

FREQUENTLY ASKED QUESTIONS

What is the fastest way to learn more about upcoming programs?

You can now access information about our educational travel programs through our travel Web site. While we are not able to provide individual emails with full program information, you can find printable PDF files for many of our program brochures on our Web site.

How do I make my travel arrangements?

Travel arrangements can be made by contacting our tour operator, listed in each program brochure.

What forms of payment are accepted?

Each tour operator has their own policies about which forms of payment they accept. You should check the brochure for the correct information of the travel program in which you are interested.

Do I have to use the group flights or can I make my own flight arrangements?

Often tour operators are able to secure group air packages at very attractive rates. These tickets come with strictly enforced airline restrictions, such as no pre-assigned seating and cancellation penalties. You are free to make your own air arrangements; however, if you do not purchase your air tickets through our tour operator the group transfer to the hotel or ship may not be included in the program price.

How many Carnegie Mellon alumni participate in these trips?

Each program varies but there are about 10-25 people affiliated with Carnegie Mellon on each trip.

Do I have to be a graduate of Carnegie Mellon to participate in this travel program?

No. All are welcome!

Will alumni/participants from other institutions take part in these trips?

Yes, other educational institutions participate in these programs. Lectures are open to participants from all institutions.

When will a brochure for a program become available?

Typically brochures are produced 6-9 months before departure.

When will I receive confirmation of my registration?

You should receive an acknowledgement from our tour operator within two weeks of submitting your confirmed registration.

What if I am traveling alone?

We welcome those traveling on their own. If you wish, you can request to room with another passenger traveling alone. These requests, however, are not guaranteed and may have a surcharge associated.

How much walking and physical activity is involved?

The amount of walking depends on the program. Participants must be in good physical and mental health and be able to keep up with the pace of the group. If you require extraordinary assistance, you must be accompanied by someone who can and will provide necessary assistance. Staff will not be able to provide mobility assistance.

Should I purchase trip insurance and international health insurance?

This is a personal choice. Many people do choose to purchase trip cancellation insurance, however it is entirely up to you. If, however, you do not choose to purchase trip cancellation insurance or international health insurance, any costs incurred either due to late cancellation or a health

emergency overseas will be at your own expense. Neither the tour operator nor Carnegie Mellon University will be able to cover those expenses for you.

What is the refund or cancellation policy?

Cancellations of all or any part of the trip will not be effective until received in writing in the offices of the tour operator. Reservation cancellations are subject to administrative fees. Please refer to the specific brochure for your program for complete cancellation information. We strive to provide a refund of all recoverable costs.