

Costa Rica Educational Adventure



Educational
Travel Services, Inc.

ENROLLMENT MATERIALS

Welcome Travelers

Dear Families,

Thank you for giving your student an opportunity of a lifetime. Students learn valuable academic lessons as their studies come to life through experiencing new and exciting places. They learn important life lessons about being on time, being dependable, being a good roommate, budgeting time and money and learning to get around in a new city or country.

This booklet is designed to answer basic questions about the tour. We are happy to answer any additional questions you have.

Visit our website, send us an email or call for more information.

www.etsi.ws • info@etsi.ws • 503-653-3988 • 800-752-1296

About Educational Travel Services

Judi and Dennis Tichenor formed Educational Travel Services, Inc. in 1988. Judi has more than 25-years experience in the travel industry and Dennis has 30 years as a teacher.

Joined by their daughters, Julie and Kate, the ETSI family combines their experience and enthusiasm to provide you with an extraordinary Journey of Discovery. Educators, travelers and families value our dedicated staff who work to ensure that your tour is educational, fun and worry-free.



Judi & Dennis Tichenor

Safety Matters

Our excellent track record is proof of our great preparation and dedication to the safety of our programs. Students, family members, and teachers enjoy incredible experiences knowing they are in good hands.

Our safety measures include an ETSI Onsite Coordinator being available at every hotel. In addition, all of our staff members are trained in first aid and emergency response.

We also know that safety really begins with the students. Pre-travel meetings will cover expectations of the trip and ensure that each student understands their responsibilities prior to departure.

We hope that our commitment to safety can give you that piece of mind when making the decision to send your student on a journey of a discovery.

What's in a Tour?

About Costa Rica

Costa Rica is one of the most biologically diverse countries in the world. You will see a wide variety of new and interesting plants and wildlife. Costa Rica is true tropical paradise and an amazing place to experience science, culture and fun!

Costa Rica is a world leader in sustainable practices in its exports of coffee, pineapple, bananas and more.

Exclusive Educational Moments

We offer a wide variety of educational programs including Spanish Immersion, Biology, Geology and Ecology. In addition, you will get a chance to see world famous artistry such as the Ox carts of Sarchí.

Exciting New Places

With the help of our local and professional guides, you will get the "insiders" perspective of the places you visit. Whether it is hearing stories about the history of a city or learning what is happening there in the present day, you can be sure that your guides will provide unique insight at every destination.

Life Experiences

Many of our students have a lot of 'firsts' when traveling; first time on an airplane or even the first time away from home. On your trip you can expect to make new friendships and create a bond found only through traveling together. When you get back, you get to share your new discoveries, the new foods you may have tried, and other exciting experiences with your family.

Adventure and Fun

Our programs are designed to be fun and hands-on. Activities include ziplines, whitewater rafting, canopy tours, volcano tours, plantation visits and more. You will also get time to check out some of Costa Rica's amazing beaches.



Zipline Adventure



Coffee Plantation



Oxcarts of Sarchí



Arenal Volcano



Canopy Tour

Frequently Asked Questions

PRICING INFORMATION

What's included in the tour price?

- On-tour ground transportation
- ETSI Onsite Coordinators in every city
- Quality accommodations
- All meals (as specified in the itinerary)
- Sightseeing led by licensed guides
- Tickets & entrance fees to all activities
- 24-hr emergency assistance hotline
- Gratuities for meals & drivers

Are there expenses not included in the tour price?

- Souvenirs, shopping & snacks
- Airline baggage and international fees/taxes
- Expenses resulting from flight delays
- Meals not specified in the itinerary
- Passport/Visa application and fees

REGISTRATION & PAYMENT

How do I register for the tour?

Registration can be done online or by filling out the enclosed registration form (return by mail or fax). To complete your registration, be sure to include the deposit amount specified in your invitation letter.

How do I make payments for the tour?

Payments can be made online, by mail, in person or by credit card over the phone. Please refer to your invitation letter for the payment schedule. Trip must be paid in full prior to departure.

What if the trip is full?

Space is limited, so it is important to register as soon as possible to reserve your spot. If your trip is full, you may be placed on a wait list. You will be notified if a spot becomes available.

Are other family members allowed on the tour?

Many of our groups do allow additional family to travel, but they may reserve the spaces for students first. Ask your Tour Director for details.

Can I do fundraising for the tour?

Absolutely! ETSI provides a handy online guide (also available by mail or email) to fundraising that has great ideas to raise money as a group or as an individual. Included with the materials are forms to help you log and calculate the money you have received.



PREPARING FOR TRAVEL

Do travelers need official identification to travel?

For all of our international tours, a valid US passport is required. Visit www.travel.state.gov to apply for a passport. Please allow adequate time for passport processing (we recommend at least 10 weeks prior to travel).

Do travelers need vaccinations prior to travel?

Please contact your primary medical provider for information on vaccinations.

Are there any requirements for behavior or grades that I need to qualify for this trip?

