

From: John Black
Sent: Friday, May 29, 2020 12:26 PM
Subject: VPS Europe trip rescheduled

VPS European Travelers:

I hope this email finds everyone well and looking forward to Summer.

As a follow-up to our March 20 email (see below) ...

Mrs. Hanna and I have been in-touch with our agent from Explorica Travel regarding our July trip to Europe. They have already postponed all of their European trips that were scheduled through the end of June. While they have yet to make a decision regarding trips scheduled for July, there do remain various significant uncertainties about the July trip that raise some valid concerns (limited access to venues, safety of public transportation, large crowds, air travel, etc). Additionally, some of you have expressed your concern about traveling overseas at this time.

Consequently, Mrs. Hanna and I agree it is best not to travel in July.

Understanding that parents may have reservations about sending their child overseas during such uncertain times, Explorica is willing to provide the option of postponing the trip (again) to any dates through August 31, 2021 ... at no additional cost. Families not wanting to participate in a rescheduled trip would be allowed to cancel their participation in the trip and receive a full refund, less \$399 if they did not purchase the optional travel protection. Travelers who did purchase the "travel protection plan plus" would receive a full refund, less \$75 and the cost of travel protection.

Further understanding that some families may not want to make a decision until a new travel date is announced, Explorica is willing to extend their refund policy up to 151 days prior to the rescheduled trip's departure date. For example, if we rescheduled the trip to June 2021, you would be able to cancel your trip at any time before February.

So, Mrs. Hanna and I will coordinate with Explorica to select travel dates for 2021, mostly likely during the Summer. We will open-up the trip to other families to join, as there will be no other overseas trip scheduled for 2021 at VPS. If you are thinking about cancelling your participation in the trip, we encourage you to wait a few weeks until the new dates are announced. Again, you are able to cancel at any time, up to 151 days prior to the rescheduled trip.

Please don't hesitate to reply with any questions or concerns.

Best regards
John Black, Head of School

From: Viviane Hanna
Sent: Friday, March 20, 2020
Cc: John Black
Subject: VPS Europe trip rescheduled

VPS European Travelers:

In coordination with our Program Consultant at Explorica, we have decided that the best course of action is to reschedule the Europe-trip to later in the Summer. Specific travel dates will be shared with you in the coming

few weeks. There are no additional fees or penalties for rescheduling the trip. If you purchased the Travel Protection, it will transfer to the new dates.

Individuals who want to cancel the trip immediately (before May 10) will receive a full refund (minus \$800), regardless of whether or not they purchased the Travel Protection. However, we recommend for families to wait until the new trip-dates are announced. Any individuals unable to make the new trip-dates would then have two options:

- Receive a full tour cost voucher (no funds lost) that would need to be redeemed by 8/1/21 for any Explorica/WorldStrides program departing on or before 12/31/22
- Cancel your trip and receive a full refund (minus \$800)

For additional questions regarding Explorica's Refund Policy, please contact 888.310.7121, being sure to provide your trip ID and customer ID.

As always, please don't hesitate to reply with any questions or concerns. However, specific questions about refunds and Travel Protection should be directed to Explorica.

Best regards
John Black, Head of School