



7th and 8th Road Scholars Cancellation FAQ

What is the EF Peace of Mind program?

We understand that plans can change due to unforeseen circumstances. EF provides an exclusive Peace of Mind program to account for such situations. This program is automatically included for all travelers and can be enacted at the group level for any reason, including terrorism or other world events.

Your Group Leader may choose from the following options: 45 Days or More Prior to Departure

- *Change the travel dates of your group's current tour*
- *Work with EF to modify your group's current tour or find a new tour*
- *Cancel your tour and all travelers will receive a transferable travel voucher OR redeem for cash**

IL Texas is cancelling ALL Road Scholars tours for 2020, what is the next step?

Every family will receive a Future Travel Voucher in the amount of all monies paid to EF, including non-refundable fees such as the tour deposit, program fee and insurance.

What if I want the cash refund?

If you were enrolled on the 8th grade trip: You can redeem that voucher for all monies paid minus \$350

If you were enrolled on the 7th grade trip: You can redeem that voucher for all monies paid minus \$250

(This allows EF to partially cover costs related to non-recoverable payments to suppliers)

I purchased the \$219 travel insurance for my traveler, what do I do?

If you purchased the \$219 Anytime Protection Plan for your traveler, you will receive your maximized refund in lieu of a future travel voucher.

Do I need to call EF to get my voucher/refund?

You will NOT need to call into the EF Traveler Support team to receive your voucher or refund – they will be processed by EF and sent to you electronically.

How do I redeem my travel voucher?

You will receive instructions for redeeming your Future Travel Voucher to travel on a program with EF Tours or EF Language Schools when you receive your electronic voucher.

What can I use the voucher for?

A Future Travel Voucher is your ticket to a new adventure with EF. We offer every imaginable way to see the world through our collection of culturally immersive language and travel programs. Depending on your age and interests, your voucher can be redeemed toward an experience on any [EF product](#).

When ILTexas plans its 2021 tours, you can use the vouchers for those! (Texas, US and International tours will be offered for specific grade levels)

How long is my Future Travel Voucher good for?

Your Future Travel Voucher is valid for travel through **September 30, 2022**. That means that you have up until that time to complete your travel or redeem for cash.

Is my voucher transferrable?

The vouchers are transferable at the face value to an immediate family member or with another traveler at your school at no extra cost

Further questions please see:

[Full Booking Conditions](#)

[Future Travel Vouchers](#)

[EF's Safety and Support Overview](#)

[Frequently asked questions about COVID-19 \(Coronavirus 2019\)](#)