



COVID-19 Pandemic Policies

How can I be an aware, proactive traveler?

- Practice good personal hygiene
 - stay home/self-quarantine if you have symptoms of the virus or have tested positive and not fully recovered (two consecutive negative tests)
 - wash hands frequently & thoroughly, especially after being in public places
 - use hand sanitizer if washing facilities are unavailable
 - avoid touching eyes, nose, and mouth when in public
 - if sneezing or coughing, use disposable tissues or elbow to cover nose & mouth
 - avoid close physical contact (handshakes, etc.) with others
- Bring disinfectant wipes and wipe down high touch surfaces (airplane, bus, room).
- Wear a mask that covers both mouth and nose while in any enclosed (i.e. indoor) space or where you are unable to keep 6 feet of separation from others.
- Comply with local, state, and national guidelines/restrictions related to COVID-19, including (but not limited to) arrival testing, mask requirements, and/or contact tracing efforts.
- While on tour, self-monitor for known COVID-19 symptoms daily and notify your tour leader if you experience any symptoms.

What if my group must quarantine while on tour?

- If a governmental quarantine order is issued to the group, all participants must follow the directions of local authorities.
- Tour leaders should advocate with local authorities to have their group quarantined in the same location, however final decision about who is quarantined where is at the discretion of the local authorities. If the group must be separated between different quarantine facilities, tour leaders should keep accurate records of where each participant is quarantined. If minors are present on the tour, at least one chaperone must be with each group, if group is separated. Plans to reunify the group will be made once the quarantine order has expired.
- Tour leaders must contact CETA Tours with information about where the group is quarantined and keep CETA Tours updated on the status of group.
- Any costs associated with a quarantine order are the responsibility of the individual traveler. Depending on the plan and date of purchase, some travel insurance policies may provide coverage for costs associated with quarantine. Travelers should refer to their policy's "Description of Coverage" for more information.

What happens if my tour is canceled?

Will CETA Tours cancel a tour due to COVID-19?

As per our *Contingency Plan*, CETA Tours will cancel a tour only if the US Department of State and/or CDC issues a “no travel advised” to the destination country of a tour or if the destination country specifically bans US citizens from tourist travel. If no travel is advised to a specific region of a destination country, CETA Tours will, after consultation with the tour leader and/or lead teacher, take necessary steps to either reroute the tour itinerary and/or to cancel that portion of the tour. Any possible refunds for cancellations made by CETA Tours will depend on what we are able to recover from our prepaid vendors.

Will I get a refund if I cancel from a CETA-operated tour due to my concerns about COVID-19?

Our standard terms & conditions regarding cancellations and the associated penalties apply for individual cancellations and are in place to protect the tour cost for travelers and chaperones who remain on the tour and cover costs and resources we have invested in planning your tour that we will not recover and apply regardless of which party initiates the cancellation.

What if my school board/administration cancels a student tour?

Cancellation penalties as outlined in your tour’s terms & conditions will apply if a tour is canceled without a specific “no travel” advisory from the US Department of State and/or CDC. The amount of any refund will be determined by how many prepaid expenses CETA Tours is able to recover from our vendors.

Will travel insurance cover financial loss if I cancel from the tour individually or if the tour is canceled by the school board/administration?

Please refer to your travel insurance policy and/or call the customer service number listed on your travel insurance policy information. Generally speaking, travel insurance does not cover cancellations due to cancellation by school board/administration, fear of the virus or government-issued travel bans. The only coverage that would offer a partial benefit would be the optional “Cancel For Any Reason” upgrade which, when purchased, provides a maximum benefit of 50% of the tour cost.

Resources for travelers

US Centers for Disease Control (CDC) – COVID-19 page

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

US Department of State – International Travel Information Page

<https://travel.state.gov/content/travel/en/international-travel.html>

Travel Guard – COVID-19 FAQ Page

<https://www.travelguard.com/travel-news/coronavirus-advisory>

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