Registration Information

Eligibility
Xperitas Language Immersion Programs are open to World Language students and teachers. Parents and guardians of immersion students are also eligible to travel with their student(s) on Xperitas’ Family Immersion Programs. Leaders and Co-leaders on all Xperitas programs must be at least 22 years of age at the time of travel. All student travelers must have completed or be enrolled in a Level II language course at the time of travel.

Conduct/Participant Agreement
Xperitas expects travelers to conduct themselves in a respectful manner while on the program. Travelers and parents (if applicable) are instructed to discuss and sign the Code of Conduct for their program prior to departure.

Travel Documents
Obtaining the necessary travel documents is the sole responsibility of the participant. Xperitas assumes no responsibility for any situation or cost arising from missing or improper documentation. View required travel documents.

Insurance Information
Limited insurance for minor illness or accidents and trip cancellation insurance for medical reasons is provided for all Xperitas non-domestic travel participants. Participants will receive instructions for printing their insurance card prior to departure. Note: Pre-existing conditions and pregnancy are not covered, and mental illness is not covered for medical expenses incurred in-country. Xperitas recommends that each traveler’s own comprehensive medical insurance be up to date and include coverage for the destination country. Additional insurance may also be purchased. Coverage details and more information about additional insurance can be found on the insurance page of our website.

Medical Conditions
Participants must indicate on the program application any medical conditions, medications, or dietary restrictions of which Xperitas, the program leader and the host community or host family should be aware. All allergies, dietary needs, medications, etc. must be managed by the participant and must not require special attention on the part of Xperitas. Additional information may be requested from the participant. Xperitas reserves the right to cancel a participant who does not disclose a medical diagnosis or disability on his/her application, or provide updates of existing or new diagnosis. Regular cancellation fees will apply. For complete details regarding our GDPR compliance, and the types of information we collect, and for how long we retain personal information and data, please read our privacy policy at: https://www.xperitas.org/xperitas-privacy-policy

Payment Schedule
Xperitas will email individual bills for the final payment only. For all other payments, please refer to the payment schedule listed on your online portal. Make checks or money orders payable to “Xperitas” and write the participant’s full name and destination country on each payment. Xperitas cannot accept postdated checks. All postdated checks will be returned immediately.

Fees

Late registration for Language Immersion Programs
Based on availability, participants may register after the program enrollment deadline. There is a $40 fee and there may be an increase in airline costs (if applicable) associated with late enrollment. Participants who register after additional payments are due for the program must include these payments at the time of registration. Xperitas may require late registration deposits to be paid in the form of a cashier’s check or money order.

Late and missing payments
Payments postmarked after the payment deadline will incur a $40 fee. Xperitas reserves the right to cancel individual participants whose scheduled payment is two weeks past due. Published cancellation fees will apply.

Returned checks
Checks that are returned to Xperitas unpaid by the bank carry a $40 fee. All subsequent payments must be in the form of a cashier’s check or money order.

Re-enrollment
Based on availability, cancelled participants may re-enroll by submitting any missing payments plus a $40 fee and any changes in airline costs, if applicable.

Late and incomplete Family Stay application
Family Stay applications that are submitted late or incomplete will incur a $40 penalty. Deadlines for submission can be found on your portal.

Late passport submission fee
Xperitas requires all travelers to submit their passport details and a scanned copy of the photo page of their passport by December 1 for Spring travel and February 1 for Summer travel. Late passport detail submissions will result in a $40 fee applied to the traveler’s account. It is the responsibility of individual participants to secure any other appropriate travel documents.

Cancellations

Cancellation deadlines and administrative fees can be found on your online portal. Allow 4-6 weeks for processing cancellations. If payments were made by credit card, refunds will be processed 60 days after the last charge was made. Cancellation refunds that involve insurance claims may take longer. Xperitas issues cancellation refunds in the form of a check payable to the participant.

How to Cancel
Voluntary cancellations must be submitted in writing (an email to cancel@xperitas.org is acceptable) by the participant or participant’s parent/guardian directly to Xperitas, clearly indicating the participant’s name, travel group or school (if applicable) and destination country. Xperitas cannot accept voluntary cancellations made by phone.

