

# Contact information

Thank you for reviewing this handbook with your child.  
We can't wait to share a safe and memorable journey with them.  
When contacting EF with an emergency, please have the following  
information available to ensure a quick and effective resolution:

Group Leader

Tour number

Your child's account number

Phone number where you can be reached

**CUSTOMER SERVICE**  
800-665-5364  
eftours.com/contactus

**EMERGENCY SUPPORT**  
**U.S.** 800-637-8222  
**Abroad** 001-617-619-2913



# Travel & Safety Guide

For travelers and parents





# Safe travelers. Happy travels.

Venturing to new places and interacting with people from different cultures means stepping outside of your comfort zone. We've been showing students the world for over 50 years, so we know exactly what it's like. Over the years, we've found that the best-prepared students have the most enjoyable and rewarding experiences while abroad.

Inside this handbook, you'll find important information to prepare your child for tour. Please set aside some time to read this handbook and discuss each topic with your child. Students can also find this information in our *Help Center* at [eftours.com/help-center](https://eftours.com/help-center). Along with the *Tour Handbook*, it will help ensure a safe and enjoyable travel experience.

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# Worldwide support for your child

We are committed to the safety of your child. Thanks to our worldwide presence—we have over 500 schools and offices in more than 100 countries—we have local EF staff members anywhere they go. That means we can react quickly and in person whenever and wherever needed.

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Our dedicated Emergency Service & Support Team can be reached 24 hours a day from around the world at our North American and European headquarters. Your child can also rely on the support and experience of their Tour Director, who stays with their group around the clock from the moment they clear customs to the time they set off for home again.

We never lose sight of the fact that you are entrusting us with the safety and security of your child. If you have any remaining questions after reading this handbook, don't hesitate to call our Customer Service team at 800-665-5364.







## Tour Directors

Your child's Tour Director is responsible for all the on-tour logistics and ensures a smooth travel experience. The Tour Director meets the group at the destination airport and accompanies them for the duration of the tour. Tour Directors are professionally trained and prepared to anticipate the needs of student travelers.

### THE TOUR DIRECTOR IS RESPONSIBLE FOR:

#### Tour coordination

The Tour Director coordinates every travel detail on tour, including bus transportation, hotels and accommodations, meals, and special excursions.

#### Local knowledge

At every stop along the way, the Tour Director will introduce the group to the city and offer unique insights about the local culture. Your child can turn to their Tour Director for any questions about the destination—even for something as simple as restaurant suggestions for lunch.

#### 24-hour support for the tour group

The Tour Director travels with the group from the moment they clear customs to the last goodbye at the airport.

#### On-tour emergencies

Tour Directors are trained to handle any emergencies that might arise. Your child's Tour Director, who passed a background check and screening process, has 24-hour access to local EF offices as well as our worldwide and North American headquarters.



# Group Leaders

Through the years, we’ve found that teachers know best how to care for their students while abroad. That’s why your child’s Group Leader works closely with the Tour Director as the point person for your child’s safety and conduct.

## THE GROUP LEADER IS RESPONSIBLE FOR:

### Being familiar with medical histories

Group Leaders need to be aware of their travelers’ medications and health concerns. Your child’s Group Leader will receive a Traveler Health & Medical Profile form that they should use to collect this information before tour. You can also find the form in the *Help Center*.

### Setting expectations for good behavior

It’s a Group Leader’s responsibility to maintain appropriate traveler conduct while on tour. Before departure, they set clear expectations for travelers’ behavior (curfew, rules regarding drinking, etc.). They also take disciplinary action should there be any infractions of these rules.

### Meeting with chaperones and other Group Leaders

Prior to tour your child’s Group Leader will meet with the chaperones from the group to discuss their roles and responsibilities. On arrival day, your child’s Group Leader will meet with the other Group Leaders on the tour to discuss their objectives for the trip, as well as rules and regulations. Discussing plans together and addressing any questions or concerns daily promotes cohesion within the larger group.

### Supervision of the group

Your child’s Group Leader (or designated responsible adult) must accompany the group during all scheduled activities, including meals, sightseeing excursions, and optional excursions on tour.

### Assisting with room assignments

Your child’s Group Leader will assist the Tour Director for the group’s room assignments, which may change from one hotel to the next.

### Checking attendance and “counting heads”

Your child’s Group Leader will ensure that all travelers are accounted for. This might include having travelers count off or divide into smaller buddy groups.

### Staying behind in an emergency

In the case of illness, accident, lost passport, or anything that causes a traveler to remain behind, your child’s Group Leader must stay with this traveler. They also must ensure that the rest of the group is accompanied by a responsible adult. If there are no other adults, the entire group will stay behind.







## Student travelers

We strongly encourage you to talk to your child about good decision-making and personal responsibility while on tour, as well as the importance of following all safety advice and instructions they receive. While your child's Tour Director and Group Leader will work together to provide an enjoyable and safe tour experience, everyone in the group must cooperate and demonstrate good common sense while traveling.

