

Frequently Asked Questions

How do I get started?

We're here to make arranging an educational adventure for your group hassle-free. Either visit our website or browse through our catalogs to find the program that best fits your group's interests. Once you have chosen a program, we'll take care of all the arrangements. Need help picking a program? Just ask.

Are there any incentives for organizing a private group charter?

Yes! Share your love of learning by enrolling 20 paying participants, and we'll waive the program cost for your 21st participant. Or, when you enroll 20 paying participants, choose to earn a 5 percent give back for your organization instead.

How soon should I begin planning?

Please contact us as soon as you have chosen a program to ensure enough lead-time for us to make the arrangements and for your group to make plans. Typically, this means six months ahead of time for programs in the U.S. and nine months ahead of time for international programs.

What types of programs are available for groups?

Many of our educational adventures may be reserved exclusively for your group.

Can I customize a program specifically for my group?

While some customization is possible, we request that you select from our current array of programs.

What happens if I can't get enough people to go?

We won't finalize the details until you're confident you will have enough people to make your program happen. If, however, you cannot meet the minimum enrollment, we will work with you to try to add participants from outside your group to the departure. In the rare instance when not enough people sign up and you have to cancel, your deposit is non-refundable. If individuals cancel after they enroll and if they purchased the optional Road Scholar Trip Cancellation, Interruption and Travel Delay Insurance, they will be reimbursed for covered reasons.

Is my group covered under Road Scholar's insurance coverage?

Yes, Road Scholar maintains a Tour Operator Professional Liability and General Liability insurance policy. The policy is provided by Zurich American Insurance Company, which is rated A+ (superior financial strength) by A.M. Best, and is renewed annually on October 1. The policy includes an endorsement that extends additional insured status to the individuals and entities with which Road Scholar does business.

What do Road Scholar's private group programs include?

Your Road Scholar educational adventure includes:

- Informative lectures by leaders in their field.
- Special "behind-the-scenes" experiences.

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- Excursions to significant local attractions — all included in the program cost.
- Enrichment activities, such as cultural events and performances.
- Accommodations in comfortable, centrally located hotels, conference centers and inns.
- All meals, except where specifically noted. Some programs exclude a small number of meals so that participants can explore local restaurants on their own — these exceptions are clearly noted in our program descriptions.
- Group transfers throughout the program.
- A Group Leader to accompany you through the program to handle all logistics.
- All gratuities, taxes and destinations fees.
- The Road Scholar Emergency and Travel Assistance Plan, including 24-hour assistance for medical and other emergencies.

Is there an age restriction?

Road Scholar private group programs are not subject to any age requirements, which make them perfect for families with children or groups of mixed ages.

Can you arrange airfare?

Yes! Just ask. We're happy to help.

What's Included in Your Road Scholar Group Adventure?

Road Scholar is the world's largest not-for-profit educational travel institution dedicated to serving baby boomers and beyond. From our modest beginnings in 1975, we have grown to offer nearly 5,500 programs throughout the United States and in more than 150 countries around the globe.

The core of Road Scholar is the academic integrity of our programs and the unmatched value of our all-inclusive pricing.

All Road Scholar programs include:

- Informative lectures by leaders in their field
- Course-related field trips with special “behind-the-scenes” access
- Enrichment activities such as cultural events and performances
- Accommodations in comfortable hotels, conference centers and inns
- All meals, except where specifically noted. Sometimes we exclude a few meals from the program cost, so you can explore local restaurants on your own.

- Group travel and transfers throughout the program
- A Group Leader to accompany you 24/7 and handle all logistics
- All gratuities, taxes and destination fees
- The Road Scholar Emergency and Travel Assistance Plan, including 24-hour assistance for medical and other emergencies

When you add up all you get, Road Scholar is not only the world leader in providing a rich educational curriculum utilizing the world as our classroom, but is by far the best value for people who want a worry-free travel experience.

