International Student Exchange - Ontario
92 Caplan Ave. Suite 267
Barrie, ON L4N 9J2
Tel: 705 722 9440

Cancellation Policy

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, but not limited to, catastrophic events including: acts of war, acts of terrorism, pandemics, strikes, natural disasters, and other upsets which prevent travel to another country. This includes the need to cancel a program after commencement should these types of matters arise.

Procedures:

i. Prior to departure, 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.

ii. 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. Should families choose to arrange their own emergency travel home, it is imperative ISE is notified of the new arrangements. ISE will provide supporting documentation to assist with any insurance claims opened.

iii. In extenuating circumstances such as catastrophic events including acts of war, acts of terrorism, pandemics, strikes, natural disasters, or any other matters beyond the control of ISE, support will be provided to ensure your child's safe repatriation. ISE cannot be held responsible for any extenuating circumstances beyond the normal parameters of an exchange. ISE will do its utmost to actively support, where possible, any opportunities at a later date for those exchanges impacted by such events but cannot guarantee a second exchange option.

iv. ISE Ontario makes arrangements with reputable suppliers of air travel, land travel, and hotel accommodation (if required). In situations where cancellations or delays arise, ISE will work in partnership with our travel agent, airlines, and consulate to make every effort to organize alternate arrangements where travel is permitted and possible.

v. 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.

Our signatures below confirm that we have read and agree to the Cancellation Policy.

Name of Parent(s) / Legal Guardian(s)	*Signature*	*Date (DD/MM/YY*
Name of Parent(s) / Legal Guardian(s)	*Signature*	*Date (DD/MM/YY*