

## Internal Travel Policy

It is the policy of ISE Ontario to pay for international flights and internal European flights.

### Procedures

1. As part of the fee charged, ISE Ontario will pay return airfares to the countries in which exchanges are arranged.
2. Connecting flights within Europe are also paid by ISE Ontario.
3. All travel begins and ends at Toronto Pearson airport. ISE does not pay for connecting travel within Canada i.e. Domestic flights to Pearson
4. Parents are required to arrange transportation to and from Toronto. Participants must be at Toronto Pearson at least 3 hours before flight time.
5. Connecting flights from other Canadian airports must arrive 4 hours before departure time and must land at Toronto Pearson. ISE representatives will assist upon your child's arrival for their international connection.
6. Parents are financially responsible for any missed flights, for whatever reason that is not covered by insurance or cancelled in time to arrange a change of flight. It is important that parents contact the ISE Ontario office as soon as they know that a connecting flight has been cancelled or delayed. Any flight change fees, both for internal and overseas flights, are the responsibility of the families.
7. Summer Exchange students, who return to Canada with a partner, must be picked up at the Toronto Pearson airport or arrangements must be made by the Canadian parents and the partner organization for connecting travel. ISE Ontario does not arrange this, but will coordinate it with our partners.
8. Parents must familiarize themselves with insurance coverage and read related ISE policies on trip cancellation, additional fees charged, and early returns from the exchange location. Many of these could result in additional costs.
9. In the event of inclement weather, strikes, mechanical failure, or other unforeseen events that result in the cancellation or delay of a connecting flight from Toronto, ISE Ontario will support the care of students until they depart. This may result in an overnight stay at the expense of the airline or of the parents until the flight is re-scheduled. ISE Ontario will ensure you child is cared for until they have safely departed.