

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 \$200 **non-refundable** deposit per person and the \$75 Travel Guard insurance premium (if applicable) is due by the date listed below in the payment schedule. (\$100 deposit and \$30 Travel Guard Insurance premium (if applicable) for trips priced less than \$500.) 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.

PAYMENTS

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

There will be a late fee of \$50 (\$20 for trips priced less than \$500) automatically added to each late payment. To allow us to provide quality service, this will be strictly enforced. Please allow adequate time for delivery (approximately 10 days) to avoid late payment fees. Late charges will be applied to payments not received by the following payment due dates. Joshua Expeditions will not be responsible for lost payments. There will 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 our office by the final payment due date, Joshua Expeditions reserves the right to cancel any traveler from the trip. If a traveler is cancelled due to non-payment, our standard cancellation policy will apply.

Payment Schedule for 2010 – 2011 Expeditions (excluding late bookings)

******* New Early Booking Policy *******

\$100 deposit due within 30 days of signing up for a new trip

30% of the program fee due for 2nd payment within six weeks after deposit payment

Final payment due 60 days before departure

September - November Trips

\$200 deposit due on May 1st (\$100 for trips priced less than \$500)

30% of the program fee due on June 15th

Final payment: 60 days before departure

December - February Trips

\$200 deposit on August 1st (\$100 for trips priced less than \$500)

30% of the program fee due on September 15th

Final payment: 60 days before departure

March - August Trips

\$200 deposit due on October 1st (\$100 for trips priced less than \$500)

30% of the program fee due on November 15th

Final payment: 60 days before departure

BILLING

JE offers two billing options. We can bill the school/organization or bill the parents directly. For Parent Billing, one set of payment coupons is mailed to the parents. Any additional payment reminders will come from the school or group leader. Each school/organization group leader should use the Expedition Form to indicate to the JE office which billing option is preferred. **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 will **NOT** receive payment coupons in the mail from Joshua Expeditions. The billing type will automatically be School/Organization Billing for all late applications and the school will be responsible to notify students' parents of their payment due dates and amounts. Parents can still send their payments to Joshua Expeditions directly, but Joshua Expeditions will not send parents individual payment coupons. Late additions to trips with parent billing do not allow adequate time for Joshua Expeditions to process applications, mail payment coupons to individual travelers and still give travelers adequate time to return their deposit payment before their second payment is due.

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 for overpayment will be issued only after the entire school account is 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

- Deposits are non-refundable.
- Deposits are transferable to a new traveler who takes your place (additional costs such as name change fees may apply).
- *The deposit, fees for returned checks, late payment fees and late registration fees are not refundable.*
- 91 - 120 days before departure: JE retains the deposit + 30% of the trip price
- 46 - 90 days before departure: JE retains the deposit + 50% of the trip price
- 0 - 45 days before departure: JE retains 100% of the trip price
- 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.
- No refund or airline credit will be issued should a traveler cancel 45 or fewer days from departure.
- All cancellations must be **in writing** and received in the Texas office by the dates listed above. Verbal cancellations are not accepted. Cancellations can be emailed to billing@joshuaexpeditions.org or faxed to 1-877-603-9817.
- All cancellations are subject to our refund policy outlined above.
- The price of the trip includes a non-refundable \$200 deposit.
- ***We strongly encourage you to consider purchasing trip cancellation insurance.*** (Joshua Expeditions can provide you with information from third-party providers.)
- 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.

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 By Phone**
We accept VISA®, MasterCard®, American Express®, or Discover® by phone. Call 1-888-341-7888 or 972-542-3024
3. **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.

WHAT'S INCLUDED!

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

WHAT'S NOT INCLUDED!

- Tipping - Customary gratuities for bus/coach driver(s) and your tour guide(s). We recommend \$2-\$5 per day per person to tip your guides and bus drivers.
- Snacks and souvenirs
- Lunches on first and last days
- Lunches on European and New York City trips
- Lunches on ski days
- Special room arrangements
- Optional activities selected by the group leader
- Surcharges due to currency exchange rate increases
- Surcharges due to fuel cost increases
- Surcharges due to airline fees and tax increases

AIRLINES

JE uses American Airlines, Delta, United Airlines, Continental, Air France, Swiss Air, Alitalia, LACSA, British Airways, Lufthansa, Northwest 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 alternative 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.

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.
- Adults can typically be roomed in private rooms, if requested, for an extra fee and are 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 room.
- 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 at travel.state.gov for information. Participants traveling to Mexico, Canada, and Costa Rica require a parental authorization release form which must be notarized less than 30 days prior to departure. If you are not a US citizen, you must contact your embassy for rules and procedures especially concerning required visas for foreign travel.
- **Please note that in the very unlikely event of losing a passport while traveling, the traveler will be responsible for all costs associated with getting a new one.**

INSURANCE

Medical Emergency Insurance

- Coverage: Dental \$10,000, Medical Transportation \$10,000, Travel Accident \$50,000
- Cost: This insurance is free of charge to you and is included in total trip price.

Trip Cancellation Insurance:

In addition to our lenient JE 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 Trip 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 the trip. If you would like to add an Individual Trip Cancellation policy, you may do so by calling our office, Monday through Friday between 9am and 5pm at (888) 341-7888. After hours, you can purchase an Individual Trip Cancellation policy by visiting www.travelguard.com up to 24 hours prior to departure.

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 First Aid and CPR certified.
- We provide emergency medical insurance at no extra cost.
- There are night security guards at most of our hotels.
- In order to prevent confusion at the airport we also provide each student with a complimentary Joshua Expeditions T-shirt.
- 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. Additional fees may apply. Please contact our Texas office for details.

SPECIAL NOTES

- Your trip begins with the departure of the bus from your school (for bus trips) or with the takeoff of your flight from the departure airport and ends with the bus arriving back at your school or the completion of the return flight.
- For the safety of our 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.

Payment and Trip Policies Statement of Understanding



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