



Registration Booklet

877-795-0813 • www.encoretours.com



TRAVELING WITH ENCORE TOURS

Performing before packed concert halls in historic and exciting cities can be more than a dream.

We're committed to helping performers experience the world in a more personal, transformative way. It's why we work hard to ensure that your accommodations are perfect, your food excellent, your performance venues inspiring and your tour manager charming and brilliant. By providing a higher level of service, we eliminate worries and stress, so you can focus on your music and experiencing more of the world's magic. You will learn more about the cultures you are visiting, and in turn learn more about yourself.

At Encore Tours, we go to extraordinary lengths to give you the most inspiring, exciting and eye-opening performance tour experience possible.



WHAT'S INCLUDED IN AN ENCORE TOUR?

Encore Tours delivers the highest quality services in performance travel. Your program fee includes:

- Round-trip flights on commercial airlines
- Safe, conveniently located three- and four-star hotels with private baths
- Impressive concert venues
- Professional pre-performance publicity
- Audiences for every performance
- Service of an Encore Tour Manager for every bus—a highly trained, multilingual guide and educator
- Our established worldwide office network at your service 24x7
- Excursions, activities and performances as indicated on your itinerary
- Gratuities for your tour manager, driver, guides and waitstaff
- 24-hour access to account information online through My Account

For more details about what is included in your program fee, see the Terms and Conditions on page 9.

"I'm on cloud 9 after this trip. It was an amazing trip and incredible tour experience that exceeded my expectations which were pretty high."

-Tom Beal, West Virginia Youth Symphony



WHAT TO EXPECT ON TOUR

Each Encore tour is unique with its own highlights, features and character. However, all trips share similar elements that qualify them as Encore tours.

TOUR MANAGER

Praised for their ability to “read the group,” “keep things fun,” and “handle whatever comes up,” our tour managers are often described as the highlight of the Encore Tours experience. We select tour managers who are detail-oriented and enthusiastic, and who bring dynamic personalities, experiences and perspectives to our team. All Encore Tour Managers are university-educated, multilingual graduates of our London training program, and share our passion for travel, education and the arts.

ITINERARY AND PERFORMANCES

Encore Tours itineraries are custom-designed to meet each group's unique interests and performance goals. A typical day may include sightseeing or a local excursion for half the day followed by an evening performance before a packed crowd. We specialize in selecting venues that will be the best fit for each group's size, abilities and repertoire. Rehearsals and performances are always carefully coordinated with sightseeing and excursions to ensure that you get the most out of your travel experience.

ACCOMMODATIONS

Your time abroad is precious. We help you make the most of it by only using excellent three- and four-star hotels near the heart of what you came to see. We are proud of the fact that our accommodations are the finest in performance travel.

MEALS

You will enjoy a variety of meals on your tour, mixing both native and familiar cuisines depending on your area of travel. Keep an open mind and be willing to sample everything—that's what travel is all about! Most days, you will be served a continental breakfast of rolls, cereal, pastries, coffee, tea, hot chocolate and, depending on the local specialties, eggs, fruit and meats. Lunch is usually on your own. Many travelers do what the locals do—instead of having an expensive restaurant meal, they buy fresh ingredients at a local market, then put together a sandwich and have a picnic lunch in a city park. Dinners are usually eaten in your hotel or at a nearby restaurant. They generally include an appetizer, main course and dessert.



TRAVEL SCHOLARSHIPS

Get rewarded for your creative expression and interest in the world! Encore Tours offers Travel Scholarships to students in grades 6-12. Scholarships range from \$500 to \$1,000! For more information visit www.encoretours.com/participants.



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Peace of Mind

The safety and security of our participants, before and during their trip, is always our primary concern. Our policies, 24-hour support network and financial stability are designed to afford you the peace of mind required to enjoy every moment of your travels!

TRAVEL SECURITY

Encore Tours would never send travelers into harm's way. That's why all travelers are covered under a travel security clause. This clause offers groups a re-routed itinerary at no charge to participants if the U.S. State Department deems your travel destination unsafe. See page 7 for more details.

24-HOUR GLOBAL SUPPORT NETWORK

Encore Tours gives you a level of service and support unmatched among performance tour companies. Our extensive overseas infrastructure and Emergency Number connect you to an international support network 24 hours a day, 365 days a year.

PART OF THE FAMILY

Encore Tours' parent company, ACIS, is the educational travel division of the American Institute For Foreign Study (AIFS). Since 1964, AIFS has been the leading provider of cultural exchange and educational opportunities for more than 1.5 million students.

PARTICIPANT PROTECTION

All Encore Tours participant payments are protected. As part of the AIFS group, we carry a \$50 million general liability insurance policy, as well as a \$1 million indemnity bond with the United States Tour Operators Association (USTOA) as part of their Travelers Assistance Program.

In addition, your program fee includes Basic Protection Plan coverage with the option to upgrade to our Comprehensive or Ultimate Protection Plans. Complete details on all the protection plans may be found on pages 5, 7 and 8.

JOB LOSS PROTECTION

No matter which protection plan you choose, Encore Tours offers generous refund policies in the event that you have to cancel your tour due to a job loss in your family. See page 7 for detailed coverage information.