Plus, share your love of learning by enrolling 20 paying participants, and we'll waive the program cost for your 21st participant. Or, when you enroll 20 paying participants, choose to earn a 5 percent give back for your organization instead.

Road Scholar Policies

Securing Your Group's Program

Once you have selected a program and agreed on a date, please sign and return our standard agreement letter and a deposit.

The deposit is fully refundable provided you meet the agreed-upon minimum enrollment requirement for the program within the allotted sales time frame — generally between 45 to 60 days after the program is available for your group to enroll.

The specific payment terms and cancellation penalties are dependent on the type of program you choose.

Medical and Physical Needs

Road Scholar is committed to providing reasonable accommodations to enable individuals with disabilities to participate in our programs. If anyone in your group has any impairments or medical needs requiring accommodation, we ask that you communicate your needs to Road Scholar's Participant Services team at the time of enrollment. Our Advisors will work with you to accommodate your needs and will provide you specific information on such matters as the suitability and functionality of requested modifications, the physical demands of the program and the availability of dietary options.

Program Cancellation

Road Scholar reserves the right to cancel programs either prior to departure or while in progress and to take action

as needed on an individual or group basis when, in Road Scholar's sole opinion, the health, safety or well-being of participants requires such action. Additionally, due to low enrollment or other unforeseen circumstances, Road Scholar must occasionally cancel or revise the dates of a program. When that occurs we will notify you as far in advance as possible and will assist you in transferring into another program or refunding your full program payment. If you have made transportation arrangements, such as an airline ticket purchase, Road Scholar will give you a voucher to help cover the cost of transferring your travel arrangements for use on a replacement program. The maximum value of the voucher will be \$250 and documentation of your paid fees is required before issuance of the voucher.

Program Pricing

On occasion, costs we can't anticipate and that are beyond our control — fuel surcharges, government tax increases or security fees and visa fees — arise and may be passed along to you. If this occurs, we will let you know as soon as possible.

About Program Details and Itineraries

We do all we can to finalize all aspects of our programs — including itineraries — well in advance, but logistics occasionally must be altered. Our website reflects the most recent information, and we are committed to providing you with final program details no later than eight weeks before the start of programs outside the U.S. and no later than six weeks before the start of programs within the U.S. If you

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have questions about your program, please contact us and we will assist you.

Safety & Risks

Certain risks — from natural disasters to accidents, outbreaks of illness, terrorism and even war — are inherent in travel. While such occurrences are beyond our control, we make substantial efforts to be prepared for such possibilities. We are guided by advice from the U.S. Department of State, as well as on-site personnel. Our publications and program materials include information about special demands and conditions to guide participants in program selection.

Admission & Participation Policy

Granting or denial of admission to a program is within the sole discretion of Road Scholar. Road Scholar may revoke admission or limit or terminate participation at any time if, in the opinion of Road Scholar, a participant's condition, behavior or actions are problematic, inappropriate or disruptive. Road Scholar reserves the right to take action as needed on an individual or group basis when, in Road

Scholar's sole opinion, the health, safety or well-being of participants requires such action.

Photography

Road Scholar reserves the right to take photographs or videos during any program and to use them, whether taken by representatives of Road Scholar or by participants, for promotional purposes. By enrolling in a Road Scholar program, participants agree to allow their images to be used in such photography; participants who prefer that their images not be used are asked to identify themselves to program staff and the photographer at the start of their program.

Seller of Travel Information

Road Scholar's Washington Seller of Travel Reg. No. 602244658. CST #2068427-40. Florida Seller of Travel Reg. No. ST35594.

The Benefits of Road Scholar's Travel Assistance Plan

Our commitment to our participants and their well-being is exemplified in our Travel Assistance Plan. We purchase this plan on behalf of all our participants on programs in the United States and abroad.

Designed exclusively for Road Scholar participants, the Road Scholar Travel Assistance Plan provides 24-hour assistance in the event of an emergency during programs and insurance for emergency medical evacuation. On Call International, our emergency-assistance provider, provides Road Scholar participants with unparalleled service when the unexpected occurs.

