

EF Global Rewards Program Terms and Conditions 2026

Group Leaders are automatically enrolled in the Global Rewards Loyalty Program. Participation in the Global Rewards Loyalty Program is optional and subject to the Terms and Conditions outlined herein. Redemption items and their corresponding point values are subject to change. Terms and Conditions are subject to change with or without notice. EF Educational Tours (“EF”) reserves the right to suspend Global Rewards accounts without notice. For updated point values and rewards information, please visit our website at www.eftours.ca/rewards.

Global Rewards Participation

Please note that some school boards may only allow limited or no participation in the Global Rewards Program. EF will honour the regulations set by your school district. Group Leaders who choose to participate in the Global Reward Loyalty Program are responsible for ensuring that they are in compliance with any federal, provincial, local or district rules that may apply regarding membership in the program and the redemption of any available benefit. Please contact your Tour Consultant or global.rewards@ef.com to learn more about the regulations in your region.

How are Membership Levels calculated?

Membership levels are calculated based on the total number of tours you have led as a Group Leader with EF Educational Tours and EF Go Ahead Tours (henceforth referred to as the “EF Tours family”). Membership levels are re-calculated upon return home from each tour led as a Group Leader. The calculation of Membership levels began Jan. 1, 1990.

How many tours do I need to lead to go up in Membership Level?

Every new Group Leader starts as a Bronze Member (beginning with your first tour). After you complete two tours as a Group Leader you move to a Silver Member. After completing five tours as a Group Leader you move to a Gold Member, and after completing 10 tours as a Group Leader you move to a Platinum Member.

How do I earn Global Points?

Lead a qualifying tour

You earn one point per tour day per full-paying traveller on your EF tour. (must have a minimum of six full-paying travellers in order to start earning points). Tours led with fewer than six full-paying travellers do not earn any points on those travellers (the tour will still count toward membership level). Points are awarded for the total number of standard tour days and not for stay-ahead/stay-behind periods. Global Points are not awarded for free-place travellers, travellers who receive family or faculty discounts, and travellers who cancel their enrolments or who transfer to another tour. Land-only travellers do count toward Global Points.

Referral of a future EF Group Leader

The EF Referral Program is available to existing customers with an active account who are leading or have led at least one tour as a Group Leader with the EF Tours Family. Input referrals at www.eftours.ca/referral

How do I keep my account active?

To keep your account active, at least once every four years you must complete one of the following: lead a tour in the EF Tours family with a minimum of six full paying travellers, travel on a tour in the EF Tours family as a chaperone, free place or individual traveller, or make a valid referral. A valid referral happens when your referral plans their first EF Educational Tour with at least ten full-paying travellers within four years of the date you submitted the referral to EF. When this occurs, you or your school will earn your choice of 500 Global Points, or a \$1,000 cash bonus. The referral bonus will not be awarded for a Group Leader travelling on the

same tour with you, unless the Group Leader is teaching in a different school. The referral bonus is not valid for a replacement Group Leader in the event that the original Group Leader is unable to travel. Only one bonus may be awarded per tour. If your referral to EF is valid, 500 Global Points will post to your account on the day your referral plans their qualifying EF Tour with at least 10 paying travellers. If you prefer the cash bonus, the 500 points will be deducted from your Global Rewards account, and then the \$1,000 as a direct deposit payment will be made to your bank account. In some cases, based on your School Board requirements, the \$1,000 cash referral bonus can only be sent as a cheque to your school and cannot be sent to the Group Leader directly. Requests for a cash bonus (or other special referral incentives if applicable) in lieu of 500 Global Points must be made within 1 year of the referred Group Leader's first tour. All referral bonuses must be claimed within 1 year of the referred Group Leader's first tour.

All listed point values or cash amounts for referrals are subject to change any time without notice by EF.

When do my Global Points become available?

Global Points earned through leading a qualifying student tour remain as Pending Points until the tour departs, at which time they become Active Points. Global Points earned through making a qualified referral remain as Pending Points until the referee reaches 10 full-paying travellers on their first student tour, at which time they become Active Points. Points cannot be redeemed for a reward until they are Active Points.

The exception is Discovery Tours, for which pending points can be redeemed to supplement active points. Global Points are non-negotiable, non-transferable and have no alternative cash value. You cannot pool your points with another Group Leader to redeem a reward. You must lead and travel on your EF Tour to qualify for benefits and incentives related to that tour including, but not limited to, Global Points, Discovery Tours and membership benefits.

What happens to my Global Points if there are cancellations on my tour?

If you cancel your tour, pending points will be removed from your account. If an individual traveller cancels from your tour, points associated with that traveller will be removed from your account. If you have already redeemed these points for a reward, then cancellations will result in a negative Global Points account balance.

Do my Global Points expire?

Points do not expire if you maintain an active account. To keep your account active, at least once every four years you must complete one of the following: lead a tour in the EF Tours family with a minimum of six full-paying travellers, travel on a tour in the EF Tours family as a chaperone, free place or individual traveller, or make a valid referral. After four years with no tour activity or valid referral, all Global Points on your account expire. Expired points cannot be reinstated.

What redemption options are available?

