

BOOKING & GENERAL POLICIES – USA

Booking deadline policy

Policy statement

All group bookings and rosters must be finalized and locked no later than 30 days before arrival. Individual bookings will be accepted in the US centres at extra charge. All programs are based on a 2-week schedule, a 3-week program must be formally requested and is subject to reaching on a minimum number of students of 30 pax.

Definitions

A **group booking** is defined as a reservation for a set of individuals traveling together under a single booking arrangement with a unique booking reference number assigned to it. For the group booking to be finalized, it must include all the details listed below.

1. Centre
2. Arrival and departure date
3. Group size
4. Type of accommodation
5. Package type
6. Airport transfer requirements

For a group booking to be finalized, the status of the booking must also be set to confirmed upon deposit payment.

A **roster** is defined as a detailed list that includes specific information about each individual within a group booking. It encompasses the details listed below.

1. Flight details
2. Type of passenger
3. Full name
4. Gender
5. DOB
6. Food allergies and dietary requirements
7. Contact details for GLs
8. Passport number for passengers requiring visa letters

For rosters to be finalized, they must be locked by agents 30 days prior to the arrival dates.

Consequences of Non-Compliance

Whenever the 30-day deadline is not respected, one or more of the consequences of non-compliance outlined below may apply:

1. Program modifications, including for example excursion replacements
2. Missed services including meals, lessons, attractions, and transportation provisions
3. Assignment to rooms which may not meet usual standards
4. Additional costs or fees

Late booking and modification policy

Scope

This policy is applicable when new group bookings or modifications to existing group bookings are needed within 30 days of arrival.

This policy does not cover cancellations within 30 days of arrival, either of individual passengers or entire groups. Cancellation policies are detailed separately in our Terms and Conditions.

Policy statement

Late bookings and modifications must be formally requested to PLUS USA and may or may not be accommodated depending on availability and operational capacity at the time of the request.

Definitions

Late bookings and modifications are defined as any bookings or modifications requested within 30 days of arrival. These include:

1. New group bookings
2. Additional passengers within existing group bookings
3. Date changes to either part or the full group booking
4. Changes to locked rosters, for example replacing one passenger with another
5. Changes to flight details, including arrival/departure airport, date or time

Procedures

Late bookings and modifications require a request sent to PLUS USA. If the request is approved, the group booking and/or roster must be promptly updated on Vision, ensuring the group booking is finalized and its roster locked. Arrangements will be made by PLUS USA only once the data have been duly updated.

PARTICIPANTS' REQUIREMENTS

All participants have to comply with the following requirements:



1. English version of medical insurance (Minimum coverage of \$ 30,000.00 is requested). PLUS USA will not cover medical expenses not covered by the insurance
2. Participants will provide Loco Parentis on site upon arrival
3. NY St John's campus only: Registration for Storm Card to be completed within 20 days prior to the arrival dates. In case registration is not completed, Storm Cards will be produced on campus and \$30 will be charged.

DELAYED OR CANCELLED FLIGHTS

In case of delayed or cancelled flights the following services will not be guaranteed and additional costs may be applied:

- Airport transfer
- Meet and Greet at the airport
- Plus USA staff assistance for check-in on campus
- Missed services including meals, lessons, attractions, and transportation provisions

PROGRAMS, ADD-ONS, SPECIAL COURSES

- Activity Programs cannot be changed or modified on request.
- Final detailed program will be provided 2 weeks prior to arrival date
- The 3-week program is based on 30 participants minimum
- Add-ons can only be booked in advance 30 days prior to the arrival date, they cannot be purchased on site
- Special courses will be activated based on a minimum of 20 participants
- Weekend away: participants will be accommodated in multiple rooms together with other PLUS students

ON-SITE STAFF

Campus Operations Manager

Each site's Campus Operations Manager is a strong leader who balances the administrative work needed to keep the campus running with the personal touches of customer service to keep our group leaders and students safe and happy. Their duties include managing logistics related to housing, dining, and other on-campus needs as well as working closely with group leaders to manage any concerns or questions that arise.

Activity Manager

Activity Managers (and Assistant Activity Managers, if applicable at your program site) are responsible for organizing all on- and off-campus activities. On campus, our Activity Management team organizes social events and celebrations like graduations, talent shows,



discos, movie nights, and more. Off campus, our Activity Managers keep excursion logistics running smoothly by handling matters including transportation, ticketing, and schedules.

Activity Coordinator

Our Activity Coordinators are the heart and soul of our activity program – they are energetic, knowledgeable guides who lead each excursion and group activity with both fun and safety in mind. Along with our Activity Management team, they reside in the on-campus accommodations and are always eager to build connections with students and provide friendly cultural exchange opportunities.

Summer Counselor (if applicable at your program site)

Summer Counselors are part-time, non-residential staff members who provide additional support to our program, usually in the form of leading tours and assisting with on-campus activities. Our Summer Counselors are typically residents of the area, so their local knowledge offers extra insight into the city for maximum exploration and enjoyment.

Academic Supervisor

Each site's Academic Supervisor is responsible for supervising our team of Instructors as well as managing the classroom logistics and academic scheduling for that campus. Academic Supervisors (and Assistant Academic Supervisors, if applicable) lead the standard for EFL teaching on our campuses and are available to respond to any academic-related concerns that may arise.

Instructor

Our dedicated Instructor team implements our specially designed EFL curriculum in small-group classroom settings. Instructors are skilled in classroom management and are trained to facilitate engaging lesson plans tailored to students of all proficiency levels.