Involuntary cancellations: Xperitas reserves the right to cancel a participant for non-payment or for failure to abide by the standards set by the group leader or school (if applicable). In both cases the standard cancellation fees will apply.
Change of Group Leader: Xperitas reserves the right to select a qualified replacement for any group leader unable or unwilling to travel. The standard cancellation fees will apply.

Cancellation insurance
The trip cancellation insurance included in the program price is only for medically related causes affecting the participant or a member of the participant’s immediate family. The maximum coverage amount ($1000) is applied against incurred loss calculated as of the date Xperitas received the written cancellation. A physician’s statement and signature will be required for any medical claim.

Surcharges

Baggage fees
Airlines may charge $20-$50 each way for the first checked bag. Fees vary depending on the airline and destination. Additional fees based on size, weight and additional pieces of baggage may apply. These fees must be paid by the passenger at check-in. Please check airline websites for the most current baggage fee policies.

Small-group supplement
Published Language Immersion Program prices are based on a minimum of 24 or 10 participants. Xperitas makes every effort to combine groups to reach the minimum size but cannot guarantee this. If the number of participants does not reach the minimum, a small-group supplement will apply. The amount will depend on the actual number of traveling participants and the itinerary.

Optional activities may be arranged by Xperitas for the whole group only. No individual arrangements will be made. Costs for optional activities will be added to program fees at final billing.

Accommodations Policies
If a hotel stay is included in your program, accommodations are based on 3 or 4 students per room. Leader accommodations during the itinerary and family stay (if applicable) are based on two leaders per room. Single room supplements vary by destination and itinerary. Adult participants may require unique hotel accommodations that incur additional costs. These costs vary by destination and itinerary.

Air Arrangements
For programs in which Xperitas arranges outbound and return flights, participants may change either their outbound or return flight (subject to fare rules and restrictions). Xperitas cannot guarantee that alternate flights are available. Participants will be charged an administrative fee of $100 for requests postmarked on or before 90 days prior to departure and $200 for requests postmarked fewer than 90 days prior to departure, plus any additional charges made by the airline for the date or routing selected.

Each subsequent change request will carry an added $100 Xperitas service fee. Participants who change their outbound or return flight and who deviate from the group’s itinerary will be responsible for arranging their own transportation to meet the group or return to the airport.

The required Alternate Flight Arrangements form may be downloaded from the our website. Participants on Language Immersion Programs are responsible for their own transportation to and from their departure and arrival airports. Xperitas and the group leader(s) cannot be responsible for the participant, and insurance coverage is not in effect, while the participant is traveling separately from the Xperitas group. Some programs may include small-group domestic transportation from a chosen city to the departure or arrival airport.

Flight delays and cancellations
Due to factors beyond our control, flight delays and cancellations are an inherent risk of travel. It is up to the airline to re-accommodate passengers at no additional cost on the next flight that has available seats. In some instances, the airline may cover the cost of meals, hotels and transportation, otherwise these costs are the responsibility of the passenger/parents. Xperitas or the group leader may temporarily cover the additional costs with the expectation that these costs will be reimbursed by the passenger/parents. Refunds for missed travel components may not be possible.

International Travel Itineraries
All activities are to be paid on-site using the entrance fee allowance provided, unless listed in Program Inclusions. The order of itineraries, and all itinerary items, are subject to change based on unforeseen circumstances that may arise prior to or during international travel.

Cancellation Protection Plan
This policy* is provided by Xperitas to protect participating students against significant financial loss in case of unforeseeable world events.

Students will receive a full refund** (less a $500 administration fee) if all the following events occur: the organizing teacher chooses to cancel the program, and the cancellation request is received by Xperitas within two weeks of these events:

• The U.S. Department of State confirms that there has been a terrorist act against U.S. interests in the U.S., in international airspace, or in any region on your Xperitas itinerary;
• The U.S. Department issues a level 4 Travel Advisory for travel to any region listed on your Xperitas itinerary;
• The official Travel Advisory is issued or in effect within 90 days of your departure.

For any cancellation up to 91 days prior to departure, the standard cancellation policy posted on our website applies.

* If the cancellation occurs after airline ticketing, the ticket (issued in the name of the participant) may constitute a portion of the refund.

** Residents of California and Iowa: State law requires certain sellers of travel to have a trust account or bond. Xperitas has a bond issued by The Hartford in the amount of $10,000. Xperitas does not participate in the California Travel Consumer Restitution Fund.