



Financial Security and General Liability

Indemnity Bond

Participants' payments are protected by ACIS. ACIS, as an Active member of the United States Tour Operators Association (USTOA), is required to post $1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of ACIS customers in the unlikely event of ACIS bankruptcy, insolvency or cessation of business.

General Liability Insurance

We hold a $51 million general liability insurance policy with Lexington Insurance Company covering school districts and teachers (both group leaders and chaperones). We are happy to provide you with a Certificate of Liability upon request.

A group leader may still travel with ACIS without obtaining school board approval. As per our Terms and Conditions, the school, school board, school administration, school officials, municipality, and municipal officials are not liable in any way for the travelers on an ACIS program, regardless of school approval.

Corporate Affiliation

ACIS is the educational travel division of AIFS, Inc. the American Institute For Foreign Study. Founded in 1964, AIFS is the leading worldwide sponsor of educational programs and one of the most financially secure companies in educational travel.

Overseas Providers

All travel service providers used on ACIS programs have been carefully vetted by us and have their own insurance coverage. ACIS participants are therefore covered by both the service providers' insurance and ACIS' general liability coverage. Providers are regularly evaluated by ACIS to make certain excellence is maintained.

Professional Affiliations and References

D&B Credit Reports

Reports on ACIS and AIFS are available by contacting D&B directly at (888) 347-0475.

United States Tour Operators' Association (USTOA)

To be admitted as an active member of USTOA, ACIS was required to post a $1 million Consumer Protection Plan and demonstrate ethical and financial responsibility. For further information contact USTOA, 345 Seventh Avenue, Suite 1801, New York, NY 10001 or call them at (212) 599-6599.

American Society of Travel Agents (ASTA)

To remain an active member of ASTA, ACIS commits to upholding its principles of professional and ethical conduct.

International Association of Travel Agents Network (IATAN)

To remain in good standing with IATAN, ACIS must be an authorized ticketing agent as regulated by the Airline Reporting Corporation (ARC). ACIS maintains solid relationships with over 20 major airlines, both domestic and international carriers.

Administrative References

We have compiled a list of administrators in education who have volunteered to be contacted with any questions you may have concerning educational travel abroad. Please feel free to reach out to them at your convenience and mention that ACIS gave you their contact information from our school board reference list.

Lesley Schooler
Dean of Faculty
Carondelet High School
1133 Winton Drive
Concord, CA 94518
(925) 686-5353

Christopher C. Layson
IB Diploma Programme Coordinator
Utica Academy for International Studies
37400 Dodge Park Road
Sterling Heights, MI 48312
586-797-3250

Rebecca Westgate
Director of Global Programs
St. Vincent's Academy
207 E Liberty Street
Savannah, GA 03140
921-226-1899
rebecca.westgate@svaga.net

Mr. Michael Rogosich
Assistant Principal
Cardinal Gibbons High School
1401 Edwards Mill Rd.
Raleigh, NC 27607
(919) 834-1625 ext. 236

Dr. Guillermina Jauregui
Principal
Chester W. Nimitz Middle School
6021 Carmelita Avenue
Huntington Park, CA 90255
(323) 887-5400

ACIS Teacher References

We would be happy to connect you with experienced group leaders who can provide honest feedback about their ACIS tour experience and discuss any concerns or questions you may have.

Additionally, you can find independent, uncensored reviews from validated ACIS customers on TrustPilot: www.trustpilot.com/review/acis.com.

ACIS' Worldwide Network

United States Headquarters
American Council for International Studies
330 Congress Street, Suite 5
Boston, MA 02210
800 888 ACIS toll free
617 236 2051 local
617 450 5601 fax
617 450 5678 24-hr emergency
info@acis.com

ACIS Midwest
800 888 2247 toll free
312 205 4760 local
info@acis.com

ACIS West Coast
800 888 2247 toll free
916 448 7496 local
info@acis.com

ACIS London
37 Queen's Gate
London SW7 5HR

ACIS Paris
19 Rue de Babylone
F-75007 Paris

ACIS also maintains offices in Rome and Madrid, as well as affiliate partner offices in other major European, Latin American and Asian cities.