Your Tour Director may have requirements such as behavior or grades that could affect your trip. Check with your Tour Director. ETSI does not have grade requirements for a student to travel but does reserve the right to remove or refuse a traveler for behavioral reasons.

Will my cell phone work on the trip?

International coverage and rates vary by carrier. Contact your cell phone carrier to find out what the service areas and rates are for the places on your itinerary.

ON THE TOUR

How many adult chaperones will be on the trip?

This is determined by your Tour Director, but usually it is one chaperone per ten students. In addition, there will be ETSI Onsite Coordinators, tours guides, drivers and any other adults registered for the trip.

Can students room with their friends?

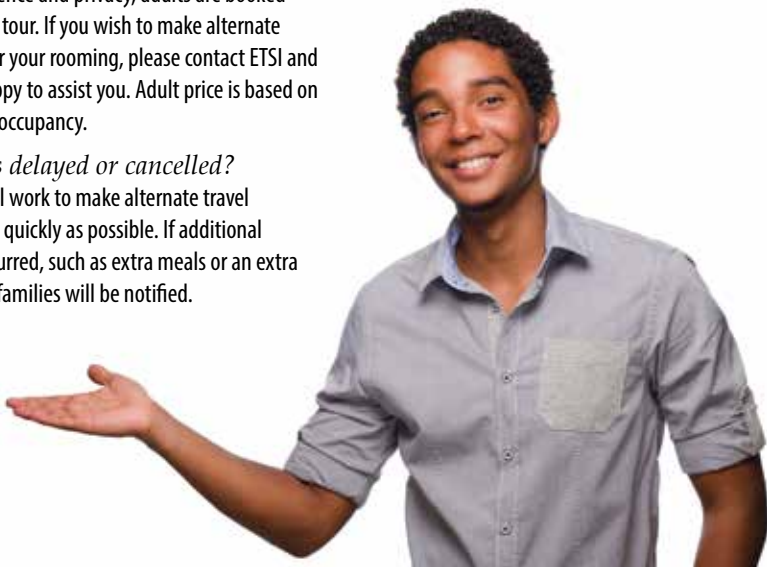
Usually yes. Rooms are typically 2-3 per room (same gender). Prior to traveling you will fill out a "roommate selection form" where you can specify your top choices. Final rooming is determined by the Tour Director.

What is the rooming arrangement for adults?

For your convenience and privacy, adults are booked as singles on the tour. If you wish to make alternate arrangements for your rooming, please contact ETSI and we would be happy to assist you. Adult price is based on final hotel room occupancy.

What if a flight is delayed or cancelled?

The ETSI staff will work to make alternate travel arrangements as quickly as possible. If additional expenses are incurred, such as extra meals or an extra night in a hotel, families will be notified.



TERMS AND CONDITIONS

As an applicant for an Educational Travel Services, Inc. Travel Program, I understand that certain prerequisites are necessary for participation. My signature (parent's signature if traveler is a minor) indicates agreement to these conditions:

1. While touring I agree to abide by the directions of ETSI (Educational Travel Services, Inc.), its officers, agents and employees and the directions of my Tour Director. Failure to do so may result in my immediate removal from the program. I understand that if I disobey ETSI's directions, the instructions of my Tour Director, or ETSI personnel I will waive my right to a refund of any part of my program fee and ETSI may send me home at my own expense or my parent's/ guardian's expense. I understand and agree that ETSI, in its sole discretion, shall determine (1) what constitutes a failure to abide by the expectations and requirements set forth herein, and (2) what actions ETSI shall take to deal with such a failure.
2. I understand that once I have been accepted into this program if I fail to maintain the requirements for participation as set forth by my Tour Director, school or other institution, I may be declared ineligible to participate in the program and my application cancelled subject to the refund policy set forth and described herein.
3. ETSI reserves the right to remove or refuse to accept a traveler on any program. This includes, but is not limited to, physical actions or actions that can be interpreted as harassment or threats. Participants removed on these grounds are subject to the refund policy in place at the time of removal from the program.
4. It is the sole responsibility of each parent/guardian to determine the suitability of a particular Tour Director/chaperone to chaperone their child during an ETSI program. Parents/guardians should meet with the Tour Director to establish their suitability to chaperone their child. Parents/guardians should make sure that the Tour Director is aware of any special needs of their child. ETSI does not make any representations or warranties regarding the suitability, qualifications, or fitness of any Tour Director/chaperone.
5. ETSI has the right, at any time in its sole discretion and without liability or cost, to cancel any tour or the remainder of any tour or make alterations in route, accommodations, tour events and any other travel arrangements or details in the event of any tour being rendered impossible or inadvisable due to weather, traffic delays, threats or acts of terrorism, strikes, war, civil unrest, acts of God, governmental interference or any cause whatsoever that is beyond ETSI's control. Any and all expenses incurred as a result of this event will be the responsibility of the passenger.
6. ETSI is not responsible for costs involved in additions, cancellations or deviations made to any itinerary by the Tour Director or chaperones during the tour. No refunds will be made on the unused portions of the tour due to these changes.
7. I understand that the use of the school premises or property in the planning for my program is a courtesy to me and to the Tour Director and does not mean that the trip is officially sponsored or supported by the school. If the program were to receive school sponsorship, I would be notified in writing. In the absence of such written notification, I understand that my school, school district, school board, school administrators and officials, associated with these institutions, have no liability or responsibility whatsoever with respect to my trip. I expressly release and waive all claims of any type against any or all of the aforementioned in any way related to or arising out of my trip.
8. If I become ill or incapacitated, ETSI will take actions it considers necessary including securing medical treatment for me. ETSI shall not be held liable for the quality and timeliness of any such medical care received, nor for any expenses incurred except to the extent covered by any insurance that was included in the package purchased. I expressly release and waive any and all claims, demands, rights, and damages of any type against ETSI arising out of or in any way connected with my trip.
9. Student group tours are designed for the average, healthy, physically able school aged student. The tours move quickly and involve a lot of walking, stair climbing and long, active days. Students