Contact Client Services

As you prepare for departure, your group or ensemble leader is your first point of contact for any questions you may have concerning the details of your trip. In addition, the Encore Tours website is rich with interesting information that will help you get ready to travel. You can register online and get up-to-the-minute account information in the My Account section. Your My Account login will be in your welcome email. Sometimes you may have questions concerning such items as insurance options or your invoice. In these cases, please contact Client Services using the details below:

Mailing Address: Encore Tours, 343 Congress Street, Suite 3100, Boston, MA 02210

Email: accounts@encoretours.com **Web:** www.encoretours.com

Tel: 877-795-0813 **Fax:** 617-450-5601

Register for Your Tour

1. CHOOSE HOW YOU WOULD LIKE TO REGISTER

The first thing you should do is read this registration booklet carefully. It's filled with important information related to your trip. Next, you should get your Group # and Departure Date from your group leader. You can register for your trip in two ways:

- 1) Online: Register online at www.encoretours.com/register. Initial payment can be made by MasterCard, Visa or through our Automatic Payments Plan.
- 2) Paper: Complete the registration form in the back of this booklet and mail it with your initial payment to Encore Tours, 343 Congress Street, Suite 3100, Boston, MA 02210. We accept checks or money orders made payable to "Encore Tours." (Do not send cash).

Initial Payment: Every participant is required to register with at least \$200.

Important Notes: **Be sure to write your full name (first, middle and last) and date of birth exactly as they appear on your passport.** If you do not have a passport yet, please list your full name as it appears on your birth certificate. The minimum age for travel with Encore Tours is 5 years old. Encore communicates via email to cover invoicing and other important information. **Please provide accurate participant and alternate email addresses** during registration so that these vital trip details are not missed.

2. CHOOSE A PROTECTION PLAN

Peace of mind is key—make sure you have the level of insurance protection that's right for you. Your Encore Tours program fee includes Basic Protection coverage. Encore recommends that participants upgrade to the Ultimate Protection Plan, designed specifically for your travel needs. For details of plan policies, please see the "Protection Plans" section on page 7 of this booklet.

	INSURANCE COVERAGE	CANCELLATION REFUND POLICY*	RATE
ULTIMATE PROTECTION PLAN	MOST ENHANCED health coverage, program interruption, baggage delay/loss, instrument insurance and travel delay protection while on tour. Plus, enhanced medical/job loss cancellation refund policy.	MOST ENHANCED cancellation refund policy. Cancel for any reason up to your day of departure and receive a cash refund—the most generous plan in the industry.**	\$25 per day (\$400 maximum) [†] for U.S./Canada tours \$30 per day (\$400 maximum) [†] for all other tours \$100 surcharge for participants age 66+ The Ultimate Protection Plan must be purchased by the Full Payment Deadline.
COMPREHENSIVE PROTECTION PLAN	ENHANCED health coverage, program interruption, baggage delay/loss, instrument insurance and travel delay protection while on tour. Plus, enhanced medical/job loss cancellation refund policy.	STANDARD cancellation policy.	\$15 per day (\$300 maximum) [†] for U.S./Canada tours \$25 per day (\$300 maximum) [†] for all other tours \$100 surcharge for participants age 66 The Comprehensive Protection Plan must be purchased no later than 65 days prior to departure.
BASIC PROTECTION PLAN	STANDARD health coverage, program interruption, and travel delay protection while on tour. Plus, standard medical/job loss cancellation refund policy.	STANDARD cancellation policy.	Included in program fee deposit

* Cancellation Refund Policy summary refers to cancellations due to non-insured reasons. **Portion of the refund may be in the form of a travel credit voucher. [†]Capped at \$400/\$300 not including the surcharge for participants age 66+. Plan must be purchased for the entirety of the tour, including departure and return dates.

3. IMPORTANT TRAVEL NOTES

Your Passport

Passports are required for all international Encore Tours trips. Passport processing times have increased in recent years, so apply for yours today. This is especially important if you need a visa. Contact your local post office or county office for the forms.

Please note: Some countries require that travelers' passports expire no less than six months after the date of your final day overseas. For more information, visit passports.state.gov.

Non-U.S. Citizens—IMPORTANT

Non-U.S. citizens are responsible for obtaining all documents needed to enter the countries to be visited or connected through, and for reentry into the United States. Please consult the consular offices of the countries on your itinerary, as well as the Bureau of Citizenship and Immigration Services, for complete information.

Visas and Letters of Consent

Visas are required for trips to or connecting through several non-European countries. Letters of consent signed by parents/legal guardians are also required for participants under 18 years of age traveling to certain destinations. Contact your group leader for details.

Adult Travelers on Student Trips

Adult travelers aged 24 and older may request double or single room accommodations for the following fees: Singles, \$95/night (where available); Doubles, \$45/night unless otherwise specified. All rooming requests must be received by Encore Tours 90 days prior to departure and they may not be available on all programs.

Payment Plans

4. CHOOSE A PAYMENT PLAN

You have two ways to pay for your tour:

Automatic Payments Plan – We'll divide your total program balance into smaller monthly installments, which will be withdrawn from the checking account you provide. You can track your payments any time on the My Account section of www.encoretours.com. Sign up for Automatic Payments by filling in that option on the paper registration form or by selecting that payment method during the online registration process.

Note: The deadline to enroll for Automatic Payments is 101 days prior to your departure date. You will be sent a notification email once your enrollment is confirmed.

automatic payments

- THE SIMPLEST WAY TO PAY -

Benefits of Automatic Payments

- It's free.
- Payments are withdrawn automatically – no deadlines to remember or late fees to worry about.
- More time to pay: Final payment can be set up to 45 days prior to departure.
- **Win a free trip!** All participants enrolled in this plan are entered in our Free Trip Sweepstakes.

www.encoretours.com/autopay

Manual Payments Plan – Follow a customized payment plan for your group. Contact your group leader or refer to your customized itinerary with payment schedule for more details.

Important Payment Information:

- If you do not pay in full by the full payment deadline, you will be assessed a \$150 Full Payment Late Fee.
- If you do not pay in full 65 days prior to departure, your reservation will be cancelled as airlines and hotels cannot continue to reserve space.

