

Dear DC Pirate Family:

April 23, 2020

I first want to share that I appreciate your continued flexibility and patience with the DC trip cancellation and current crisis situation. I have new information to share with you regarding the DC trip. This information is the result of Ashley, Rebecca and myself working together with EF on best possible solutions to this situation. We know how important this trip is to all of you and your students and the financial commitment you've made. This was at the forefront during our conversations with EF.

Below, on page 2 are a few different options for solutions, as we understand each of you have varied preferences for an outcome. We ask that you read through them and share your final choice on the linked Google Form.

Please let us know if you have any questions regarding these options. It is important for us to facilitate solutions that best meet everyone's needs.

Best,

Lindsay Anzenc
Ashley Silas
Rebecca Clark

Option 1: Request partial cash refund

Receive a travel voucher worth 100% of all money paid. The voucher may be redeemed for a cash refund of all of the monies you paid to EF less \$750. This allows EF to partially cover costs related to non-refundable payments to airlines, hotels and restaurants who have only agreed to postpone their contracted services.

Option 2: Choose your own EF travel adventure

Receive a travel voucher worth 100% of all money paid. You can travel on any EF Tour or Language Schools program through September 30, 2022.

Option 3: Sell your voucher for a refund

Receive a travel voucher worth 100% of all money paid. You may transfer the voucher at the full value to a family member or sell it through a private transaction to another traveler at your school or district at no extra cost. Again, you'll have until September 30, 2022 to make this decision. NP3 Middle plans to book with EF for spring 2022, in which families would commit to the trip this fall. This means you will have potential Pirate families to work with regarding a private sale of your voucher.

Option 4: Rebook your trip with NP3 Middle for a later time

Receive a travel voucher worth 100% of all money paid. You can travel on any EF Tour or Language Schools program through September 30, 2022. An example of this option is to travel with Ashley and Rebecca summer 2021 to the east coast at a predetermined time span. Another example of this option is to travel with the 8th graders on a similar DC trip (to this year's) spring 2022. *Option 4 is limited to students attending NP3 High.*

Option 5: Full refund via Anytime Protection Plan

If you purchased the \$219 *Anytime Protection Plan* for your traveler, you will receive your maximized refund in lieu of a future travel voucher.

Option 6: Request potential refund

If you purchased the \$99 protection plan, you may file a claim with the insurance provider or speak with the representatives for more details on possible refunds, but they've informed us that only the \$219 plan will allow for the maximized refund.

To be clear, you do not need to file a claim to get refunded for the \$219 plan, just the \$99 one. Please note that the group policy number with EF's insurance company, Seven Corners, is US1098826. For plan or claims questions, you can contact Seven Corners at 1-866-887-7148 or Email: tourclaims@sevencorners.com. You will not need to call into the EF Traveler Support team to receive your voucher or refund. They will be processed automatically and sent to you electronically.

***You can learn more about Future Travel Voucher redemption options and review Future Travel Voucher FAQs to answer your immediate questions. There are some great travel opportunities, even for adults through EF's Go Ahead Tours (international trips for adults to almost every country). ***