Closer to home, ACIS has a network of local representatives across the United States. These veteran educators are able to offer local, in-person support to teachers throughout the educational travel planning process and beyond.

Risk Management and Emergency Protocol

In our 40+ years of operating educational travel programs around the world, we've had to navigate a variety of safety concerns. We take every precaution to ensure that our groups are safe and secure while traveling with us, constantly monitoring the global situation and ensuring policies are in place to deal with any unforeseen issue that might arise. Please refer to the ACIS Safety & Security Handbook for complete information.

Risk Assessment Partnership with CISI

ACIS partners with Cultural Insurance Services International (CISI), a sister division of AIFS, and a world class provider of the most comprehensive student travel insurance available. Since 1991, CISI has insured over 1 million international students and cultural exchange participants worldwide. CISI's services provide toll-free, worldwide access to benefits, care providers and emergency assistance.

ACIS and CISI vigilantly survey the global landscape on an ongoing basis to evaluate risk and remain at peak preparedness. To do this, CISI utilizes iJET and their Worldcue database to review and assess any potential risk for their insureds. iJET International delivers intelligence driven, integrated risk management solutions that enable multinational organizations to operate globally with confidence. iJET's end-to-end, tailored systems integrate world-class threat intelligence, innovative technology, and response services to help organizations avoid threats and mitigate risk. Via the Worldcue Planner, CISI can provide detailed information on specific destinations in regard to crime, security, civil unrest, terrorism and kidnapping. Detailed briefs are available with up-to-the-minute latest intelligence.

ACIS Emergency Protocol

In the rare event that an overseas incident has the potential to impact the safety of our travelers, ACIS follows a comprehensive plan to review the situation, check in with groups and facilitate communication with families at home. ACIS' Emergency Response Team is able to quickly utilize our global network to confirm the location and well-being of all participants, assess and monitor ongoing global situations, provide notifications to loved ones at home and take appropriate action should it become necessary. For details on each step of our Emergency Protocol, please refer to the ACIS Safety & Security Handbook.

24-Hour Global Safety Coverage

24-Hour Duty Officer System

The safety and well-being of our participants is always our primary concern. We have a 24-hour Duty Officer system operating seven days a week in the United States and overseas to deal with any emergency quickly and professionally. We maintain extensive assistance networks everywhere we travel, including staff who can be on the scene as quickly as you need them.

If for some reason a participant needs to be reached during the tour, parents can call the toll free number below at any time and an ACIS representative will help them establish contact with the group.

800 888 2247 *toll free*

Tour Manager

Every group is accompanied by a full-time, vetted and trained ACIS Tour Manager for the duration of their stay overseas. They weave learning into every moment, while making sure everything from bus routes to meal times to museum entrances go forward without a hitch. We carefully check our tour managers' backgrounds, educate them through rigorous training programs that include role-playing for specific scenarios or potential issues, and evaluate them regularly.

ACIS Emergency Card and Travel App

Every ACIS Group Leader and student participant receives a laminated emergency card containing phone numbers that connect to ACIS' international emergency network from anywhere in the world—peace of mind for your pocket.

In addition, all participants are encouraged to download the free ACIS Travel App before departure. The Travel App includes the addresses of each hotel used on a trip, and features maps that can guide participants back to their hotel from their current location without having to access a cellular or internet connection.

Team Assist from On Call International

Team Assist provides round-the-clock, 365-day travel assistance. In cases of illness or injury, Team Assist works together with the tour manager and families to provide care and support.

888 505 2474 toll free (within the United States)
743 244 2474 collect or WhatsApp (outside the United States)
CISIAssist@RobinAssist.com

If the participant is unable to call collect, Team Assist will offer reimbursement.





