

Office Policy 12 – Travel Deviations

It is the policy of ISE Ontario not to permit travel deviations that extend beyond the scheduled program.

1. Exchange departure and return dates are established one year prior to the start of a program and must be adhered to.
2. Exceptions will only be made if a 12 week participant wishes to return early on the date of a 9 week return. All fees involved in such a change are the responsibility of the student's parents.
3. For any extended stay after the scheduled date of return, such travel arrangements must be made by the parents at their own expense through ISE's travel agent, Planet France. Such arrangements may only be made after the group flight has departed Toronto and arrived at its destination in Europe.
4. Travel arrangements made outside of the group return date are the responsibility of the parents. If the student does not return with the group, he or she is no longer part of the program and ISE Ontario, its partners, and school boards are not responsible for that student. A letter of withdrawal must be signed by a parent or guardian to indicate agreement and understanding of these terms.
5. Any individual travel before the scheduled departure date from Toronto will not be permitted. All students must depart with the group.

Appendix A: Letter to parents requesting travel deviations

Dear parent:

ISE Ontario's policy regarding travel date deviations does not permit any changes within the time of the scheduled exchange program, either 9-weeks or 12-weeks.

Students must depart with the group from Toronto to the exchange destination and stay in the program until the last day.

Our travel agent has advised us that if a family wishes to alter the return date, this can only be done after the group has left Toronto and arrived at the ticketed destination.

At this time, after the departure and arrival at the final destination, parents are free to call our travel agent, Planet France, and request a change in the ticketing.

There is no possibility of this being done at no expense. It involves a change fee, an additional administration fee from our travel agency, and new insurance coverage.

For liability reasons, ISE Ontario must insist that the student depart with the group on a group ticket and insurance coverage which we provide.

Any change after departure is subject to availability, fare increases, a change fee and an administration fee.

Routing changes may not be permitted and would be on a request basis. Higher fees would apply.

If for any reason, the student has to return earlier during the exchange, there would be yet another ticket change involved.

Alternately, a separate full one-way, return ticket may be purchased, on-line, through our travel agent, or with travel points, at the family's expense. This would be more expensive.

Parents will be asked to sign a letter/waiver indicating that they have received and understand this information. Very few families actually request these changes and for all of the reasons outlined here, most decide to return with the group.

For liability reasons, the student must stay with the ISE program until its conclusion. This liability is borne by ISE, the school board, and our travel agent. This is a school-board sanctioned program and there are agreements in place that students will live with the host family and attend school until the official end of the program.

The other thing to consider is the length of stay that the student will have in Europe beginning from the day of departure from Toronto. For stays beyond 90 days, a visa is required and parents are responsible to seek that information and process the visa. ISE Ontario does not get involved with the application for visas. For younger students, 14 and under, flying alone, Unaccompanied Minor (UM) service will have to be purchased.

For information, you must deal directly with Planet France. You may contact me at my email address if you need more clarification, but please do not contact the ISE office because these matters lie outside of their program duties and expertise.

Perhaps you can appreciate why ISE Ontario cannot, as an organization, make deviations in the return travel arrangements for participants unless an emergency occurs or rules are broken within the timeline of the exchange.

Sincerely,

Executive Director
ISE Ontario
bobiseontario@gmail.com