

JOSHUA EXPEDITIONS PAYMENT AND TRIP POLICIES



IMPORTANT: Please read this document carefully. Sign and return the form on page 5.
Keep the Policy portion in a safe place for future reference.
It contains important policies regarding your trip with Joshua Expeditions.

DEPOSITS

The **non-refundable** deposit and **non-refundable** Group Travel Guard insurance premium (if applicable) is due by the date listed in your group's payment schedule. Trip price and dates are not confirmed until we receive your deposits and applications and they are subject to change due to airline availability, unforeseen tax or fuel surcharge increases, as well as changes in group size and group-elected itinerary changes. To secure your desired trip dates and itinerary, early registrations are strongly recommended.

Deposits received more than 30 days after your deposit due date will automatically incur a \$50 Late Registration Fee as well as any additional charges, such as additional airfare, activity costs, etc.

APPLICATIONS

Deposits must be accompanied by a completed application form. Deposits without applications will not be processed, nor will applications without deposits. All travelers, including adults and chaperones, must send an application to be added to the school account. For airline purposes, please be sure to use your name as it appears on your passport (for international travel), driver's license or school ID.

BILLING

JE offers two billing options, which is determined by the group leader, on the Expedition Form. If Parent Billing is selected, payment schedules will be emailed to the email address provided on the application. Please be sure to provide a valid email address on your application to insure you receive important communication from us. Payment reminder emails will be sent approximately two weeks prior to the payment due date. Additional payment reminders may come from the school or group leader. **PLEASE NOTE:** In order for us to bill the parents directly, all applications **MUST** arrive in our Texas office by the deposit due date. For Parent Billing, applications received after the Deposit Due Date, the billing type will automatically be changed to School/Organization Billing and the school will be responsible to notify students' parents of their payment due dates and amounts. Parents can still send payments to Joshua Expeditions directly. If your group leader chooses School/Organization billing, all communication regarding payments will go directly to the group leader. All payments must be made directly to the church/school for organization billing, and the church or school will forward payment to Joshua Expeditions.

PAYMENTS

Payments **MUST** be accompanied by the JE payment coupons provided OR by a note including traveler's name, destination and school/group name.

There will be a late fee of \$50 automatically added to each late payment (\$20 for trips priced less than \$500). To allow us to provide quality service, this will be strictly enforced. Please allow adequate time for delivery of payments (approximately 10 days by mail) to avoid late payment fees. Late charges will be applied to payments that are not received by the following payment due dates. Joshua Expeditions will not be responsible for lost payments. There will also be a \$35 fee for each returned check and late fees will apply to payments that are late due to returned checks.

PLEASE NOTE: Final payments are due in full 60 days prior to departure. If final payment is not received in the Joshua Expeditions office by the final payment due date, we reserve the right to cancel any traveler from the trip. If a traveler is cancelled due to non-payment, the standard cancellation policy will apply.

Payment Schedule Guidelines for Expeditions

**** Please note: these are only guidelines. Refer to your specific payment schedule for exact dates.**

September - November Trips

\$200 deposit + \$75 Travel Guard premium (if applicable) is due on May 1st. (\$100 deposit + \$30 Travel Guard premium for trips priced less than \$500)

30% of the program fee is due on June 15th

Final payment is due 60 days before departure

December - February Trips

\$200 deposit + \$75 Travel Guard premium (if applicable) is due on August 1st. (\$100 deposit + \$30 Travel Guard premium for trips priced less than \$500)

30% of the program fee is due on September 15th

Final payment is due 60 days before departure

March - August Trips

\$200 deposit + \$75 Travel Guard premium (if applicable) is due on October 1st. (\$100 deposit + \$30 Travel Guard premium for trips priced less than \$500)

30% of the program fee is due on November 15th

Final payment is due 60 days before departure

REFUNDS

Refunds for overpayment will only be issued upon written request. Refund requests can be emailed to billing@joshuaexpeditions.org or faxed to 1-877-603-9817. Refunds will be issued only after *all accounts for all travelers* are paid in full. Please allow two to three weeks after all school accounts have been paid in full for refunds to be issued. If an overpayment was made by a check, please also allow 4–6 weeks after receipt of the check for the refund to be issued. In the case of trips with school billing, the refunds will be issued to the school; trips with parent billing will have refunds issued to the parent(s) according to the original method of payment. All overpayments due to organization sponsored fund raising will be refunded directly to the organization.