EF Discovery Tours

To qualify to attend, you must be a Group Leader leading an EF Educational Tour for the same travel season as the Discovery Tour. You must have a positive active point balance to redeem for a Discovery Tour. To enroll, submit your request online through your Group Leader Global Rewards secure site as soon as you have qualified. Discovery Tours are filled on a first-come, first-served basis. Exact dates and point values for Discovery Tours will be available online. Confirmation of attendance is contingent upon your signing EF's standard Terms and Conditions and EF's Discovery Tour Terms and Conditions. You may bring only one adult guest (paying with points or cash). All guests must be accompanied by a Group Leader. Guests must be at least 18 years of age. Cancellations from a Discovery Tour under 110 days prior to departure may result in cancellation fees. See Discovery Tour Terms and Conditions for full program details.

EF's Flight and Hotel Finder

You can use the EF Flight and Hotel Finder website to search for and book domestic and international flights and hotels using your Global Points. A minimum of 100 active points is required to search for flights and hotels on the booking engine, and flights and hotels must be booked at

least 24 hours in advance. No changes or refunds can be made to a ticketed flight or a confirmed hotel booking. A listing on the EF Flight and Hotel Finder website does not imply, suggest, or constitute a recommendation by EF of that Travel Product or Travel Provider, or any affiliation with such Travel Provider. Since EF does not control the Travel Products and does not verify the content uploaded by the Travel Providers, it is not possible for us to guarantee the prices displayed on our website. Using the booking engine implies that you accept the terms and conditions outlined at <https://www.eftours.ca/help-centre/payments-and-policies/booking-conditions>.

On-Tour Experiences

Optional excursions: Global Points may be redeemed toward pre-booked optional excursions offered on your tour. Your request must be received at least 110 days prior to departure.

Single room upgrade: Global Points may be redeemed toward upgrading an adult traveller from a twin room to a single room on your student tour. Your request must be received at least 110 days prior to departure.

Student Scholarships: Global Points may be redeemed toward a tour scholarship for a traveller. Scholarships are redeemed in increments of 10 points. Scholarships may not be used to pay for application deposits or Global Travel Protection Plan. If the scholarship recipient cancels from the tour it may result in the loss of your points.

Travel on a colleague's tour: Global Points may be redeemed toward your program price if you are a paying traveller on a friend or colleague's tour. You must receive approval from the Group Leader to participate in their tour. Your request must be received at least 110 days prior to departure. If you cancel from your colleague's tour it may result in the loss of your points.

Go Ahead and Language School Rewards

Points can be redeemed towards any of EF Go Ahead Tours' offerings in increments of 100 points. EF makes every effort to accommodate desired dates of departure, EF cannot always guarantee exact dates, and some flexibility on the part of the Group Leader may be required.

After Global Points have been redeemed, the booking is non-refundable and EF Language School or EF Go Ahead Tours Terms and Conditions will apply. In the event of weather delays or cancellations, the airlines will attempt to rebook. EF cannot guarantee rescheduling of trips or Global Point reimbursement.

Are there any redemption restrictions?

Only active points can be redeemed for a reward (the one exception being Discovery Tours). Only items listed by EF are available; upgrades are available for some items at an additional point value. EF reserves the right to make alterations to Global Point totals needed for travel and to discontinue or change rewards at any time. Please refer to your Group Leader Global Rewards secure site for the most up-to-date reward items and point values. Travel dates are subject to airline contract availability, and flexibility of date and time may be required.

Offers are subject to change without notice.

For Gold Members

By default, you will be placed in a twin room on your student tour. As a Gold Member, you are eligible for a free upgrade to a single room. To request this upgrade, you must notify us at least 110 days before your departure date. Please note that this upgrade is only valid on qualifying student tours and cannot be used on reward tours or transferred to another person. If you choose not to request a single room, or do not request one in time, the upgrade is forfeited and has no alternative cash or credit value.

Opting out of the Global Rewards Loyalty Program

You may opt out of the Global Rewards Loyalty Program. By opting out of the program, all points accrued are forfeited. Points remain non-transferable. Your membership level will be maintained, however. You may re-join the program and your account balance will start at zero points. Points associated with tours led during the opt-out period will not be credited to your account. Global Points

and bonuses are not retroactive.

Closure of Global Rewards Account

I agree that EF shall have the right, at its discretion, to terminate my services as Group Leader for actions or conduct which EF considers to be detrimental or incompatible with the safety, comfort or welfare of the tour. In that event, any accrued loyalty points or trips planned through the redemption of loyalty points may be removed from my account at EF's discretion.

Legal Responsibilities

EF is not responsible for any events including, but not limited to, personal injury, property damage or loss of earnings from any event whatsoever. EF reserves the right to make changes to the Global Rewards Loyalty Program at any time and without notice, including but not limited to, changes in point expiration policies, membership levels, and benefits offered under the program.

Any cash funds received through the Global Rewards Program are the responsibility of the Group Leader. The Group Leader understands that if these funds are not distributed to travellers or the travellers' school, used on their behalf, or directed to an affiliated school, the full amount (or any associated benefit) must be reported as income on their personal tax return. In the event you are no longer able to act as a Group Leader due to actions or conduct which EF, your school or another relevant party considers to be detrimental or incompatible with your responsibilities as a Group Leader or the safety, comfort or welfare of an ongoing or future tour, you understand you will forfeit any pending points and will be required to redeem any remaining points within 30 days.