional excursions when payment is refunded.

POINTS OR CASH EARNED THROUGH EF TOUR REFERRALS: To qualify, the referred Group Leader must travel with a group of 10 or more full paying participants. The referred Group Leader must not have led a prior EF tour as a Group Leader. The referral points will not be awarded for co-Group Leaders, unless the co-Group Leader is teaching in a different school than the referrer. If the co-Group Leader is from the same school, then the reward is issued after the referred Group Leader travels on a second EF tour independently within two years of the referral entry date. The referral bonus is not valid for a replacement Group Leader in the case that the original Group Leader is unable to travel. To qualify for the reward, the referral must travel within two years of the referral entry date. Referral points or bonuses are not retroactive. For a qualifying referral a Group Leader will receive 300 Global Rewards Points or \$1,000 cash or a spot on a Teacher Appreciation Weekend. Global Rewards Points will be automatically posted to the referring Group Leader's account on the day the referral departs on his or her EF tour. EF will deduct points and EF will either issue a direct deposit payment to the referring Group Leader's bank account if they prefer cash or enroll the qualifying Group Leader in a Teacher Appreciation Weekend. Referral bonuses are only valid for EF Educational Tours. Teacher Appreciation Weekends are for experienced Group Leaders only. Referrers who have not led an EF tour are only eligible for the \$1,000 referral bonus. Group Leaders eligible for the Global Rewards program can refer Group Leaders to North American Bus tours and receive a referral bonus if the referred Group Leader travels with 35 full paying participants or more. Referrers are eligible to receive \$1000 or 300 Global Rewards points. All other terms relating to the referral program for international travel apply.

POINTS EARNED FOR PUBLICITY: EF will award up to 300 points per tour for articles (up to 100 points per article) that are published in the local media concerning their upcoming or recent tour. This article must mention EF Tours by name and discuss their tour.

POINT TOTALS: The number of Global Rewards Points required for a reward must be active and credited to a Group Leader's account before he or she may redeem for the reward. Group Leaders cannot use cash to supplement point deficiencies or to purchase points. Global Rewards Points are non-negotiable, non-transferable, and have no alternative cash value. Group Leaders may not pool their points to claim Global Rewards. Points are pending until the Group Leader completes travel for a given reward year.

MEMBERSHIP LEVELS: Membership levels are based on the number of full-paying participants that have travelled with an EF Group Leader or by the total number of Qualifying Tours led by a Group Leader with EF Educational Tours, whichever is higher. Membership levels are recalculated each October.

ELITE MEMBERSHIP BENEFITS: As listed on p. 11, benefits earned by Elite Members are subjected to conditions, which are as follows:

- All complimentary coverage options are non-transferable.
- For all free stay-ahead / stay-behind options, the \$95 special travel service fee will be waived (this does not include accommodation and is not applicable to conventions or training tours).
- The option to choose between a single room or 100 points must be chosen 70 days prior to departure. Points are credited to your account the day your tour departs.
- As a gold or platinum Elite Member, you have the ability to use points for room upgrades for chaperones. The rooming selections for chaperone upgrades must be made at least 70 days prior to departure.
- The benefit of not having blackout dates on incentive vouchers is subject to availability.
- The ability to use points for additional nights' accommodations is subject to availability with redemption of travel rewards. Point value will be determined once hotel has been confirmed. Points are redeemable for hotel nights and must be booked by 120 days prior to departure.
- If using points to travel as a participant on another EF tour, EF must first have approval from that tour's Group Leader. This request must be received 125 days prior to departure.
- Gold and Platinum Group Leaders enrolled on either 2013 or 2014 tours are eligible to attend an EF Convention



REQUESTS FOR FLIGHT AND VACATION REWARDS: Although EF makes every effort to accommodate desired dates of departure, EF cannot always guarantee exact dates, and some flexibility on the part of the Group Leader may be required. Once requests have been submitted, they cannot be modified. All travel rewards are based on flight and/or hotel availability. Should a Group Leader be unable to travel on his or her requested trip and need to cancel, the Group Leader must contact EF and the cancellation may result in forfeiture of points. Infants older than 24 months will require the redemption at full point value and will be allocated a seat. EF reserves the right to include a point surcharge for all rewards vacations booked during high seasons. Group Leaders are responsible for all passport and visa requirements. EF is not responsible for cancellations due to entry requirements. In the event of weather delays or cancellations, the airlines will attempt rebooking. EF cannot guarantee rescheduling of trips or Global Reward Point reimbursement

Vacation rewards: Vacation rewards include round-trip air transportation and accommodations in superior tourist-class hotels, except for cruises. All requests for vacation rewards must be submitted to EF online at eftours.ca. Vacation requests must be received at least 90 days prior to departure for continental United States and Canadian destinations, or 120 days prior to the requested departure date for all other destinations. All hotel nights booked for vacation rewards must be consecutive and cannot be split by date or location. Group Leaders must arrange their own accommodations for the additional nights. Group Leaders may request specific airlines or hotels, however, EF cannot guarantee accommodation of such requests. For vacation rewards, Group Leaders may plan to extend their stay at a travel destination, generally at no additional cost, provided flight space is available. All vacation reward requests must originate in Canada. A 100-point surcharge for each passenger (excluding infants) will apply to any domestic flight request with a cumulative in-flight duration of three hours or more. For domestic and international (excluding European) travel, Group Leaders must depart from and return to the same gateway. For European travel only, Group Leaders may request different arrival and departure gateways for a surcharge of 50 points per ticket within the same tier. If you are requesting gateways in different tiers, the point total of the higher applies. Please add 35 points per traveller for any flight that departs in either direction on a Friday, Saturday or Sunday.