CANCELLATION POLICY

- All cancellations must be ***in writing*** and received in the Texas office of Joshua Expeditions by the dates listed above. Verbal cancellations are not accepted. Cancellations may be emailed to billing@joshuaexpeditions.org or faxed to 1-877-603-9817.
- Refunds for cancellations will be issued according to the following schedule:

If cancellation notice received is:	JE retains:
> 120 days prior to departure	Full deposit + insurance premium (if applicable)
91-120 days prior to departure	Full deposit + insurance premium (if applicable) + 30% of the trip price
46-90 days prior to departure	Full deposit + insurance premium (if applicable) + 50% of the trip price
0-45 days prior to departure	100% of the trip price (No refund or airline credit will be issued.)

- Deposits, insurance premiums, and fees are non-refundable (including late payment fees, late registration fees, fees for returned checks, and name change fees).
- Deposits are transferrable to a new, replacement traveler. Additional costs such as name change fees may apply.
- If a traveler cancels after the group has been ticketed, even if it is more than 120 days before departure, the cost of the airline ticket is *non-refundable* and the airline ticket *cannot be used* for later travel by the individual.
- In the event a trip is cancelled by group leaders or administration, the above cancellation policies will apply.
- Any participant expelled or disciplined by the school is subject to Joshua Expeditions' standard cancellation policy.
- If a participant is unable to obtain the required travel documents, Joshua Expeditions' standard cancellation policy will apply.
- Refunds for all cancellations will be processed according to the refund policy outlined above (see [REFUNDS](#)).
- ***Reminder: If your trip price does not include trip cancellation insurance, we strongly encourage you to consider purchasing it.*** (Joshua Expeditions can provide you with information from third-party providers.) Cancellations for medical reasons, work reasons, etc., will be subject to the cancellation policy outlined above. Please refer to the [INSURANCE](#) section for more information on trip cancellation insurance.

HOW TO PAY FOR A TRIP

1. Pay by Mail

Send your payment with your payment coupons to Joshua Expeditions, PO Box 843884, Dallas, TX 75284-3884

2. Pay Online

Go to www.joshuaexpeditions.org and click on the *Pay Online* button then follow the instructions.

We accept VISA®, MasterCard®, American Express® and Discover®. Be sure to include school name, destination, and traveler's name with each payment.

3. Pay by Phone

We accept VISA®, MasterCard®, American Express® and Discover® by phone. Call 1-888-341-7888 or 972-542-3024. Be prepared to state the school name, destination, and traveler's name for each payment.

INSURANCE

Medical Emergency Insurance

- Coverage: Dental – \$100 / Medical Expenses due to Accident or Illness – \$50,000 / Emergency Medical Transportation – \$500,000
- Cost: This insurance is free of charge to you and is included in total trip price for all international travel.

Trip Cancellation Insurance:

In addition to our lenient cancellation policy, Joshua Expeditions and Travel Guard have partnered to provide you with a safeguard to protect you while you travel. This added coverage will cover you from unforeseen emergencies before or during your trip. If your school declines the Group Travel Guard Cancellation Insurance coverage and you cannot attend the trip due to an emergency, illness or other unforeseen events, any refund amount will be based on the dates of written cancellation only. No exceptions. If your group declines "group" coverage, you have the option to purchase "individual" trip cancellation insurance, which is based on the price of your trip. If you would like to add an Individual Trip Cancellation policy, you may do so by completing an enrollment form (available under the Document Library when you login to your trip account). If you have questions about Travel Guard insurance, you may contact our office directly at 1-888-341-7888 or 972-542-3024.

WHAT'S INCLUDED!

- Round trip airfare, unless otherwise specified on your itinerary
- Quality accommodations (including ministry housing for some mission trips)
- All ground transportation, excluding optional activities
- All group activity fees included in your itinerary
- Full-time Joshua Expeditions guide for the entire duration of the trip
- Local tour guides, per itinerary
- Departure tax for international trips
- Joshua Expeditions T-shirt
- Luggage tag per traveler (excluding land-only trips)
- Breakfast and dinners on all trips and lunches on selected programs, based on destination, arrival and departure times.
Please note: lunches are not included on Europe trips, ski days, some select programs, or on the first and last days of any program. Check your itinerary for details about the meals included on your specific trip.

WHAT'S NOT INCLUDED!

- Tipping (unless otherwise specified) – Customary gratuities for bus/coach driver(s) and your tour guide(s). *We recommend \$2.00–5.00 per day, per person to tip your guides and bus drivers.*
- Snacks and souvenirs
- Lunches on first and last days of your itinerary
- Lunches on European and New York City trips
- Lunches on ski days
- Special room arrangements
- Additional expenses due to traveler requested deviations from the group's itinerary
- Fees for optional activities selected by the group leader
- Baggage fees charged by individual airlines
- Surcharges due to fuel cost increases
- Surcharges due to airline fees and tax increases
- Surcharges due to currency exchange rate increases