LATE REGISTRANTS

If you register for the tour within 45 days of the payment deadline, there may not be time to send an invoice prior to the full payment deadline. In order to avoid a late fee, we recommend that you send the full payment with your registration. If you apply after the full payment deadline, be sure to include the full payment of all trip fees and the \$150 Full Payment Late Fee with your registration. Late registrations are subject to availability and must be paid by credit card, cashier's check or money order. We can not accept personal checks within 65 days of departure.

5. GET READY TO TRAVEL

Now you are ready for the experience of a lifetime! Visit www.encoretours.com for information on what to pack, how much spending money to bring, fundraising suggestions and more.



Protection Plans

Your Encore Tours deposit includes Basic Protection coverage, of which certain portions are underwritten by ACE American Insurance Company (Travel Assist) under policy GLM N04965255. This protection is automatically in force during your tour.

Plan Type	Health Protection Includes 24 hour medical assistance, consultation, monitoring and emergency evacuation where deemed necessary by Travel Assist.	Medical/Job Loss Cancellation and Interruption Medical and other cancellation and interruption reasons as stated below.	Baggage Delay/Loss	Instrument Coverage*	Travel Delay Protection
Ultimate Protection Plan BEST!	Coverage up to \$50,000. No deductible. Travel 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 24 is hospitalized for more than 48 hours or more than 1 week if age 24 or older.	For all participants: Full refund except for \$100 plus the price of the Ultimate Protection Plan. Up to \$1,500 toward the cost of a one-way economy ticket to the United States in the case of interruption.	If bags are lost or delayed for more than 24 hours on your outbound journey, Encore Tours will pay \$200 for emergency purposes. If bags are stolen or lost, up to \$1,000 total will be reimbursed by Travel Assist if a signed police or airline report accompanies the claim. (Of this, up to \$200 reserved for loss of photographic or electronic equipment.) \$50 deductible applies.	If instruments are lost or stolen, a total of up to \$1000 will be reimbursed by Travel Assist if a signed police or airline report accompanies the claim. If instruments are damaged, a total of up to \$1000 will be reimbursed by Travel Assist with accompanying repair bills. A \$50 deductible will apply.	If your trip is delayed 12 or more hours, up to \$100 per day of traveling expenses will be reimbursed by Travel Assist up to a maximum of \$500.
Comprehensive Protection Plan BETTER	Coverage up to \$30,000. No deductible. Travel Assist will pay up to \$1,000 for an immediate family member to travel to the trip destination in the event that a participant under age 24 is hospitalized for more than 48 hours or more than 1 week if age 24 or older.	For all participants: Full refund except for \$100 plus the price of the Comprehensive Protection Plan. Up to \$1,000 toward the cost of a one-way economy ticket to the United States in the case of interruption.	If bags are lost or delayed for more than 36 hours on your outbound journey, Encore Tours will pay \$50 for emergency purposes. If bags are stolen or lost, up to \$500 total will be reimbursed by Travel Assist if a signed police or airline report accompanies the claim. (Of this, up to \$100 reserved for loss of photographic or electronic equipment.) \$50 deductible applies.	If instruments are lost or stolen, a total of up to \$500 will be reimbursed by Travel Assist if a signed police or airline report accompanies the claim. If instruments are damaged, a total of up to \$500 will be reimbursed by Travel Assist with accompanying repair bills. A \$50 deductible will apply.	If your trip is delayed 12 or more hours, up to \$100 per day of traveling expenses will be reimbursed by Travel Assist up to a maximum of \$500.
Basic Protection Plan GOOD	Coverage up to \$15,000. \$200 deductible.	65 days or more prior to departure: See "Refund Policies" chart on page 8. Less than 65 days prior to departure: Full refund except for \$1,100. Up to \$250 toward the cost of a one-way economy ticket to the United States in the case of interruption.	No coverage is included.	No coverage is included.	If your trip is delayed 12 or more hours, up to \$100 per day of traveling expenses will be reimbursed by Travel Assist up to a maximum of \$300.

A total of \$495 plus the cost of the Protection Plan must be received in order to activate your plan.

*Coverage amounts are calculated on the basis of the depreciated standard for the individual's specific instrument claimed and its average usable period. Police or security incident report and demonstrated precautions for safekeeping of instrument are required for eligibility. Travel Assist is entitled to make reasonable repair or salvage efforts to restore the instrument or to keep the instrument in place of the replacement instrument. Valid receipts of replacement goods and repairs are required.

Encore Tours 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 their tour will be available online.

Program Cancellation and Program Interruption

The cancellation and program interruption policies apply only to persons who cancel due to a listed insured reason and notify Encore Tours in writing. Accepted insured cancellation and program interruptions are limited to the following circumstances:

- 1) If you or a member of your immediate family (spouse, domestic partner, child, parent, grandparent, sibling or legal guardian) are seriously injured, become ill or die (medical documentation required).
- 2) If an adult participant or either parent/legal guardian of a student participant is laid-off (which must be documented with the appropriate forms from the Social Security Administration). Notification must be made to Encore Tours within seven days of job termination for this benefit to be in force. Program cancellations only.

Travel Assist pays up to \$400 for a covered trip cancellation for Basic, Comprehensive and Ultimate Protection Plans. The balance is refunded by Encore Tours as part of the "Refund Protection Plan," outlined in the Protection Plan booklet.

If, in the event a group leader cancels a scheduled trip because he/she or a member of his/her immediate family (spouse, domestic partner, child, parent, grandparent, sibling or legal guardian) becomes seriously ill, injured or dies, and no replacement can be found, requiring all participants assigned to such group

leader to cancel their trip, payment will not exceed \$4,800 in total for all participants assigned to such group leader.

Travel Accident Protection

Travel Assist provides \$25,000 coverage for accidental death and lower amounts for other accidents. The maximum aggregate total payable under this policy for all Encore Tours participants is \$1,000,000, and benefits may be reduced if this maximum is exceeded.

