REALITY TOURS
Travel Guidelines & Cancellation Policy

Travel Guidelines

Reality Tours recommends that our participants purchase travel insurance to protect themselves against financial loss in the case of personal emergency or other unforeseen events.

Why We Recommend Travel Insurance Select*

Global Exchange Reality Tours does not have a commission driven relationship with any travel insurance provider. We encourage you to shop around to purchase the best insurance provider for your needs. There are many online to choose from. When you shop around for your travel insurance it's important to know that not all insurance policies protect you against the cancellation of the travel suppliers that provide you with your travel arrangements (for example if Global Exchange Reality Tours cancels a trip for any reason, we will refund you the trip cost, but your airfare or your other travel expenses you purchase separately, may not be protected). At times you may be affected by circumstances beyond our/your control such as flight delays, missed connections, delays in customs &/or Immigration or the unfortunate event of terrorism, all which can affect your trip or cause you to cancel your journey with us, so make sure that the insurance that you select will cover these events.

*This company donates a portion of the sales to the Global Exchange Reality Tours scholarship program

Early Purchase is Important

We strongly encourage you to purchase coverage within 14 days of signing on to a tour. Doing so makes you eligible for these benefits at no additional cost:

1. Waiver of Pre-Existing Condition Exclusion,
2. Travel Supplier Financial Insolvency coverage, and
3. Coverage for certain Terrorist Acts.

If You have Questions

Please call Travel Insurance Services at 1-800-937-1387 (office hours: 8:30 AM - 5 PM PST)

Cancellation Policy

When you join a GX Reality Tour you will receive a Liability Agreement that states that unless GX cancels a tour, your full payment for the tour is non-refundable as of 45 days prior to departure. However, when a tour participant cancels all or part of a tour due to medical or family emergencies, we do try to issue a partial refund or partial transfer to another tour. If you cancel 45 days prior, you can also transfer the deposit to another tour for up to one year. If GX cancels a trip, all deposits and payments are refunded. Again, please be aware the $400 deposit is non-refundable but transferable if you cancel before 45 days of the trip.

Purchasing Airline Tickets

Most Global Exchange Reality Tours do not include international airfare, and costs are for "in-country," land-only. Tour participants will need to secure flights from the U.S. (or home country) to specific arrival sites (call or e-mail your tour coordinator for details). When purchasing your own domestic or international tickets, check the status of your ticket. Be informed, ask if it is refundable or transferable. We recommend this, as it can protect you from losing hundreds of dollars in the case of a family emergency or tour cancellation. To purchase your tickets you can call domestic airlines directly, check travel web sites for specials, or contact one of the recommended travel agents listed below. You can also insure your ticket, if you desire, with Travel Insurance Services at 800-937-1387.

We Can Recommend the Following Travel Agents:

(contact your Global Exchange tour coordinator for country-specific travel agents)

Cyrus Travel
(Middle East and Europe)
Contact: Mitra or Mansour
San Francisco Office: 800-882-9787 or 415-398-6111
Washington D.C. Office: 800-558-8770 or 703-903-0400
Email: tickets@cyrustravel.com
Web: http://www.cyrustravel.com

Afghan Tours & Travel
(For Afghanistan travel)
Contact: Ed Barak
Phone: 703-880-4540 or 201-391-3999
E-mail: barak@flyafghanistan.us
Website: http://flyafghanistan.us/home.htm

Exito Travel*
(Central and Latin America)
Contact: Wendy
Phone: 800-655-4053 ext 8501
Email: wendy@exitotravel.com
Website: http://www.exitotravel.com

3s International Travel
(Africa & Asia)
Contact: Aftab or Meha
Phone: 510-249-9333
Email: 3stravel@sbcglobal.net

Global Exchange has no formal business relationship with any of these companies; please note however that we have worked with them for years and we trust them to work with you to make your connecting flights.

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GLOBAL EXCHANGE

2017 Mission Street, 2nd Floor, San Francisco, CA 94110 • Ph: 415.255.7296 or 800.497.1994 • Fax: 415.255.7498 • www.globalexchange.org

Code of Conduct for the Participation on Reality Tours

As a person traveling to another country, I understand that I am a guest and my actions reflect not only on myself but Global Exchange, and the other participants as a whole. I am traveling to learn more about the country and/or an issue as a responsible and sustainable traveler. I understand that by participating on a socially responsible Reality Tour I agree I can act in respectful manner, and I understand that if I break this agreement I will receive 2 warnings, and if the same behavior continues I will be asked to leave the group/country at my own expense. Please note this is extremely rare but we want to make sure we are clear with you about our expectations for your behavior on a Reality Tour. (This is your copy. Please do not return this to us).

- I will abide by the laws of the country I am visiting.
- I will be respectful of my hosts and host organizations.
- I understand that I am under the authority of the Global Exchange Reality Tour facilitators and agree to communicate my needs to them, listen to and respect their requests and follow Global Exchange's guidelines.
- I will not ingest or consume any illegal substance of any kind.
- I will be responsible for my own personal belongings and not expect others to watch over my things.
- If I need to break away for a morning or day I will do so and communicate with my Reality Tour facilitator.
- I will not use language or speak in a manner that is rude, offensive or aggressive.
- I will not be violent or participate in any violent act or activity.
- I will not transport or purchase any weapons of any kind.
- I will try to be flexible as I understand that I am not in my home, and that not everything will go as I may want. For example a planned meeting may be canceled and something may be added in its place that is different.
- I understand that my trip facilitators are often activists, organizers, educators or professionals in their home communities. I will treat them with respect and recognize they are committed to a vibrant enriching experience for the whole group. The facilitator has the whole group to care for and thus cannot cater to every person's individual and divergent desires. Again I will communicate special interests and desires to them but I will not be demanding.
- I understand that I am traveling with a group, and will act in a manner that will reflect well on the group. I have read and understand the "Group Process" section of the trip orientation letter.
- I understand I am traveling in a group and will adhere to the itinerary and scheduled departure and meeting times. If I am sick or need to rest, I agree to communicate with my tour facilitator.
- I will not act in a way that will put myself or others in danger.
- I will not leave the group without notifying the trip facilitator or guide on the Reality Tour.
- I will not participate in any type of sex trade in the country I will be visiting. I understand that Global Exchange has signed ECPAT's Code for the tourism industry and has zero tolerance for any participant engaging in the sexual exploitation of women or children.
- I will be aware and respectful in the way I take photographs. I understand that in some cultures picture taking can be invasive and I will seek permission, when possible, to take someone's photo. I will also be conscious of how disruptive it can be to constantly take photos during a meeting and/or while someone is speaking. I will ask ahead of time if it is ok to take pictures.

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