

## General FAQ

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### **Can you please describe the application process, deadlines, and when I will know about participating on this program?**

After we receive your preliminary application, Global LAB will review it and contact your references. Admission is on a rolling basis and we generally inform you of our preliminary decision within two to three weeks of receiving your application. Official admission is contingent on your physician's approval.

A \$500 program deposit is due upon receipt of the preliminary application. The remainder of tuition is due before July 1st for the fall semester and before December 1st for the spring semester. For summer programs, the remainder of tuition is due 60 days before the program start date.

### **What will I need to pack? What about health concerns?**

Global LAB will send out all relevant instructions to help prepare you for a learning adventure of a lifetime. This information pack will include clothing and equipment suggestions; diet, hygiene, and medical advice to ensure that you stay healthy; and a diverse collection of reading materials—from guidebooks to contemporary poetry—to make sure that you are well prepared to get the most possible out of the program.

### **What kind of insurance do I need?**

In addition to required medical insurance coverage, we recommend that participants purchase travel insurance to protect themselves against financial loss in the case of personal emergency, or other unforeseen events requiring last minute cancellation.

### **Can I use my own travel agent and meet the group overseas?**

We strongly encourage all participants to travel as a group from the United States. We use an outstanding travel agent who secures unbeatable group rates. After we receive your application, we'll send detailed information about travel.

### **What kind of travel documents do I need?**

You must have a passport for international travel that is valid for six months after your intended date of departure. You will also need visa(s) for many of the countries we will visit, but we will send you information on how to obtain that.

### **Does the trip's itinerary ever change in the course of the program?**

We do everything possible to stick to the promised itinerary. Sometimes changes are required for group health or safety. In these cases, we create alternate, comparable itineraries.

### **How easy will it be for me to be in communication with family or friends back home?**

Fortunately for all travelers, there are still some remote places where phones and email access are hard to come by. We love spending time in those rare spots and hope you will too. However, with the exception of the trek, most days will be spent in the vicinity of relatively modern telecommunications. In addition, Global LAB's US office will be in regular contact with our groups and can provide friends and family information on participants' whereabouts if necessary.

### **What if I get really sick or injured and need to come home early?**

We don't expect you will, but nonetheless, Global LAB program directors are fully trained and prepared to handle medical emergencies. Should health issues require an early departure, we will expedite your return trip and coordinate all logistics. Global LAB is not responsible for any costs associated with unplanned departures, whether for medical, emotional, or other reasons. Make sure you check your health insurance to verify that it covers you when outside the US; if not, you should purchase travel insurance.

### **How physically strenuous is this program going to be?**

You will want to get the most out of your time and we cannot stress enough the importance of being in relatively good physical condition. You don't need to train for a marathon, but we pack the days pretty full and you will not regret having plenty of stamina. We do ask for a health form signed by your doctor prior to departure.

**What Is Global LAB's cancellation and refund policy?**

Unless the participant has purchased travel insurance, any costs incurred due to cancellation fees on air tickets, hotel reservations or other pre-paid expenses will be deducted. Then, the refund will be calculated as follows:

If Global LAB does not accept a student's application, the full deposit will be refunded less a \$25 processing fee.

50% of the program deposit is refundable up to 90 days before departure. If a participant withdraws his/her application within 90 days of departure, the deposit is not refundable. The \$500 deposit is fully credited toward program tuition.

50% of the tuition balance is refundable up to 30 days prior departure. If cancellation occurs within 30 days of departure, 20% of tuition is refundable.

**How can I reach you if I have other questions?**

For general questions, visit our web site at [www.global-lab.org](http://www.global-lab.org). You may also call our office at 1.800.984.4522 or email [admissions@global-lab.org](mailto:admissions@global-lab.org). We are always happy to hear from you and will do our best to answer any specific concerns or questions you may have about participating in one of Global LAB's programs.