



Dear Arbor Park Middle School Families,

I'm writing to let you know that in response to the growing concerns surrounding the coronavirus, we've made the difficult decision to postpone our 2020 trip.

I know this is disappointing news, but I hope it also comes as a relief as our community tackles this global health challenge. While I hope most of you will be able to travel with us and still experience this enriching program that we've been planning all year, I realize life may get in the way of unforeseen changes like this. WorldStrides is working with us to create flexible options for families that wouldn't be available in normal circumstances.

New Travel Dates

I am working closely with my WorldStrides Account Manager to finalize new travel dates for our group. As soon as we determine these, I will share with you immediately. **If you plan to travel on our rescheduled travel dates, no action is required on your part as your child will automatically be enrolled on our new travel dates.**

For Participants that Purchased the Full Refund Program

Any participants that purchased the Full Refund Program will continue to be protected by this investment through our trip's date change. If participants need to cancel at any time up to the day before travel, they will still receive all monies back.

For Participants that Opted out of the Full Refund Program

Any participants that opted **out** of the Full Refund Program are still eligible to travel. **In light of these extraordinary circumstances, WorldStrides has altered the standard cancellation policy. The balance of monies paid by individuals will be provided as a transferable credit. This transferrable credit is good to be used for any WorldStrides program, across its family of brands.**

- Credits are transferable to any family member of the individual or to a student/parent in the same school as the individual.
- Credits are good for any program that travels before 12/31/2022 and have no cash value.

The credit is also good for other WorldStrides programs, including teacher-led tours both domestically and internationally, and in specialized areas like performing or sports. You can explore <https://worldstrides.com/programs/> for a complete program listing. **Please note these credits do not have cash value and must be applied to a program that travels before 12/31/22.**

As you can imagine, WorldStrides customer support phones (888-963-8324) have been incredibly busy and families may experience longer than usual hold times. Families can send an email including Trip ID and Customer ID to WorldStrides at customer1st@worldstrides.com to avoid long hold times.

Thank you for your patience in dealing with this evolving situation.

worldstrides.com