

## **Study Abroad and Global Exchange**

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Dear Study Abroad Traveler:

By now, you have likely read the President's email concerning foreign travel and the COVID-19 outbreak. As your safety is of the utmost importance to us, we have made the decision to cancel all non-essential foreign travel, which includes Study Abroad, for the foreseeable future. I realize that this is likely very disappointing news and potentially presents problems for many of you. I want to assure you that we are taking steps to address your concerns. Deans, department heads, and faculty leaders have been instructed to work with students who may now find themselves short credit hours that were previously tied to a Study Abroad experience. Likewise, I am working with Business Services to determine the most feasible way to reimburse travelers for any out-of-pocket expenses related to approved Study Abroad experiences. In many cases, these experiences are being canceled with enough notice that touring companies are willingly providing refunds. In the event that we are not able to secure a complete refund for you through a touring company, we will cover the costs of your out-of-pocket trip related expenses. Please go ahead and gather any receipts you may have related to your planned trip and have them ready to share if/when requested. While I do not have step by step instructions for you at this point, I would ask that you adhere to the following best practices to ensure that we provide efficient service to you and other travelers:

- Allow your group leader/trip organizer time to contact a touring company (if applicable) to cancel your trip and request a travel voucher for future Study Abroad travel or a refund if eligible.
- If your leader is unable to secure a complete refund, s/he will work with my office to arrange for reimbursement to you directly from the university.
- If you were required to arrange your own airfare, lodging, transportation, etc, please reach out to those entities and attempt to cancel your reservations immediately. If you are unable to receive a refund or credit for your reservation, the university will work with you to arrange for reimbursement.

**Please do not contact the travel agency who has been working with the group unless you are directed to do so by your group leader/trip organizer.**

I want to assure you that we are working to make this cancellation process as smooth as possible. Dr. Robitaille and I will be in touch with more information shortly.

Best,

Dr. Barkley

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