Travel Security Clause—Non U.S. Destination Trips

As part of the Basic Protection Plan provided by Encore Tours, a group's itinerary can be modified at no cost to participants if: 1) The U.S. Department of State states there has been a terrorist attack against U.S. interests and 2) the U.S. Department of State issues an official Travel Warning that Americans should not travel to any country visited on the itinerary and 3) the official Travel Warning is issued or in effect within 90 days prior to departure.

Travel Security Clause—U.S. Destination Trips

As part of the Basic Protection Plan provided by Encore Tours, a group's itinerary can be modified at no cost to participants if the U.S. Department of State states there has been a terrorist attack against U.S. interests within 90 days prior to departure and within 50 miles of a city being visited.

Refund Policies

Should you have to cancel for a non-insured reason, our refund policy is outlined below. We can only process cancellations upon receipt of a cancellation letter. Any refund that you are owed will be sent within 45 days of receipt of your cancellation letter. Encore Tours recommends the Ultimate Protection Plan that allows you to cancel anytime up to your day of departure for any reason and receive a cash refund!

TOURS WITHIN THE U.S. AND TO CANADA			
# of days prior to departure	Ultimate Protection Plan	Comprehensive Protection Plan	Basic Protection Plan
130+ days	All payments less \$100	All payments less \$200	All payments less \$200
129 to 90 days		All payments less \$250	All payments less \$300
89 to 65 days		All payments less \$300	All payments less \$400
64 to 30 days	All payments less \$200 Travel Credit Voucher	All payments less \$400	All payments less \$500
29 to 15 days	All payments less \$300 Travel Credit Voucher	No refund	No refund
14 days or less	All payments less \$500 Travel Credit Voucher		

TOURS TO ALL OTHER INTERNATIONAL DESTINATIONS			
# of days prior to departure	Ultimate Protection Plan	Comprehensive Protection Plan	Basic Protection Plan
130+ days	All payments less \$100	All payments less \$350	All payments less \$350
129 to 90 days		All payments less \$450	All payments less \$650
89 to 65 days		All payments less \$675	All payments less \$1,100
64 to 30 days	All payments less \$400 Travel Credit Voucher	All payments less \$1,100	All payments less \$1,300
29 to 15 days	All payments less \$600 Travel Credit Voucher	No refund	No refund
14 days or less	All payments less \$800 Travel Credit Voucher		

The non-refundable deposit, Comprehensive Protection Plan Fee, Ultimate Protection Plan Fee and any visa fees are non-refundable and non-transferable. Non-refundable fees also include, but are not limited to, Encore Tours Travel Credit Voucher credits, late fees and cancelled check fees. Encore Tours Travel Credit Vouchers are transferable, are not redeemable for cash and expire two years from the date of issue. Please contact Encore Tours for more details.

CANCELLATION NOTES

There is no provision for refunds for meals, accommodations or transportation, including flight costs or activities missed by participants, for reasons of absence once the program has started. Minor alterations in programs will not result in refunds. Pre-departure materials are not sent to participants who cancel from the program. If a participant elects to obtain a refund, that refund shall be Encore Tours' sole responsibility to participants and parents/legal guardians. **All cancellations must be submitted in writing to Encore Tours' Boston Headquarters at 343 Congress Street, Suite 3100, Boston, MA 02210, or by email to accounts@encoretours.com.**

REINSTATEMENT FEES

Cancelled participants who request to be reinstated must send full payment, including a \$175 Reinstatement Fee (plus any additional airline charges), in the form of a cashier's check or credit card, along with a written request to be reinstated. Reinstatements are subject to airline and hotel availability.

Substitution Policy

Substitutions can be made provided that the participant finds a suitable replacement. Substitute participants must forward a completed Encore Tours registration form together with appropriate payment in accordance with the payment schedule, and these must arrive in the same envelope as the written notice of cancellation for the participant withdrawing from the program. Please write the word "SUBSTITUTE" in large block letters at the top of the form. The substituting participant will pay the trip fees applicable at the time of his/her registration on the Encore Tours program. **Substitutions are not possible within 65 days of departure.** Refunds will be made within 45 days of the completed substitution. Subject to airline and hotel availability.

# of days prior to departure	Refund for Withdrawing Participant
90+ days	All payments less \$200*
89 to 65 days	All payments less \$350*
64 days or less	No substitutions possible

* The Comprehensive Protection Plan Fee, Ultimate Protection Plan Fee and any visa fees are non-refundable and non-transferable.

Terms and Conditions

These Terms and Conditions are valid for all Encore tours departing after January 1, 2018 and are subject to change with or without notice. The most current Terms in effect at the time of your registration will apply, which are available at www.acis.com.

WHAT IS INCLUDED IN THE PROGRAM FEE?

Basic Protection Plan coverage; round-trip air transportation from the designated U.S. departure city (when applicable); all breakfasts and dinners unless dine-out options are selected (or otherwise noted); lunches aboard cruise ships; accommodation in double, triple or quadruple rooms; service of an Encore Tour Manager and tips.

WHAT IS NOT INCLUDED IN THE PROGRAM FEE?

Non-refundable passport fees; non-refundable Comprehensive or Ultimate Protection Plan fees; beverages with meals; lunches (except aboard cruise ships); laundry; any airline baggage charges including for instruments; expenses incurred during free time periods; overnight lodging and meals in the United States prior to departure or upon return of the international flight; non-refundable visa and visa processing costs for destinations which have visa requirements (Note: visas and visa processing costs for non-U.S. citizens may be higher); transportation from participant's home to the airport of departure and back; all applicable adult surcharges; airport taxes that are collected on the spot in foreign airports; charges for departure taxes, airport fees, airline and federal security fees and ticket handling fees; any mandatory new or increased fees/taxes/fuel surcharge levied on airline tickets, hotels, transportation, land services or at ports of entry/exit. In the event that airlines alter their fee structure to include fees or surcharges as part of the base fee rather than as an add-on cost, Encore Tours reserves the right to adjust the program fee accordingly.