ACIS' Industry-Leading Protection Plans

ACIS' Basic Protection Plan coverage is included for all participants and provides standard health coverage, program interruption, and travel delay/quarantine protection while on tour. Participants may also choose to upgrade their coverage to our Ultimate or Ultimate-Plus Protection Plans. Group leaders and chaperones are automatically covered by our Ultimate-Plus Protection Plan.

Our Ultimate-Plus Protection Plan affords students and their parents the comfort of knowing that they may cancel at any time, for any reason and receive a cash refund. In addition to the best cancellation policy in the industry, it allows participants to benefit from expanded travel protection while on tour.

Protection Plans

Please see the chart below and visit www.acis.com/travel-protection for more information.

Coverage	Basic Protection Plan *Good*	Ultimate Protection Plan *Better*	Ultimate-Plus Protection Plan *Best!*
Health Protection Includes 24 hour medical assistance, consultation, monitoring and emergency evacuation where deemed necessary by Team Assist.	Coverage up to $15,000. $200 deductible.	Coverage up to $50,000. No deductible. Team Assist will pay up to $1,500 for an immediate family member to travel to the trip destination in the event that a participant under age 21 is hospitalized for more than 48 hours or more than 1 week if age 21 or older.	
Trip Interruption Medical and other interruption reasons as stated below.	Up to $250 toward the cost of a one-way economy ticket to the United States.	Up to $1,500 toward the cost of a one-way economy ticket to the United States.	
Baggage Delay/Loss	No coverage is included.	If bags are delayed for more than 24 hours on your outbound journey, ACIS will pay $50 for emergency purposes. If bags are stolen or lost, up to $1,000 total will be reimbursed if a signed police or airline report accompanies the claim. $50 deductible applies.	
Travel Delay Protection	If your trip is delayed 12 or more hours, up to $150 per day of traveling expenses will be reimbursed by Team Assist up to a maximum of $1,500. Travel Delay Protection coverage also applies if you are forced into medical isolation overseas by a recognized government authority due to having, or being suspected of having, a contagious disease.		
Protection plans must be selected and premiums paid in full in order to be activated. ACIS Protection Plans are updated each fall for the following travel year. Once finalized, a Health and Program Cancellation/Interruption Coverage booklet that outlines the specific coverages in place for the upcoming year will be available online.			

Cancellation & Supplemental Coverage

Cancellation coverage is underwritten by the Zurich American Insurance Company and ACIS.
Full plan details are available at https://policy.covermore.us/366ZA-0123. Refund amounts include the cost of overseas health protection.

	Basic Protection Plan	Ultimate Protection Plan	Ultimate-Plus Protection Plan
Refunds when Cancelling for Any Reason			
180+ days prior to departure	All payments less $200	Full refund less $200	Full refund less $200
179-130 days prior to departure	All payments less $500	Full refund less $200 ACIS Travel Voucher (and the cost of the protection plan itself)	Full refund (less the cost of the protection plan itself)
129-90 days prior to departure	All payments less $750	Full refund less $225 ACIS Travel Voucher (and the cost of the protection plan itself)	
89-65 days prior to departure	All payments less $1,250	Full refund less $325 ACIS Travel Voucher (and the cost of the protection plan itself)	
64-30 days prior to departure	All payments less $2,000	Full refund less $500 ACIS Travel Voucher (and the cost of the protection plan itself)	
29-4 days prior to departure	No refunds	Full refund less ACIS Travel Voucher for 25% of total payments (and the cost of the protection plan itself)	
Less than 4 days prior to departure	No refunds	No refunds	No refunds
Refunds when Cancelling for Covered Reasons Outlined in Plan Contract			
Any date up to departure	Standard refunds above apply	Full cash refund (less the cost of the protection plan itself)	

Experiential Learning and Curriculum Support

Educational travel brings classroom lessons to life, promotes personal growth and inspires interest in learning. Confucius once said, "I hear and I forget. I see and I remember. I do and I understand." ACIS recognizes the need for students to engage themselves with the world around them and become self-directed learners. In today's increasingly global society, international exploration is crucial to broadening student horizons and the development of cultural competence.