who are physically challenged need to advise the Tour Director and ETSI at the time of registration and evaluate the appropriateness of the activity. Some special accommodations may be made in a tour, however it is not expected that the group be required to change the itinerary or that the Tour Director be responsible for individual care beyond normal supervision duties. Adults wishing to register for these tours also need to be aware of the physical demands of the trip and be certain of their ability and/or desire to participate in this active student tour.

10. I understand the quoted trip price is guaranteed with the exception of transportation costs. Should transportation costs increase prior to departure; travelers are responsible for paying the increase up to a maximum of 8% of the total trip price.

11. The trip price is based on a minimum number of participants traveling together on the same itinerary. If the group fails to meet this minimum, I understand the trip price may be increased, (over and above the 8% increase attributed to transportation costs) the itinerary may be adjusted to reduce the price, the group may be combined with another similar tour group or a combination of these alternatives may be used to provide the best tour value. I will be advised of any changes and offered an opportunity to cancel without cancellation penalties if changes are not acceptable.

12. It is hereby understood and agreed upon by ETSI and its customers that ETSI, its employees or agents are not agents of the suppliers of travel services and accommodations, but are agents for the purpose of booking tickets and are not liable for any claims, suits, actions, delays, inconveniences, strikes, wars, injuries or any other expense of any kind or nature, caused by the tickets arising out of their issuance, to travel, transportation, baggage, accommodations, or any other type of service the customer may have booked through ETSI. The suppliers providing such services and accommodations are independent contractors and not agents.

13. All tickets and admissions purchased for the trip are property of ETSI until the time of use. Any non-refundable fees for these tickets/admissions will be deducted from the amount refunded if the traveler cancels.

14. I accept the terms of this agreement as outlined above and on the Invitation Letter.

PAYMENTS AND LATE FEES

The payment schedule is found on the Invitation Letter. Your deposit must be made in the amount specified in the letter or we cannot guarantee a reservation on the tour. We welcome checks, cash, money orders, Visa, MasterCard, American Express and Discover. Please note that a \$25 fee will be assessed on any NSF checks. ETSI does not accept post-dated checks.

Payments made after the final due date must be paid by credit card, cashier's check or money order. A \$35.00 late fee will be charged for payments received after the final payment deadline. All final payments are due 60 days prior to departure unless otherwise stated.

CANCELLATION POLICY

All cancellation requests must be submitted as follows: Write a dated letter to Educational Travel Services, Inc., PO Box 82605, Portland, OR. 97282. You may also send a cancellation request via email to: katie@etsi.ws. Include the traveler's name, group name, destination and home address. No telephone cancellations will be accepted. If the traveler is a minor, the letter must have a parent signature. Upon cancellation, any fundraising money (less any non-refundable fees) will be returned to the Tour Director to be redistributed.

If cancellation is postmarked:

90+ days prior to departure, amount paid will be refunded, less \$300.00*

89 to 60 days prior to departure, amount paid will be refunded, less \$350.00*

59 to 35 days prior to departure, amount paid will be refunded, less \$400.00*

34 to 15 days prior to departure, amount paid will be refunded, less \$500.00*

14 days or less prior to departure, the full amount paid is nonrefundable.

***PLUS the cost for any nonrefundable fees purchased for the traveler.**



Secure your investment

ETSI partners with Allianz Travel Insurance

We always plan for the best, but Travel Insurance will give you the peace of mind that you are covered in the event of a trip interruption or delay. That is why we recommend that you purchase travel insurance.

Choosing a travel insurance provider is a personal decision, and ETSI recommends Allianz Travel Insurance for your coverage needs.

For more information contact Allianz Global Assistance at www.allianztravelinsurance.com or 800-284-8300. Please let them know you are traveling with Educational Travel Services, Inc. ACCAM #F032922



Educational
Travel Services, Inc.

P.O. Box 82605 • Portland, OR 97282
Phone 503-653-3988 • Fax 503-653-3990
Toll-Free 1-800-752-1296 • www.etsi.ws