



Cancellation Policy

July, 2015

It is the policy of ISE Ontario to anticipate and be prepared for the unexpected need to cancel or postpone a program due to circumstances beyond the control of the organization such as catastrophic events including: acts of war, acts of terrorism, pandemics, strikes, natural disasters, and other upsets which prevent travel to another country.

Procedures:

1. If a warning is issued by the Canadian government regarding a catastrophic event in a destination for which ISE Ontario has already collected fees and booked travel, the airlines and land travel suppliers may void changing fees or cancellation fees to this specific destination.

ISE will refund the full fee to participants going to that destination if there is no change in the condition within two weeks after the original departure time.

2. If such a situation occurs while students are abroad, the airline will do its best to bring the students back as seats become available. As a group, ISE students will not have priority and may return home in smaller numbers on different flights.
3. ISE Ontario makes arrangements with reputable suppliers of air travel, land travel, hotel accommodation, and excursions. In situations where cancellations or delays arise, ISE will make every effort to make alternate arrangements where travel is permitted and possible.
4. ISE Ontario cannot be held responsible for delays, loss of property, injury, accident, death, damage, inconvenience, loss of enjoyment, upset, distress or frustration, whether physical or mental, resulting from any catastrophic event or the negligence of our suppliers.