Our itineraries are designed to combine the right mix of fun, exploration, insightful commentary and immersive, hands-on learning. ACIS' carefully crafted Cultural Connection activities, included on every tour, allow participants to learn by doing, seeing and creating, with each type of learning style engaged. Our tour managers are constantly on the alert for opportunities to help students teach themselves. Mini-lessons focused on valuable life skills and personal development as global citizens are guaranteed to be part of the educational travel journey. Depending on the travel destination and itinerary, students' educational touring experience may be further enriched by including a service learning project or an enriching workshop with a global industry leader.

The educational benefits of travel are far-reaching. Students will better understand cultural differences, improve language skills and sharpen their critical thinking skills. They will become life-long learners!

Support and Services for Teachers

ACIS is committed to being partners in education with the teachers who lead our trips. We work hard to help them select and personalize a travel program that fulfills their curriculum objectives, get to know them on a personal level and support them through every stage of the educational travel experience.

Direct Partnership

Every teacher works with a dedicated ACIS International Program Consultant to develop a travel program that's tailored to the needs of their unique group. In cases where a local representative lives nearby, that veteran educator can provide additional regional, in-person support to help the teacher get their trip running and students registered.

One of the oldest rules of travel is, "the more you know before you go, the more you'll see and experience when you're there." To help group leaders prepare for their educational tour, we provide the tools they need to teach their students before they begin their journey. From White Papers on engaging multiple intelligences through travel, to "How to" papers written by ACIS Tour Managers, there's a wealth of information available on www.acis.com.

On tour, teachers have 24/7 support, wherever they might be. Their full-time ACIS Tour Manager is partnered with them from the moment the group lands until departure day. Tour managers know the cities like locals (often they are!) and can do it all—from locating a great lunch spot for a student with a food allergy to finding a needed remedy at a local pharmacy. ACIS has a network of offices and affiliate partners worldwide, ensuring on-the-ground support is never far away. Our 24-hour emergency Duty Officer Phone system operates seven days a week and is just a quick call from anywhere, at any time.

Student Behavior Guidelines

ACIS foremost asks groups on tour to abide by the rules and policies of their school district and will enforce any rules that the individual group has set. In addition, ACIS provides recommended disciplinary policies and Student Behavior Guidelines that all participants should obey to ensure everyone experiences a safe and respectful time on tour. For the full list, visit www.acis.com/behavior-guidelines.

