

Jumpstreet Tours FAQ

For what age groups are educational tours appropriate?

They are appropriate from middle through to high school, although programs may be adapted for elementary school as well.

At what time of year do you run educational tours?

Although we run our tours year round, they most commonly take place from January through June.



What's included in the price of the educational tour?

THE ESSENTIALS:

- A CUSTOMIZABLE and PRIVATE itinerary chock-full of programming that's as entertaining as it is engaging. We won't combine you with other groups
- Complimentary chaperone ratio to suit your group's requirements
- Airfare booked for you according to your needs ten months prior to departure... no last-minute surprises! Speaking of which, the prices featured in this brochure are based on spring 2019 rates (excluding Easter weekend) departing from the U.S. Northeast. Please contact us or prices based on different departure points and/or travel dates
- Ground transportation; we carefully select reputable and reliable suppliers
- Centrally-located 3 star hotels; we want you to experience the destination, not the traffic
- Cultural dining experiences so that the learning continues at the table
- All entrances and guided tours where indicated in your itinerary
- 24/7 emergency support, with a direct patch to our senior staff
- Your money placed in a bonded trust account
- \$25M in liability protection for both teachers and chaperones
- All taxes

OPTIONAL (BUT TOTALLY WORTH IT):

- Full comprehensive insurance (medical and cancellation)
- Special requests like show tickets, sporting events, or festivals... We can do anything for you (within reason!), including whatever the competition is offering

What is the ideal number of students to bring on an educational tour?

Try to fill your motorcoach, as that is your biggest tour expense. Motorcoaches typically have either a 47 or 55 seat capacity. Remember to leave seats available for yourself, your chaperones, and the Tour Leader (this rule applies on a per motorcoach basis). Multiple-motorcoach trips are totally manageable and fun.

What is the ideal number of adult chaperones?

One adult chaperone per ten students is very acceptable.

What happens if not enough students sign up and I have to cancel?

There are no registration fees; the only risk is our combined time and energy. If we venture naught, we gain naught. Trip deposits are non-refundable, however.



If our student numbers are small can we "hook-up" with another group?

Yes, of course. However finding a compatible school may be very challenging. As these are motorcoach tours (largely), you would need to find a school from your community or a school en-route.

What is the best way for me to work with Jumpstreet during the planning phase?

Our experience has been that the best type of relationship is one where there is only one contact person from your group who handles all of the communication



with our tour consultants. This contact funnels the questions, suggestions and needs of a tour planning committee at the school. Get some help! Many teachers have benefited from delegating to and accepting the help of dedicated colleagues, parents and students.

How flexible is Jumpstreet with changes to the proposed itinerary you sent me?

Jumpstreet has been planning customized tours for 25 years. We are flexible and open to the changes you wish to make to your program. Student destinations get very busy at certain times during the school year, thus suppliers' availability may limit our flexibility. Therefore, please review and fine-tune your itinerary early in the planning stages. Also keep in mind that the price of the tour is based on the number of participants and on the content of the program. This is another reason to make any changes to the proposal as early as possible.

Will Jumpstreet make suggestions about itinerary modifications?

Yes! Our office staff members have been active tour leaders to the destinations you will visit. They have eaten in the restaurants you will eat in, they have slept in the hotels you will sleep in, and they have tried the activities and led tours in the cities you will tour. This enables them to give you insightful guidance throughout your tour planning stages.

I know my destination like the back of my hand, so I have some specific requests for my trip. Will you be able to meet my expectations?

Jumpstreet trips are always personalized; each itinerary is unique unto itself. If a particular museum interests you, or if you know a certain hotel extremely well and have your heart set on sharing it with your group, please let us know and we will do everything possible to grant your wish. We may also make some suggestions to give you the highest possible quality for your trip.

We do also have at your disposal a wide array of itineraries prepared in advance, perfect for the beginner or intermediate trip organizer. Rest assured that the sites you will visit and the hotels you will stay at have all been selected and approved by our experts on these subjects.

I saw an offer in another company's brochure. Can you do that for me?

As long as we are referring to a destination that we visit, we can do anything that is available. However, as a result of our 25 years' experience there may be some services which we do not recommend.



How much of the focus language will we be using on our tour to Quebec?

As much or as little as you wish. It really depends upon the capacity of your students and their willingness to participate. Keep in mind that even for upper-level second language students, critical info (meeting times etc.) should be delivered in their mother tongue.

What documents are required for American visitors to Canada?

U.S. citizens traveling to Canada, by land or sea, will be required to present one of the travel documents listed below.

Groups of Children:

U.S. citizen children under age 19 arriving by land or sea from contiguous territory and traveling with a school group, religious group, social or cultural organization, or sports team, may present a valid passport OR his or her birth certificate (are accepted: original, photocopy or certified copy), a Consular Report of Birth Abroad, a Naturalization Certificate, or a Canadian Citizenship Card.

Adults, chaperones:

U.S. Passport

U.S. Passport Card

Enhanced Driver's License (EDL) – available only in some states

Trusted Traveler Program Cards (NEXUS, FAST)

What should we pack for our trip?

Make sure you carry everything you need before the hotel check in with you on the coach! This includes your wallet, travel papers, a watch, and a copy of the final itinerary.

The key to successful packing for travel in North America is to dress in layers. Your top priorities are to keep warm and dry while being comfortable! With this in mind, here is a suggested list of what to pack:

- 1 pair of jeans
- 1 pair of nicer pants/skirt for dinner
- T-shirt/long sleeve shirts
- Socks
- Underwear
- Personal toiletries (toothbrush, contact lens solution, etc.)

