



# WorldStrides Experience Guarantee Terms & Conditions

The following Terms and Conditions for the WorldStrides Experience Guarantee are valid effective August 1, 2018, and are provided solely to Program Leaders booking their first tour with WorldStrides.

## The Guarantee

WorldStrides guarantees Program Leaders will be satisfied with their tour.

Should a Program Leader be unsatisfied with an aspect of their experience while on tour, he/she shall inform their WorldStrides representative in order for WorldStrides to address and resolve the issue.

Upon returning from his/her tour, if a Program Leader is still unsatisfied with his/her tour and within 30 days after the tour's termination completes his/her post-tour evaluation survey by rating his/her group's overall tour satisfaction as "1", a WorldStrides manager will contact the Program Leader in order to better understand the Program Leader's concern that resulted in the poor tour evaluation.

During this conversation, the WorldStrides manager will identify the issue(s) and will work with the Program Leader to determine an acceptable resolution to satisfy the Program Leader's concerns. Among the available resolutions, WorldStrides may provide the Program Leader the option to receive the cash equivalent of the aspect(s) on tour that led to the poor tour evaluation, up to \$125 per participant on a Domestic tour and up to \$250 per participant on an International tour.

## What's Included

The WorldStrides Experience Guarantee covers only those aspects of a tour listed below:

- Accommodation as per the tour inclusions.
- Ground transport as per the tour itinerary, except when deviating from the group.
- Meals as per the tour inclusions.
- Visits to select attractions as per the tour inclusions.

The WorldStrides Experience Guarantee does not include those aspects of a tour specifically excluded from the list above and those aspects of a tour not under WorldStrides direct control, such as but not limited to strikes, flight cancellations, or participants' illnesses.

Please note that nothing in the Terms and Conditions for the WorldStrides Experience Guarantee supersedes or limits WorldStrides standard Terms and Conditions.

## Additional Information

- WorldStrides reserves the right to change or terminate the Terms and Conditions for the WorldStrides Experience Guarantee without prior notice.
- Program Leaders may not transfer their rights or obligations under the Terms and Conditions for the WorldStrides Experience Guarantee to any third party.
- WorldStrides Experience Guarantee is only available to Program Leaders who are booking their first tour with WorldStrides.
- WORLDSTRIDES MAKES NO WARRANTIES, AND EXPRESSLY DISCLAIMS ALL WARRANTIES, RELATING TO ANY TOUR EXCEPT AS EXPRESSLY SET FORTH HEREIN OR IN WORLDSTRIDES STANDARD TERMS AND CONDITIONS.