### WE ADVISE OUR TRAVELERS TO:

#### **Be proactive in terms of personal safety**

Nothing can replace old-fashioned common sense when it comes to being safe while traveling. Advise your child to leave the expensive clothes and jewelry at home, to always travel in a group, to choose well-lit streets, and to be aware of their surroundings and other people at all times.

#### **Be on time**

For group travel to go smoothly, each member of the group must be punctual and demonstrate respect to the Tour Director and all travelers in the group.

#### **Keep all possessions in a safe place**

Your child is responsible for their possessions. Valuables should never be left behind in the hotel (unless locked in a safe) or on a bus seat (they should be stored by the driver in the locked luggage compartment under the bus). Personal belongings should always be kept within sight. Also, popular tourist areas attract pickpockets. We recommend that travelers keep money in travel pouches that can be worn under clothes.

#### **Know all the important contact numbers**

Your child should travel with the contact information for each hotel on the itinerary. This information is located on the final itinerary, which you can access by logging in to your personalized account. Travelers can access their final itineraries around three weeks prior to departure. Your child should also bring the Emergency Calling Instructions card (included in the Departure Kit), which provides instructions on how to dial emergency numbers in the countries they're visiting. Travelers and parents also have access to EF's 24-hour emergency phone numbers, which are listed on the Emergency Calling Instructions card and also the back of this handbook. Upon arrival, all travelers will receive a wristband with the emergency number printed on it, and your child should wear it for the duration of the tour.



# Staying safe abroad

Based on our experience, we developed the following rules and policies to ensure that your child is safe and secure throughout the tour. Upon arrival, the Tour Director will review safety precautions specific to your child's tour. However, it's critical that your child understands these rules in advance and behaves accordingly while abroad. With cooperation and considerate behavior from each and every traveler, your child's tour is sure to be an exciting and memorable one.

## EF'S SAFETY POLICIES:

### Alcohol

EF does not allow travelers under the age of 18 to consume alcohol on tour. Your child's Group Leader might wish to prohibit alcohol consumption by all travelers, regardless of age, and if so will ask you to sign a Prohibiting Beer & Wine Form. Excessive drinking or consumption of hard liquor by anyone in the tour group will result in disciplinary action, including immediate dismissal from the tour at the traveler's expense.

### Hotel safety

Please be aware that every person in your child's hotel room may not have a room key. When your child receives their room assignment, they should designate a key holder or plan to leave their key at the reception desk when they are not in their room. Remember that their hotel door should remain locked at all times, both when they leave the room and when they are inside. Because the type of fire safety systems provided will vary between hotels, travelers should read the fire safety instructions in their hotel room and be sure to know where the nearest fire exits are located. Some hotel rooms may not have phones, so they should know where they can find their Group Leader and Tour Director at all times.







**Traffic and transportation safety**

When exploring a new city on foot, traffic-related confusion can lead to serious accidents and injury. Your child should keep in mind that traffic patterns and behaviors can be very different abroad than at home. Cars might drive on the opposite side of the road, so travelers should always look both ways before crossing the street. Don't forget to look right! Remind your child to pay special attention at intersections, use pedestrian crosswalks whenever possible, and to always wear a seat belt on tour buses if available. In many cities there are hourly bicycle rentals readily available, however, travelers should not partake in the rentals available since helmets are not provided and they are not part of an organized, guided bike tour.

**Swimming**

Your child may have the opportunity to swim in an ocean, a lake, a river, or a hotel pool. In most cases, there may not be a lifeguard on duty. Swimming will only be allowed in EF-designated areas—and with the permission and knowledge of your child's Group Leader. If there is any question about the conditions or safety of the area, they should stay out of the water. Advise your child that if they decide to swim at any point during the tour, they must follow all swimming area rules, have their Group Leader or an adult chaperone present, and be sure to swim with a group of friends.

**Free-time activities**

Your child's tour itinerary may include some unstructured time for discovery. However, this does not necessarily mean that your child is free to do whatever they like without restriction. Travelers should always stay with others and not go alone. EF only allows travelers to participate in EF-sanctioned optional excursions or other EF-approved activities suggested by the Tour Director. Ask your child's Group Leader about their philosophy on free time so you know how it will be structured.

**Passports and travel documents**

Please be sure your child has a passport that is valid for six months after their tour's return date, as well as any visas they may need for travel to certain countries—or if they are not a U.S. citizen.

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**FORMS YOU MAY NEED**

Find them all online in our *Help Center* at [eftours.com/help-center](https://eftours.com/help-center)

**Traveler Health & Medical Profile** for the Group Leader to have your child's medical information on file.

**Prohibiting Beer & Wine Form** for travelers who either the Group Leader or parent has decided may not consume beer or wine on tour.

**Tour Release Form** giving your child permission to visit friends or relatives in a destination country.

**Parental Authorization Form** for children under the age of 18 on tours going to Belize, Brazil, or South Africa.

**Liability Waiver** for travelers under the age of 18 allowing the Group Leader to assume limited power of attorney and sign liability releases for certain included tour activities, such as whitewater rafting in Costa Rica. If you're unsure whether your tour requires this form, please talk to your Group Leader.