ADULT TRAVELERS ON STUDENT PROGRAMS

Adults may request a double room for \$45 per hotel night or a single room for \$95 per hotel night, unless otherwise noted. All special rooming requests must be received by Encore Tours in Boston 90 days prior to departure. In many cases, single rooms, though assuring privacy, are smaller and not as well situated as double rooms. Subject to availability. Please note: double/single room supplements may be higher on certain programs. Check with your group leader for details.

ENROLLMENT DEADLINES/WAITING LIST

Registrations are processed in the Encore Tours Boston office only upon receipt of a completed and signed registration form together with the appropriate payments. Encore Tours reserves the right to refuse any registration at its sole discretion or when Encore Tours air or land space is full, or after ticketing deadlines. New enrollments are not usually accepted within 65 days of departure. In the unusual circumstance that new applications are accepted within 65 days of departure, full payment and late fee must be paid in the form of a cashier's check, money order or by credit card upon registration,

and the participant may be subject to additional air or land surcharges. If a registration is refused, a full refund will be made within 45 days of such refusal. Participants who are placed on a waiting list will receive notification within 45 days of registering from Encore Tours.

PAYMENT PROCESSING

When you provide a check as payment, you authorize us either to use information from the check to make a one-time electronic fund transfer from your account or to process the payment as a check, image or draft transaction. For inquiries, please contact us by any of the methods listed on page 4.

RETURNED CHECKS

Encore Tours will assess a \$50 Return Check Fee for each returned check. Encore can only resubmit returned checks with appropriate authorization either in writing or over the phone.

LATE FEES

Participants who fail to make the appropriate payments or meet payment deadlines will be subject to the late fees outlined on page 6.

PASSPORT NAME CHANGE

Encore Tours will assess a \$250 Name Change Fee plus any additional airline charges to all registered participants who request a passport name change within 90 days of departure.

DEPARTING FROM A DIFFERENT U.S. CITY

Participants not originating from the same U.S. departure city as the main group will be required to pay a \$175 Alternate Gateway Fee and will not be guaranteed air routings with the main group. Depending upon their airport arrival time, these participants may not be met at their arrival airport and may have to make their own way to their first hotel. Participants wishing to fly internationally with the main group must arrange their own transportation to and from the main group's airport.

EXTENDING YOUR STAY

Please confirm the departure date and gateways of your program with your group leader before making your own bookings, as these may be subject to change. In order to return independently from the group, participants must complete an Alternate Return Request Form, indicating a specific alternate return date and Western European city (Russia not included). Participants may return from the city in which their program ends or choose one of the following cities: Frankfurt, London, Madrid, Paris, Rome or Zurich. Encore Tours will invoice participants a \$175 Alternate Return Fee and any additional airline charges if this option is selected. Each subsequent change will be \$130. Full flight and date details along with the Alternate Return Request Form must be received by Encore at least 90 days prior to departure. No changes can be made within 65 days of departure. Otherwise, if participants wish to alter flight arrangements from scheduled program dates, they must plan to make their own domestic and international flight arrangements. All participants flying independently from the group must make their own ground transportation

arrangements to and/or from their departure city and/or arrival airport. Neither Encore Tours nor the group leader supervising the group is responsible for the participant in any way when the participant is not part of the main group. All changes must be submitted to Encore Tours in writing. The airline used is at the discretion of Encore Tours. Confirmation of special flight arrangements is subject to availability and will normally be made within 45 days of departure. No extensions to your stay may be made at the beginning of your tour. Please note: Encore travel protection ends on the last day of your Encore program.

BUYING YOUR OWN AIRLINE TICKET

Please confirm with your group leader the correct departure date and gateways of your program before making your own bookings, as these may be subject to change. Travelers may choose to purchase only the land portion of trips traveling to Western Europe, Costa Rica and select other destinations. Contact Encore Tours for more details. They must make their own round trip travel arrangements and join the program at the first hotel accommodation. Neither Encore Tours nor the group leader is responsible for the participant in any way when the participant is not part of the main group. If you elect the "No Air Fare" (NAF) option, speak with your group leader to determine your adjusted program price. Participants who change from an Encore Tours flight to their own transportation (NAF) or vice versa less than 90 days prior to the scheduled departure date will be charged \$175 for each change. Encore Tours provides internal flights for NAF participants if included on the itinerary. Notification of such change must be in writing. No change can be made within 65 days of departure.

CHANGES IN ITINERARIES AND PROGRAM ASSIGNMENT

Encore Tours reserves the right to make changes in fees, departure dates, departure cities, itinerary sequence, trip direction, airlines, hotels, activities, ship assignment or cruise ports-of-call. On certain dates, especially holidays, some attractions or activities may be closed. Encore Tours reserves the right to substitute attractions or activities. Such changes are not grounds for withdrawal with full refund except as noted under "Refunds." Encore Tours may cancel a program due to unforeseen operational difficulties, lack of projected availability or any other reasons. If a trip is cancelled by Encore Tours, a full refund will be made within 45 days. This is Encore Tours' sole liability, and under no circumstance will Encore be liable for an amount in excess of the program fee.

FINALIZING DEPARTURE DATES

Encore Tours reserves the right to reassign participants to another departure date and/or itinerary. During the winter and spring vacation periods, reassignment will be restricted to a date within the same week as the date originally selected. Encore Tours will notify group leaders of their exact day of departure, who will in turn be responsible for informing participants.