Flight rewards: Flight rewards do not include accommodations. All flights must be redeemed for online at eftours.ca using the flight rewards booking tool, at least 5 days prior to departure. You may not redeem for flights more than 11 months from the day of booking. No changes can be made to a ticketed flight and all tickets are nonrefundable. All flights booked through the booking engine must be redeemed for completely in points, including companion tickets.

BLACKOUT DATES FOR VACATION REWARDS INCLUDE:

Spring vacation 2012: March 30 – April 10, 2012
 Summer Olympics 2012: July 20 – August 19, 2012 (for vacations to the United Kingdom only)
 Thanksgiving 2012: October 5 – 8, 2012
 Winter Holiday 2012: December 14, 2012 – January 2, 2013
 Spring Vacation 2013: March 24 – April 6, 2013

REWARDS VALIDITY DATES: Vacation and gift rewards and their corresponding point requirements listed in this guide are valid from January 1, 2012 to August 31, 2012. Point totals are subject to change without notice. For the most up-to-date point values, please visit eftours.ca/globalrewards.

GIFT REWARDS: Should any product be discontinued or changed, EF will replace it with a similar item of equal or greater value.

TOUR CANCELLATION: If you cancel your tour, the pending points you would have earned will be deducted from your account. Individual participant cancellations affect point totals. If you have redeemed these points for a convention or International Training Tour and your cancellation or your participant's cancellation(s) results in a negative Global Rewards Points account balance, you will be invoiced for the full cost of the International Training Tour or convention. An invoice will be sent with a 60-day term. If this invoice is not paid in full by the required date, the outstanding past-due balance will be sent for collection. Group Leaders must travel on their EF tour to qualify for benefits and incentives related to that tour, including but not limited to: Global Rewards Points, travel grants, conventions, Big Group Bonus and membership benefits. If a Group Leader cancels or transfers the tour to another Group Leader, the replacement Group Leader receives all qualifying benefits and incentives related to that tour, if they are enrolled in the Global Rewards program.

LEGAL RESPONSIBILITIES: No warranties or representations apply to any EF Teacher Convention Tours, International Training Tours or travel rewards redeemed. EF is not responsible for any events including, but not limited to, personal injury, property damage, or loss of earnings from any event whatsoever. Please refer to eftours.ca/globalrewards for the most recent and up-to-date terms and conditions. EF reserves the right to make changes to the Global Rewards Program at any time and without notice, including but not limited to changes in point values, point expiration policies and membership levels and benefits. EF reserves the right to interpret and apply the policies and procedures communicated in this booklet. All determinations by EF shall be final and conclusive in each case. Please refer to the terms and conditions online for the most up to date information.

EF CONVENTION AND INTERNATIONAL TRAINING TOURS TERMS AND CONDITIONS:

To qualify, you must:

- Have participants enrolled on and travel on a 2013 or 2014 tour as a Group Leader
- Earn the required number of Global Rewards Points
- Enrol online or by submitting an enrolment form before the deadlines
- Enrol required number of paying participants where applicable
- Meet other qualifications specific to individual International Training Tours and conventions
- Be enrolled in the EF Global Rewards Program

Discovery Tours To qualify, you must be enrolled in the EF Global Rewards Program and you must have led a previous EF tour and enrol on a 2013 tour by March 30, 2012 or a 2014 tour by April 30, 2013. You also must have at least 15 full-paying participants enrolled for one person or 30 full-paying participants for two people and must maintain these participants until departure. To travel on a Discovery Tour, you must enrol by April 30, 2012. Points redeemed for guest travellers are not eligible to be returned to Group Leaders. In order to be eligible to participate in a Discovery Tour you must not have previously travelled with EF to the destination of the Discovery Tour.

Costa Rica – International Training Tour To be eligible to participate in the Costa Rica Training Tour you must be a first time Group Leader leading an EF tour to South America and meet all other Training Tour terms and conditions.

EF Convention, International Training Tours and Discovery

Tour requests: Conventions are filled on a first-come, first-served basis and may be full before the enrolment deadlines. EF is not able to arrange stay-ahead/stay-behind options at convention, International Training Tours or Discovery Tour destinations. Cancellations must be received by EF in writing at least 90 days prior to departure to avoid forfeiture of Global Rewards Points. EF International Training Tours are for first-time Group Leaders only and Group Leaders may only attend one training tour. Enrolling on a Training Tour requires a minimum of 6 full-paying participants. The 200 point discount for elite members is not applicable to North American 2013 Convention destinations or to a Discovery Tour. You may take a guest on an International Training Tour only if you have 12 paying participants and your guest is a non-paying chaperone enrolled on your 2013 or 2014 tour. Global Rewards Points will be deducted from your account for both you and your guest's Training Tour. On EF Conventions, Group Leaders may bring a maximum of one guest. Paying guests on convention will only be accepted after all Group Leaders and their guests using Global Rewards Points are accommodated. All guests must be accompanied by an EF Group Leader. Convention and International Training Tour guests must be at least 18 years of age. Detailed itineraries and rates for paying guests are available approximately 90 days prior to the convention's departure date.