AIRLINES

JE uses Air France, AirTran, Alitalia, American Airlines, British Airways, Continental, Delta, JetBlue, TACA/LACSA, Lufthansa, Northwest Airlines, Southwest Airlines, Swiss Air, United Airlines, and other national and international airlines. Joshua Expeditions will not be responsible for scheduling changes, overbooking, missed connecting flights, long layovers, or any expenses related to such delays. Group travel requires flexibility, and due to airline policies groups may be asked to split, change travel dates, or depart from alternate cities. **Please note that in the very unlikely event of losing an airline ticket while traveling, the traveler will be responsible for all costs associated with getting a new one.**

Individuals may buy their own airline tickets or use air miles and join the group at the first hotel on the itinerary. (All students must fly with an adult). When obtaining their own airline tickets, individuals are responsible for their own transportation to and from the hotel or airport. Individuals may request to travel on different dates from the rest of the group, however, such deviations from the group's scheduled departure and return travel dates and times may result in an increased expense that is the responsibility of the individual.

IMPORTANT NOTICE: Your total trip price does not include the new airline checked baggage fees imposed by selected airlines for Domestic and International destinations.

HOTELS

- To provide the most affordable prices, our standard fees are based on 4 students per room and include two double rooms for school/group chaperones. Our chosen hotels are clean and reputable and are centrally-located. It is Joshua Expeditions' policy that no adult may share a bed with a student unless the adult is the child's parent and the same gender.
- If requested, adults may be assigned to private rooms for an extra fee and subject to availability. Hotel prices vary and the exact cost will be indicated on your school/group online account. These fees will be charged for any additional rooms.
- If your group policy differs from JE policy, the group will be responsible for any additional room charges.

PASSPORTS AND VISA

- Every JE traveler must be in possession of the appropriate travel documents prior to departure. For all international trips, a valid passport is required. This is solely the responsibility of the participant. Please allow AT LEAST 3-4 months to obtain a passport under normal conditions.
- **If a participant is unable to obtain the required travel documents Joshua Expeditions' standard cancellation policy will apply.**
- If you have a passport already, please note that many countries require that a passport **MUST** be valid 6 months after the dates of your trip.
- For visas, check the U.S. Department of State website at *travel.state.gov* for information. If you are not a U.S. citizen, you must contact your embassy for rules and procedures to obtain visas that are required for foreign travel.
- Minor participants traveling internationally require a parental authorization release form which must be notarized less than 30 days prior to departure.
- **Please note that in the very unlikely event of losing a passport while traveling, the traveler will be responsible for all costs associated with obtaining a new one.**

SAFETY - Safety is #1 at Joshua Expeditions. Our guides are professionals who have been thoroughly trained and possess specialization appropriate for their particular expeditions. They have extensive knowledge of the culture and terrain, and they can provide language assistance.

- We require our guides to be certified in First Aid and CPR.
- Emergency medical insurance is provided for international trips at no additional cost.
- Most of our hotels provide night security guards.
- We provide each student with a complimentary t-shirt in order to help identify your students when traveling through the airport. We ask that everyone in the group wear these shirts on the departure date.
- In some cases your group may have the option of changing your destination if a location has become unstable or unsafe since the time the group signed up for the trip. Please contact our Texas office for details. Additional fees may apply.

SPECIAL NOTES

Your trip begins with the takeoff of your flight from the departure airport or departure of the bus from your school (for bus trips). Your trip concludes with the completion of your return flight or arrival of the bus back at your school.

For the safety of all participants Joshua Expeditions will communicate itinerary details with the school or group leader only. Participants can obtain information regarding the trip itinerary, flight schedule, behavior guidelines, and all other trip-related information through the group leader. Each participant and guardian assumes all risks involved with participating on the trip.

Joshua Expeditions, its employees, affiliates, participant schools, officers or directors cannot be responsible for any injury, loss, damage, accident, delay, or expense resulting from any event beyond its control, including but not limited to acts of God, war, terrorism, strikes, violence, sickness, government restrictions and regulations, or any problems caused by the airlines, bus companies, trains, ships, hotels, and any other companies or individuals providing services to our groups.

- Pricing for all trips is based upon the number of travelers within the group. While we strive to maintain the lowest cost for our travelers, sometimes it is necessary to increase the price of the trip if the minimum number of travelers has not been met.

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IMPORTANT:

Please initial, sign and return with your application to Joshua Expeditions.
Be sure to read the Payment and Trip Policies very carefully before signing below.



THIS COMPLETED FORM MUST ACCOMPANY YOUR COMPLETED JOSHUA EXPEDITIONS APPLICATION!

_____ I have read, understand, and agree with Joshua Expeditions Payment and Trip Policies.

_____ I understand that these policies will be strictly enforced.

Traveler's Name (Please Print)

School/Group Name and Destination

Traveler's Signature

Date of Signature

Parent or Guardian Signature (if traveler is under 18 years old)

Date of Signature