Professional Development and Training

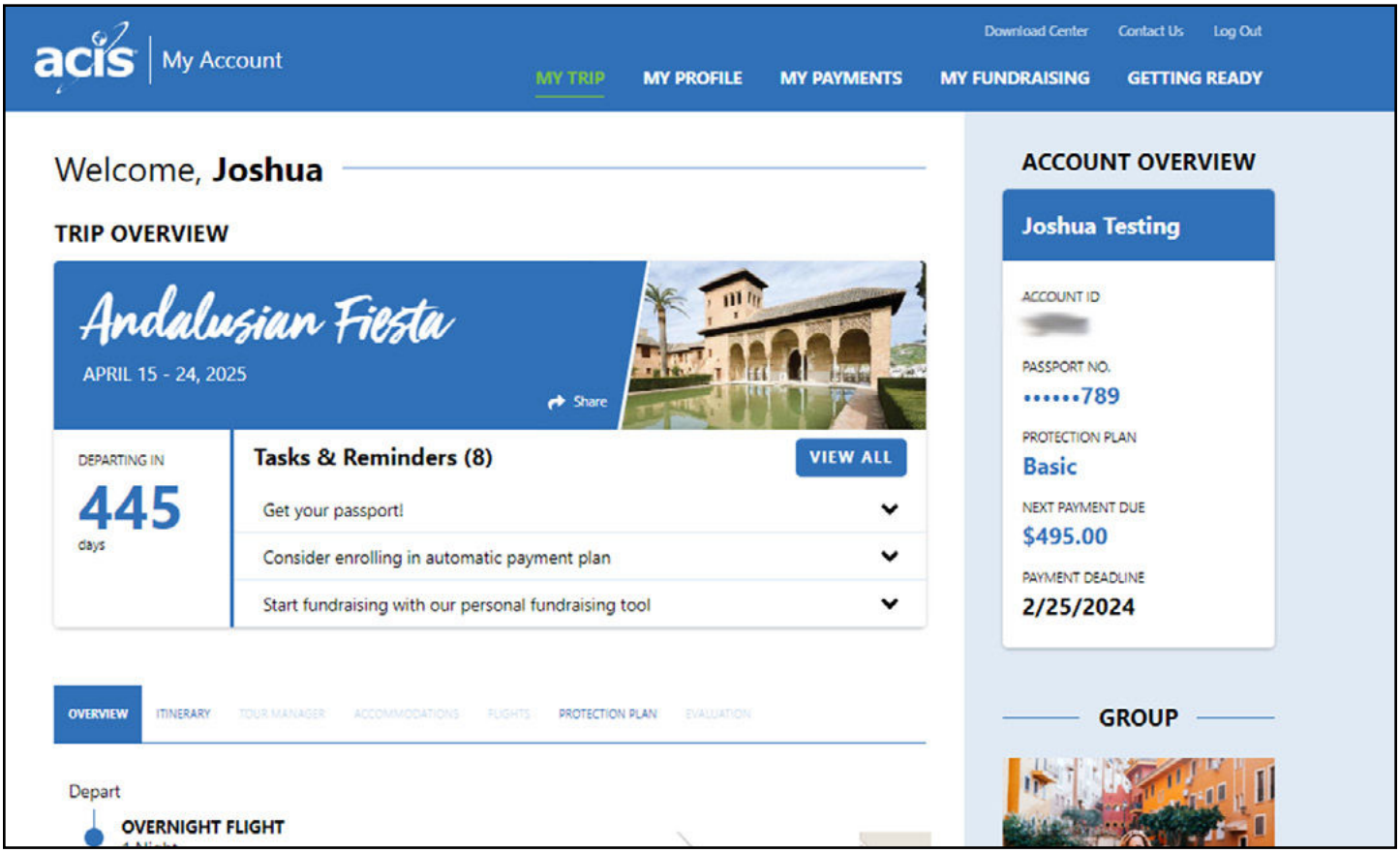
First-time group leaders are invited to join ACIS for an overseas training session (if permissible within their district) that features sessions and information on how to ensure a successful student travel program as well as collaborative discussion with fellow educators on maximizing their trip's educational impact. Teachers can also earn Graduate-Level Professional Development Units through ACIS' partnership with the University of the Pacific's Center for Professional and Continuing Education.

Support and Services for Students and Families

The culture of care at ACIS extends to each and every person who becomes part of our travel family by enrolling on a tour. We have a dedicated Traveler Support team to answer students' and parents' questions and assist them through the process of registration and payment. Further resources for travelers and their families can be found on www.acis.com, including a page dedicated to the most Frequently Asked Questions at www.acis.com/parents/faqs.

My Account and Online Resources

Every student has access to their own unique My Account, offering a personalized trip page, account balance info, payment info, announcements from the group leader, personal fundraising dashboard and more. Families are able to view flight and hotel information here as it becomes confirmed.



ACIS' online resources also provide students with destination information, packing tips, helpful hints on credit card and ATM use, spending money guidelines, tipping customs and options for staying in touch with home.

Affording the Trip

ACIS wants all interested students to have the opportunity to travel. To that end, the ACIS website outlines some ways that students and their families can help afford this valuable experience:

- Payment Plan Options
- Create a Personal Fundraising Page
- Travel is Education Scholarship Contest
- Traditional Fundraising

Visit www.acis.com/parents/paying-for-your-trip for more information.