# Health and medical safety

It's hard to appreciate the view from the Eiffel Tower or a walk along Venice's Grand Canal when you don't feel well. Make sure your child has everything they need to stay healthy on the trip, as well as their health insurance information. Also, make sure the Group Leader is aware of any medical needs your child might have.

## Health insurance

Does your health insurance adequately cover your child abroad? EF recommends the Global Travel Protection plan, which is specifically designed to meet the needs of EF travelers. To add coverage to your child's account, go to [eftours.com/login](https://eftours.com/login). Your child should also bring their U.S. health insurance information with them on tour. You can visit [eftours.com/protection](https://eftours.com/protection) to learn more about the plan.

## Health and medical information

We recommend that you and your child be aware of the health- and disease-related issues unique to their intended destination. Please consult the Centers for Disease Control and Prevention ([cdc.gov](https://www.cdc.gov)) and its specific section "Traveler Health" before tour.

## Prescriptions

All of your child's prescriptions should be filled, up-to-date, and in the original packaging. Prescriptions should be packed in your child's carry-on bag with copies of the prescription paperwork. Also, your child's Group Leader must be aware of every prescription in your child's possession.

## Allergies and dietary restrictions

Speak to your child's Group Leader about any allergies or dietary issues that might affect your child while on tour so they can relay the information to the Tour Director. For example, if your child carries an EpiPen for peanut or other allergies, the Group Leader should know where to find it and how to administer it in the event of an emergency. EF tries to accommodate all dietary restrictions, but travelers with strict food requirements are advised to bring suitable snack options. EF cannot make special meal requests with the airlines. It's recommended that Group Leaders collect special meal requests and families notify the airline directly a few days before the flight.

## Emergency contact

Please confirm with your child's Group Leader that we have the correct emergency contact details for your child. This person must be someone who will not be traveling with your child and who is available to be reached for the duration of the tour.







# EF’s Rules of the Road

Your child’s Tour Director and Group Leader will work together to provide a safe travel experience, but everyone must cooperate and use good common sense while abroad. All travelers must adhere to the following regulations while on tour:

**All scheduled activities are obligatory.** If your child is sick or has a physical ailment that might prevent them from participating in an activity, they must tell the Group Leader, who will notify the Tour Director.

**If your child wants to visit friends/ family in a destination country** the Group Leader must be told before the tour begins. Please complete the Tour Release Form, found under Forms and Resources in the *Help Center*, to give your child permission for the visits. Your child must then give the form to the Tour Director upon arrival.

**Travelers are expected to respect any nightly curfew.** For the children’s own safety and security, room checks will be conducted at the Group Leader’s discretion. Visitors or group members of the opposite sex are not permitted in your child’s room.

**Smoking is not allowed** on buses, during meals, in hotel rooms, or any other shared, enclosed space.

**Hitchhiking or the driving/renting of any motor vehicle** is strictly forbidden for all travelers.

**Your child is required to pay for any phone calls** or incidental personal expenses incurred at hotels. These will be payable the evening before departure at each hotel.

**Travelers under the age of 18 may not consume alcohol on tour.** Travelers over the age of 18 (or older, if local laws require) may consume beer or wine in moderation. The consumption of hard liquor is strictly forbidden. The Group Leader may prohibit alcohol consumption at their discretion. Excessive drinking by any traveler will not be tolerated.

**Illegal activities** will not be tolerated and are punishable by immediate dismissal from the tour. If the local authorities are involved, your child will be subject to the laws of the country they are visiting.

**Payment for damage** done to hotel rooms or to buses is your child’s responsibility. If your child notices any damage upon arrival at a hotel, they should notify the Tour Director immediately.

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## When your child enrolls on tour

They agree to EF’s Rules of the Road which can also be found online in our *Help Center*. If your child does not conform to these regulations, they risk disciplinary action and possible dismissal from the tour, returning home at your expense.

That decision is up to EF and/or the Group Leader. Additionally, if your child does not adhere to specific rules set by their Group Leader, they have the ability and support of EF to send your child home early from tour.

If traveling on a Service Learning Tour operated by Me to We Ltd., travelers must adhere to Me to We’s Rules of the Road. You can find these rules at [eftours.com/mtwrules](https://www.ef-tours.com/mtwrules)





**Safe  
travels**

approved by



## Traveling safely, today and always

We want you to travel confidently, which is why EF is taking the necessary steps to help keep our groups as healthy and safe as possible. With industry-leading measures in place, we're proud to have earned both the World Travel & Tourism Council's Safe Travels stamp and a TOURCARE stamp from the United States Tour Operators Association. Learn more about how we're preparing for your tour and supporting the well-being of our travelers at [eftours.com/health-and-safety](https://eftours.com/health-and-safety).

¿Prefieres leer en español?  
Visite [eftours.com/salud-y-seguridad](https://eftours.com/salud-y-seguridad)



## Looking ahead

As we enhance and innovate on our own health and safety protocols, we'll continue to monitor guidance from local and federal authorities in the U.S. and internationally. We will incorporate new procedures where appropriate as part of the comprehensive safety measures that are standard on every EF tour.

To learn more, visit  
[eftours.com/health-and-safety](https://eftours.com/health-and-safety)