We continue to proactively monitor the coronavirus with the support of our medical and risk management partners.

Here are some answers to questions we are frequently hearing from customers:

**Will my program be cancelled?**
We are committed to student safety and will not take anyone to a location that is not deemed safe for travel. *At this point, the CDC is not advising against travel to the U.K., U.S., France, or Spain.* The risk of contracting coronavirus in our destination cities remains low, and our partners advise that it remains safe to travel in your chosen destination. *Therefore, we are operating under the assumption that the programs will go ahead as normal.*

**What are you doing to keep students safe, more generally?**
Our Medical Director, Dr. Neal Sikka, has advised on guidelines for all programs, and we will implement additional training for our program’s staff to encourage best hygiene practices. These best practices include frequent hand washes and refraining from the unnecessary touching of surfaces or people. We will continue to follow any developments and reconsider activities to avoid any additional areas of concern.

**Will I get a refund?**
In the unlikely event that your attendance at a specific program is not possible because the CDC issues a Travel Advisory Level 3 to the program’s destination, the host country imposes restrictions or quarantine requirements, Oxbridge decides to cancel a program, or you are unable to secure a visa, we will offer you a range of flexible options:

- **Switch your program:** We run extraordinary programs in the U.S., U.K., Spain and France. We would work with you individually to find a destination that is a better option for you and ensure that such a switch works in your favor from a financial standpoint.
- **Postpone your program:** You could postpone your attendance to the program to a future year in July/August of 2021 or 2022. Your base program fee won’t change and will stay at our 2020 tuition rate.
- **Receive a refund:** In these extraordinary circumstances, we will amend our policies to allow you to cancel and receive a full refund* upon informing us by email and presenting documents verifying the reason for your cancellation. The requirement to email Oxbridge is voided in the event that Oxbridge cancels the program you were enrolled in.

In no instance shall Oxbridge be liable to Student or Parent for any expenses incurred by Parent and/or Student not expressly identified among those expenses listed as Tuition, including, without limitation, any expenses for travel to the Program city and any other miscellaneous expenses incurred by Parent and/or Student.

In all other cases, any refund related to the cancellation of your student’s program will be managed under the terms and conditions policy for that program.
*For full transparency, please note that if you purchased the Medical Emergency Cancellation Plan (previously referred as Emergency Cancellation Insurance) at the time of registration, this is a non-refundable program fee in the event of any cancellation.

**What if a student or group is quarantined?**
In the unlikely event that an individual is quarantined, WorldStrides is committed to supporting all travelers until their safe return home. WorldStrides is a large organization with multiple security partnerships and significant resources devoted to proactive planning for the safety of our travelers. Depending on the location and duration of the quarantine, the support needed may vary, but we are committed to the following, at no cost to you:

- Our WorldStrides operations and on-site teams stand ready 24/7 to assist in meeting immediate needs such as securing lodging, transportation and meals.
- Our WorldStrides local staff are available 24/7 to provide on the ground support and guidance, utilizing their local language skills, contacts and experience to navigate challenges as they arise.
- Our risk professionals are knowledgeable and experienced in working with embassy personnel.
- WorldStrides’ partnership with George Washington University Department of Medicine and our Doctors on Call program gives our travelers 24/7 access to English-speaking medical professionals.
- Our partnership with AXA Behavioral Health gives our travelers 24/7 complimentary access to counseling services.
- Our partnership with WorldAware includes support for emergency evacuations.
- WorldStrides will work with you to ensure that any additional costs associated with travel delays due to quarantine are covered (e.g. airline change fees, accommodations, meals, transportation).

**What if a student gets sick?**
Students (and adults too) do sometimes fall ill while traveling, which is why we have invested in our Doctors on Call partnership with the George Washington University Department of Emergency Medicine. In the event that a student becomes sick, we will follow our best practices to allow the student to rest, and avoid spreading germs, and, where appropriate, seek additional guidance or care from our Doctors on Call.

In response to the coronavirus (COVID-19), we have developed additional guidance and protocols. If we have reason to believe a student has been exposed to COVID-19, we will immediately engage local health authorities and our Medical Director, Dr. Neil Sikka of George Washington University Hospital Department of Medicine.

Dr. Sikka advises that if a person is feeling ill, it is essential not to wait until an individual is very sick to seek advice and help. COVID-19 is an influenza-like illness. Like the flu, most people who get COVID-19 will only need rest and over the counter medications to recover fully. However, immediate care helps to avoid the unlikely situation that a person might become very sick and need to go to a clinic or hospital to get better.
What can I do to stay healthy?
To keep yourself and others safe and healthy:

- Comply with special instructions issued by local officials.
- Adhere to known, effective best practices to minimize your chance of catching respiratory infections:
  - Do not touch any part of your face without first washing your hands.
  - Avoid contact with persons who are already ill.
  - Avoid unnecessary touching of other persons (e.g. shaking hands in greeting) and limit touching publicy-shared surfaces, where possible.
- Wash your hands frequently with soap and water for at least 20 seconds.
- Carry hand sanitizer (60-95% alcohol) and use it for situations where hand washing might not be possible.
- When you cough or sneeze, cover your mouth with a tissue or in your elbow.