Terms and Conditions

DEPARTURE INFORMATION

JFK, LaGuardia and Newark airports are used interchangeably for New York departures. Dulles and National airports are used interchangeably for Washington D.C. departures. Encore Tours reserves the right to use alternate airports in a city at its own discretion. Participants who change departure gateways between 90 and 65 days of departure will be charged a minimum of \$175. Notification of such change must be in writing. Changes cannot be made within 65 days of departure. No stopovers in the U.S. are allowed.

INTERNATIONAL FLIGHTS

Encore Tours primarily utilizes regularly scheduled flights. Equipment, routing and itinerary for particular flights may be modified by the direct air carrier or by Encore Tours. Single plane service is not guaranteed; alternative aircraft of any carrier may be substituted at any time, and aircraft may make additional stops. Such changes will not create a right to cancellation or refund. On occasion, Geneva, Milan and Nice airports may serve as alternates for each other. Paris and Brussels airports may serve as alternates for each other. Encore Tours is not responsible for flight delays, missed connecting flights, long layovers or any expenses related to such delays.

TICKETS AND FINAL DETAILS

The specific flight itinerary will be made available at least 45 days prior to departure. Airline e-ticket information will be sent at this time only if full payment and the signed release from all participants has been received. Please note that Encore Tours only sends travel documents directly to the group leader and to individuals who are traveling from different cities than the rest of the group.

LUGGAGE

Due to airline and bus restrictions the limit is 44 lbs. per person, which includes one suitcase and one small carry-on item. Airline baggage fees may apply. Luggage travels at the risk of the participant, and Encore Tours is not responsible for any delay of, loss or damage to it or its contents. Most airlines are strictly adhering to their policy of one carry-on bag. Please check with the air carrier directly for their specific baggage liability limitation. Participants are responsible for any airline luggage fees. Airlines are not responsible for any act or event during the time the participants are not on board their planes or conveyances. The participant's contract in use by the airline, when issued, shall constitute the sole contract between the airline and the participant. Any and/or all transportation companies mentioned herein shall have or incur no responsibility for liability to any traveler aside from their liability as common carriers.

Please Note: The transportation of musical instruments and/or additional equipment is permitted. However, airlines may impose additional charge(s) for this. Speak with your group leader or Encore Tours for further details.

TOUR MANAGERS

Encore Tours groups are generally accompanied by an Encore Tour Manager. On cruises and programs to Africa, Canada, China, Latin America, the Pacific and the United States, local representation may be provided instead.

GROUP SIZE

Encore Tours reserves the right to offer small groups the choice of an alternate itinerary or to pay a small group surcharge. It is at the group leader's discretion whether to accept the alternate trip or pay the surcharge. If a participant cancels as a result of a change, standard cancellation policy applies.

ADDITIONAL INFORMATION

Effective date of protection plan coverage is the day you depart for the Encore Tours program for which you are registered. Coverage terminates the day you have returned to your place of residence in the United States or at the end of the Encore Tours program for which you have registered. Notwithstanding any other provision of these Terms & Conditions, you acknowledge and agree that Encore Tours, its affiliates, directors, officers, employees or the group leader, host school or schools, including any person or entity employed or utilized by Encore Tours or host schools in any foreign country cannot be responsible for any injury, loss, damage, accident, delay or expense resulting from events beyond its control, including, without limitation, acts of God, war, terrorism, strikes, incidents of politically-motivated violence, sickness or quarantine, government restrictions or regulations, and, in the absence of its own gross negligence, arising from the use of any vehicle or from Encore Tours' selection of, or from any act or omission by, any host family, bus or car rental agency, steamship, airline, railroad, taxi or tour service, hotel, restaurant, school, university, or other firm, agency, company or individual. Although Encore Tours may endeavor to work with customers to minimize any losses, delays or expenses resulting from any such event, Encore Tours does not guarantee any right to a refund, travel credit, or postponement of travel, except to the extent provided under the Protection Plan in which you participate. Please note that the descriptions in promotional brochures are sample program descriptions only. Your actual itinerary may be reversed or may vary slightly from the original description. The final itinerary which your group leader receives shortly before departure constitutes the program which will be provided by Encore Tours. No warranties, terms or conditions apply to any program unless expressly stated in this brochure or expressly stated in writing and signed by Encore Tours, 343 Congress Street, Suite 3100, Boston, MA 02210.

FINANCIAL SECURITY

Encore Tours shares the coverage available under the USTOA \$1 Million Travelers Assistance Program with affiliates of the American Council for International Studies who, as an active member of the USTOA, is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA \$1 Million Travelers Assistance Program, the advance payments of

Encore Tours customers in the unlikely event of Encore Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Encore Tours and shared among its affiliates may be sufficient to provide only a partial recovery of the advance payments received by Encore Tours. More details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY, 10001, or by email to information@ustoa.com or by visiting their website at www.USTOA.com.

SPECIAL PROVISION

Traveling abroad with Encore Tours will require the ability to walk distances, navigate stairs and transport luggage. Travelers should anticipate encountering natural and architectural barriers outside the United States which Encore Tours cannot and does not control. Special meals and/or medical supervision cannot always be provided. Porterage is not included on Encore Tours programs unless noted in the itinerary.

Encore Tours offers and provides services on a fair and non-discriminatory basis, without consideration of any factor or characteristic prohibited by law and with equal opportunity for all applicants and participants. Encore Tours complies with all laws prohibiting discrimination.

Please Note:

The fees and policies listed above are subject to change. For the most up to date information, please visit www.encoretours.com/register.