- A pillow for the motorcoach, especially if you are travelling overnight
- A watch so that meeting times can easily be remembered
- Camera
- Passport and Identification (keep travel documents in your carry-on bag!)
- Canadian/US currency
- If you are staying in a youth hostel, please bring a towel

IF YOU ARE TRAVELLING DURING WINTER

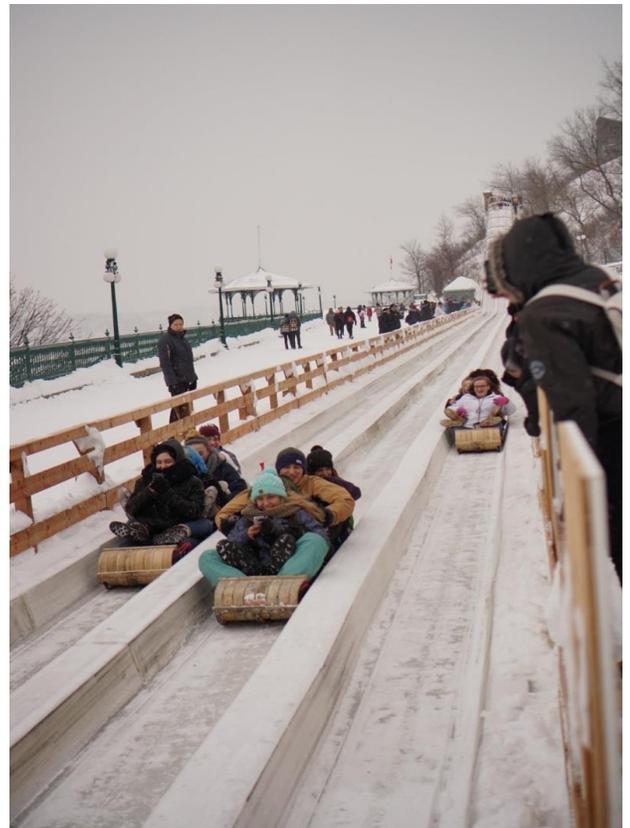
The temperature in Quebec from December to the end of March varies between five degree Fahrenheit and 25 degrees Fahrenheit (minus 25 degrees Celsius to minus ten degrees Celsius). Bringing appropriate winter gear is essential to being safe and having fun while on tour. Please don't leave home without:

- Warm and water resistant winter boots
- Long Underwear
- Winter gear like: warm and water resistant winter coat and snow pants
- Winter stuff like hats, 1-2 pairs of gloves, scarves, wool socks, etc.
- 1 warm sweater

IF YOU ARE TRAVELLING DURING Milder SEASONS

- 1 raincoat/windbreaker
- Comfortable walking shoes
- Shorts and bathingsuit
- Sunscreen and water bottle
- Sunglasses

PACK LIGHT! Everything should fit in ONE BAG and you should be able to easily carry your own luggage! Make sure you carry everything you need before the hotel check-in with you on the coach! This includes your wallet, travel papers, a watch, and a copy of the final itinerary.





Why do you hire night security instead of making use of teachers/parents?

Jumpstreet Tours were leaders in hiring private night time security and this has become an industry standard. The benefits are substantial for the students, the chaperones, the tour leader and thus, also for the parents at home. The students are instructed to stay in their room all night and the presence of the security guard enables the chaperones to get some rest. It's important that the adults get a good night's rest, because they ensure the supervision of the students during the day.

How is the money we pay for our trip protected?

Being a travel agency, we are regulated by the Office of Consumer Protection (OPC) as well as by many laws and regulations governing the travel industry. All money paid to Jumpstreet for your trip will be held in a trust account until the end of your trip. All payments received must be deposited in this account and must be used only to pay the vendors associated with your trip (bus, hotel, museums, etc.). Your money is protected, and your trip is guaranteed.

Do you offer medical insurance?

Yes. You may insure some individuals or your entire group for the trip. We strongly suggest taking medical insurance, as it will help you avoid onerous fees that would apply without coverage. For more information, [contact us](#) or discuss with your Tour Consultant.

Do you offer cancellation insurance?

We offer cancellation insurance for trips overseas, or trips involving air travel. For bus trips, we have something much better to offer: Our Refund Guarantee Protection program!

The Refund Guarantee Protection program allows you to cancel your trip at any time, for any reason, and you will receive a full refund (less the cost of the RGP coverage).

RGP includes:

- Trip cancellation, FOR ANY REASON, before the departure date.
- Medical travel insurance premium, including hospitalization and emergency medical expense premiums.
- Together, Travel Guard Canada and the RGP offer the best protection before and during your travels. It is the best solution for school trips.

Note: Some conditions may apply.

Are there any risks in bringing a student with food allergies?

None. Obviously, it is your responsibility to advise us of any such allergies if meals are included



in your package. Depending on the severity of the allergy, we will find an appropriate solution. If you wish to change a restaurant, it is important to tell us this several weeks in advance. Otherwise, please tell your Tour Leader, who will work with the restaurant in question to find a solution.

I've decided to travel without a tour leader. Will I get help in case of emergency?

No need to worry about this. Jumpstreet has a toll-free emergency hotline that operates 24/7 (1 866 843-3311). What's more, we are affiliated with a group that has offices around the world: Boston, Chicago, New York, Orlando, Toronto, San José (Costa Rica), Paris, London, and many more for your peace of mind.

Do we have to tip the tour leader and driver?

This is entirely at your discretion, but it is suggested if you are satisfied with their work! Tips are greatly appreciated. Normally, Tour Leaders and drivers each receive \$1 per passenger per day of work.