Value

Road Scholar's mission is to offer exciting educational adventures of high-quality and exceptional value. We decided long ago that our programs would be all-inclusive, with no hidden costs, which is why every participant receives coverage under our Travel Assistance Plan as a part of the program cost.

Peace of Mind Throughout

From the moment you begin your program, Road Scholar will handle all of the details. The Road Scholar Travel Assistance Plan provides participants peace of mind by ensuring that they will be taken care of in the unlikely case of a medical emergency.

Outlined below are highlights of the services and benefits included in the plan. A detailed brochure explaining the plan's benefits, coverages, terms and conditions is mailed to every participant with their enrollment notice.

North America Programs

- Emergency medical evacuation with medical escort, if necessary
- Delayed, lost, stolen or damaged baggage assistance and insurance
- Help with travel document replacement
- Motor vehicle return

International Programs

- Emergency medical evacuation with medical escort, if necessary
- Medical coverage for accidental injury or sickness
- Delayed, lost, stolen or damaged baggage assistance and insurance
- Help with travel document replacement

Road Scholar Cancellation Terms and Travel Insurance

What happens when an individual in your group cancels their enrollment?

We understand that things don't always go as planned. Sometimes people sign up for a Road Scholar program, but have to cancel their enrollment because of unforeseen circumstances. As a not-for-profit organization, we try to keep our cancellation fees as low as possible. And to protect their investment, we encourage Road Scholar participants to consider purchasing *Road Scholar Trip Cancellation, Interruption & Travel Delay Insurance*. Learn more below and at www.road scholar.org/insurance.

Road Scholar Individual Cancellation Fees

| North America Programs | |
|---|-----------------------|
| Deposit per person: \$100 required at time of registration. Final Payment Due 59 Days Prior to Program Start Date. | |
| Cancel Schedule | Fee Amount Per Person |
| Cancelling Up to 120 days prior to program start date | \$50 |
| Cancelling from 119 days to 56 days prior to program start date | \$100 |
| Cancelling from 55-14 days prior to program start date | \$200 |
| Cancelling less than 14 days prior to program start date | 50% of order total |

| International & Specialty North America Programs | |
|---|-----------------------|
| Deposit per person: \$250 required at time of registration. Final Payment Due 77 Days Prior to Program Start Date. | |
| Cancel Schedule | Fee Amount Per Person |
| Cancelling up to 67 days prior to program start date | \$250 |
| Transferring up to 67 days prior to program start date | \$100 |
| Cancelling from 66 to 30 days prior to program start date | 50% of order total |
| Cancelling less than 30 days prior to program start date | 100% of order total |

| Adventures Afloat & Specialty International Programs | |
|---|-----------------------|
| Deposit per person: \$500 required at time of registration. Final Payment Due 100 Days Prior to Program Start Date. | |
| Cancel Schedule | Fee Amount Per Person |
| Cancelling 120 days prior to program start date | \$250 |
| Cancelling from 119 days to 100 days prior to program start date | \$500 |
| Cancelling from 99 to 30 days prior to program start date | 50% of order total |
| Cancelling less than 30 days prior to program start date | 100% of order total |

Protect Your Investment With Road Scholar Trip Cancellation, Interruption & Travel Delay Insurance

Road Scholar Trip Cancellation, Interruption & Travel Delay Insurance protects you against cancellation fees should you need to cancel your enrollment. It also protects you if your traveling companion or immediate family member becomes sick or injured. This optional insurance provides benefits if you are delayed getting to or returning home from your program and protects your investment should you have an emergency during your program that causes you to miss program days or return home earlier than expected. Your airfare, whether purchased through Road Scholar or independently, is covered — an exceptional benefit and value offered exclusively to Road Scholar participants. You will receive information about how to purchase this optional insurance policy when you enroll in a program.

For more information, contact us at: 11 Ave de Lafayette, Boston, MA 02111 | (877) 209-4634 | www.road scholar.org REV 11/15