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Encore Tours Release

1. I, the undersigned, whose name and signature appear on the reverse side of this form (and my parent or guardian if I am a minor), a registrant for a trip with Encore Tours, a division of the American Council for International Studies, Inc., hereby acknowledge that I have read and agree to the Encore Tours Terms and Conditions and my itinerary description, as well as those provisions contained in the Release below, and acknowledge that they form part of my agreement with Encore Tours including sections concerning responsibility, refunds and changes in dates, cities, hotels and prices.
2. I/my guardian voluntarily consent(s) to participate in all activities (including the possibility of biking, horseback riding, water-based activities and homestays) provided and/or organized by Encore Tours, and I hereby assume all risks of loss and injury that may be incurred, directly or indirectly as a result of my participation in all activities provided and/or organized by Encore Tours. I/my guardian also authorize(s) Encore Tours to arrange for professional care and treatment for myself in case of a medical emergency. I/my guardian agree(s) that if I become ill or incapacitated, Encore Tours may, without incurring any liability, take such actions as it considers necessary under the circumstances, including securing medical treatment for me and transporting me to the United States all at my own expense. I agree to release Encore Tours from any liability for the quality and timeliness of any such medical care received or for any expenses incurred. I understand I must adhere to Encore Tours' Behavior Guidelines (available through my ACIS online account) while traveling and I acknowledge I have read and agree to follow such rules and regulations specified therein. I understand that Encore Tours cannot accept responsibility for travelers not following these rules and regulations, and that I may be sent home at my own expense without benefit of any refund if I do not adhere to Encore Tours behavior guidelines and standards and the instructions of my group leader. I understand that if I am expelled from school or otherwise disciplined by school or civic authorities, I may be declared ineligible for the trip and my participation cancelled, subject to the refund policies stated below.
3. I will indemnify Encore Tours, its affiliates, agents, directors, employees, and my group leader, school, school officials and hold them harmless for any financial liability or obligation which I personally incur, or injury or damage to the person or property of others which I cause or contribute to, while participating on an Encore Tours program.
4. I understand it is my/my guardians' responsibility to meet the group leader accompanying me on a trip with Encore Tours and satisfy myself/themselves as to the appropriateness of the group leader to meet my needs and I/my guardian will inform the group leader of any special requirements for me.
5. I understand that Encore Tours reserves the right to reassign participants to a replacement group leader should the original group leader not participate in the program for any reason.
6. I understand that the air carriers' liability for loss or damage to baggage, or for death or injury to person or property, is limited by their tariffs and/or the Warsaw Convention and related agreements. Further, I understand that the air carriers assume no responsibility during such time that I am not on board their aircraft.
7. I understand that future Encore Tours, ACIS and AIFS advertising and publicity material may include statements made by participants, or their photographs/video footage (including TripStream content). I consent to such use of my content, comments or photographic/video likenesses.
8. I understand that I am responsible for exercising caution and common sense at all times to avoid injuries. I understand that Encore Tours is providing, as part of the program fee, Basic Protection coverage (see page 7) for my benefit, including limited health, accident and life insurance in the event of injury or illness while on an Encore Tours program, as well as limited program cancellation or interruption insurance if I fail to participate or am delayed in connection with an Encore Tours program as a result of certain specified actions or events. I acknowledge that I accept the full description and limitation of this coverage that appears in the protection brochure, a copy of which is available upon request.
9. I hereby waive and release Encore Tours, its affiliates, agents, directors, officers, and employees and my group leader, host school agents and school officials, including any person or entity employed or utilized by Encore Tours or host schools in any foreign country, from all claims arising from any injury, loss, damage, accident, delay, or expense resulting from events beyond its control, including without limitation, acts of God, war, terrorism, strikes, incidents of politically-motivated violence, sickness or quarantine, government restrictions or regulations, and, in the absence of its own gross negligence, arising from the use of any vehicle or from Encore Tours' selection of, or from any act or omission by, any host family, bus or car rental agency, steamship, airline, railroad, taxi or tour service, hotel service, hotel, restaurant, school, university, or other firm, agency, company or individual.
10. If my local municipality, school, school board, school administration or similar group is officially sponsoring this trip, I will receive written notification of that fact from my local municipality, school, school board, school administration or similar group, together with a statement of any responsibility for the trip assumed by that organization. In the absence of such a written notification, I understand that the trip is not officially sponsored or supported by my municipality or my school system, although they may, as a courtesy to the group leader, allow school or municipal premises or services to be used in connection with planning for the trip. Therefore, my local school, school board, school administration, school officials, municipality and municipal officials have no liability or responsibility whatsoever with respect to the trips unless they expressly inform me otherwise in writing, and by going on an Encore Tours trip I expressly release and waive all claims of any type against any or all of the foregoing in any way related to, or arising out of, the trip.
11. I understand that Encore Tours reserves the right to make changes in the program and in program costs as described in the Encore Tours catalog, program brochure and itinerary description without liability for refund.
12. I understand that obtaining a passport is my responsibility. If I am not a U.S. citizen, I understand it is my sole responsibility to obtain, in advance, any visas and other documents which may be required to enter or connect through all the countries on my itinerary and to re-enter the United States. If I have a passport from a country other than the United States, I must contact the local consular offices of the countries I will be visiting to obtain the necessary visas. Such visas are not obtainable on the spot overseas. Whether I am a U.S. citizen or not, Encore Tours will be held harmless in the event I am unable to obtain the necessary documents for participation in the program. I understand that inability to obtain these visas and other documents does not constitute grounds for withdrawal with full refund; the standard refund policy will apply.
13. I understand that Encore Tours provides without charge a re-routed itinerary if: 1) The U.S. Department of State states there has been a terrorist attack against U.S. interests and 2) the U.S. Department of State issues an official Travel Warning that Americans should not travel to any country visited on the itinerary and 3) the official Travel Warning is issued or in effect within 90 days prior to departure. In such situations, if Encore Tours in its sole judgment decides to operate its program, I may withdraw and receive from Encore Tours, under my protection coverage, a full refund less \$100, Comprehensive or Ultimate Protection Plan fee and any visa fees, or after the trip has already commenced, I may withdraw and Encore Tours will provide the cost of a return flight to the U.S. city of departure up to the limit provided without refund of any other fees paid. In situations where protection coverage does not exist, Encore Tours' standard refund policy shall apply. A copy of the protection brochure describing this coverage is available upon request. In all cases Encore Tours reserves the right to cancel, alter, relocate or postpone programs as it determines necessary without penalty.
14. I acknowledge acceptance of the terms of the refund policy as outlined below and in the Encore Tours Terms and Conditions, including the following:

If a participant withdraws this many days before departure	The refund consists of all payments LESS:
130+ days	\$350*
90 to 129 days	\$650*
65 to 89 days	\$1,100*
30 to 64 days	\$1,300*
29 days or less	No Refund

* If the withdrawing participant has paid \$1,300 or less at the time of withdrawal less than 65 days before departure, there will be no refund. Cancellation/Refund Policies may differ for domestic trips; contact Encore Tours for more details.

- I understand that the above chart is the Basic Protection Plan cancellation/refund policy of Encore Tours and that participants may have purchased an upgraded plan.
 - I understand that all refund requests must be in writing and addressed to Encore Tours, 343 Congress Street, Suite 3100, Boston, Massachusetts 02210.
15. I understand that group leaders who travel with their participants may receive complimentary benefits from Encore Tours or its affiliates as compensation for chaperoning, preparation and organization of the travel program.
 16. I agree that any dispute with Encore Tours will be submitted to binding arbitration, to be conducted substantially in accordance with the rules of the American Arbitration Association. Unless Encore Tours agrees to a different location, the arbitration shall be conducted in New York County, New York State. I agree that if I do not substantially prevail in the arbitration, I will be responsible for Encore Tours' expenses, including lawyers' fees participating in the arbitration. The decision of the arbitrator shall be final. I understand that by signing this agreement, I am giving up my right to have any claim against Encore Tours decided in court before a judge or jury.
 17. This agreement will be effective when my application is accepted by Encore Tours and shall be governed by the laws of the State of Connecticut. This agreement cannot be modified except in writing by Encore Tours.

Note: Please be sure that the appropriate signatures appear on the reverse side of this form in the section designated "signatures."



Encore Tours Registration Form

Office Use Only



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Please use blue or black ink, print in CAPITAL LETTERS and fill in circles completely (ex: ●). Do not staple anything to this form. Please return this form to: Encore Tours, 343 Congress Street, Suite 3100, Boston, MA 02210

Program Selection

Group Leader's Last Name

Group #

Departure Date / /
MM/DD/YYYY

Please List Instrument or Voice Part _____

- Performer
- Non - Performer
- Director

Personal Information

Last Name (Print all of your names exactly as they appear on your passport.)

First Name

Middle Name

Address

City

State

Zip

Home Telephone

Date of Birth MM/DD/YYYY / /

Gender: M F

Participant Email

Parent/Other Email

Parent/Emergency Contact Info: Required for all participants.

Name

Telephone

Rooming and Additional Options: Please fill in all that apply.

- I am traveling with a family member and prefer to room in a double twin triple with: _____ and _____ (Both participants may incur a surcharge to guarantee a twin or double room)
- I am over 24 and wish to pay a surcharge for a single room (where available).
- I will book my own round-trip air transportation. (I will meet the group at the first hotel.)
- I would like to extend my stay after the trip. (A form will be sent to you about alternate returns. Western Europe only.)
- I would like Encore Tours to book me from a DIFFERENT U.S. departure city than that of my group: _____

Protection Plans: Please see page 3 or www.encoretours.com/resources/insurance.cfm for more information.

- I choose Ultimate Protection Plan (our most enhanced health, baggage, instrument and cancellation coverage). (If no selection is made, coverage defaults to the Comprehensive Protection Plan)
- I choose Comprehensive Protection Plan (our enhanced health, baggage, instrument and cancellation coverage).
- I decline additional coverage at this time.

Payment: Please pay via check or money order made payable to Encore Tours.

Initial Payment: \$200.

Amount Enclosed \$

Select your preferred Payment Plan:

Automatic Payments My program balance will be divided into convenient equal monthly installments and deducted from the checking account used for my initial payment up to 45 days prior to departure.

Enter to Win Your Tour For Free!
Available to all participants enrolled in our Automatic Payments plan.
Learn more at www.encoretours.com/autopay

Manual Payments I will be responsible for paying my full balance according to the payment schedule on page 6 or the specific schedule set up for my group. Final balance is typically due 90+ days prior to departure. Late fees may apply.

Signatures

I have read the attached Encore Tours Terms and Conditions and the Encore Tours Release and agree to be bound thereby, **and agree to be responsible for all amounts owed Encore Tours.** I am in good physical and mental health and am able to travel without special medical supervision or special counseling.

Signature of Registrant _____

Date _____

All registrants under 21 years of age must have the following section completed: I am the parent/legal guardian of the above minor registrant. I have read the Encore Tours Terms and Conditions and the Encore Tours Release, and agree to be bound thereby, and agree to be responsible for all amounts owed Encore Tours by the minor and any other actions by the minor on the Encore Tours trip. I hereby consent to the above minor registrant's participation in all activities organized and/or provided by Encore Tours. I hereby assume all risks of loss and injury that may be incurred, directly or indirectly, as a result of any such participation and authorize Encore Tours to arrange for professional care/treatment in case of an emergency.

Signature of Parent or Guardian _____

Print Name _____

Date _____

Return this form to: Encore Tours, 343 Congress St, Suite 3100, Boston, MA 02210

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