

2020-2021 Travel Options

Thank you so much for your patience while we at STA have undergone the immense exercise of trying to assimilate everything that is happening in the world and how it is affecting our customers, our employees and our business. As you all know, tours are not being cancelled by us or by group leaders or any participants. Rather, tours are being cancelled due to governmental mandates and actions undertaken in response to the world pandemic that is COVID 19. Although the industry standard terms and conditions, which STA has adopted and to which our schools and participants are subject, provide that STA's responsibilities under these force majeure type circumstances are substantially limited, we propose to take the following actions and provide the following options.

First and foremost, we are currently working with group leaders who were originally scheduled to travel this spring to present an option for an alternate trip either later this year or in 2021. Our hope for everyone involved is that we can find a new opportunity for your group to travel. Once group leaders have selected to reschedule your trip, travelers may roll over the full amount paid to the new trip. If rescheduled, STA will do this transfer for you automatically. In addition, even if your tour is rescheduled by your group leader, participants in your tour will have the following options. Please note these options are for all travelers, including those fully enrolled in the PPP. These options will also be the only options available in the event that your group leader is unable to reschedule your tour.

Option 1: Receive a Future Travel Voucher for the full amount paid:

Participants may receive a digital travel voucher for future travel for the full amount paid at the time of cancellation of a rescheduled tour. Digital travel vouchers are good for travel on a future STA tour program. They are fully transferable to another eligible traveler, meaning you can sell them to a friend who is interested in any of these programs too. Vouchers must be redeemed for travel between October 1, 2020 and December 31, 2022.

Option 2: Receive a partial cash refund:

For those who opted to not enroll in the Payment Protection Program (PPP), STA will provide a refund less the PPP fee and 15% of the trip price.

Participants who enrolled in the Payment Protection Program (PPP) will receive a refund of all trip monies paid less the non-refundable PPP enrollment fee.

As an employee-owned company comprised of educators, parents, and tour planners who have organized life-changing educational tours to the East Coast for several decades, this has been the most challenging season this industry has ever experienced. Most of our partner schools have had to close temporarily, some for the remainder of the year. We are short-staffed and working from home for the safety of our team, which we know has made communication more difficult. For those who have been frustrated by this entire situation, we understand and apologize. Given the unprecedented nature of these times we have taken some new, significant steps to ease the burden on our travelers. Times are tough, we know, and we want to be there to help you now and as we partner together in the future to experience the power of travel!

Finally, our lawyers have told us that we need to state that, notwithstanding the options offered herein, STA does not otherwise waive any rights that it may have under its terms and conditions or otherwise available under applicable law.