

# Payment Policies

EFFECTIVE DATE: September 9, 2022

These Payment Policies contain important information about participating in an EdConnect Program (as defined in the EdConnect Participant Terms and Conditions), and/or using the website, applications, or any other services (collectively the “Services”), offered by EdConnect Immersive Travel, LLC. (collectively with its subsidiaries, affiliates, managers, members, successors, employees, agents, representatives, and assigns referred to herein as “EdConnect,” “we,” “us,” or “our”). Under the EdConnect Participant Terms and Conditions, which constitute a binding contract between you (“you,” “your,” or “Participant”) and EdConnect, you are also agreeing to these policies.

## 1. Program Fees

1.1 The non-refundable and non-transferable down payment. To reserve your space on an EdConnect Program a down payment is required upon commitment to a specific destination. For the purposes of these Payment Policies, payment for EdConnect Programs that require full payment upfront shall constitute a “down payment”. The down payment cannot be transferred to another person, and it cannot be transferred for use towards a different type of EdConnect Program. Barring the exceptions described in sections 2.1, 4.4, and 4.5 below, the down payment is non-refundable; and barring the exceptions described in section 2.2 below, the down payment cannot be transferred for use towards a different destination.

## 2. Refund and Changes

2.1 Extreme Situations. In certain extreme situations, EdConnect may waive its strict refund and transfer policies. Waiver of such policies is at EdConnect’s sole discretion. While not an exhaustive list, extreme situations would not automatically include visa / passport issues, change in personal circumstance, illness or injury in relation to a pre-existing condition, or illness from COVID-19.

2.2 EdConnect reserves the right to decline transfer requests if space is not available on the EdConnect Program to which you would like to transfer your down payment. You will only be charged the transfer fee if the transfer request is approved.

2.3 Change Fees will be:

- Either deducted from the payment balance with EdConnect, if a new EdConnect Program is known at the time of change request, along with any difference in down payment values
- Or charged and payable at the time of change, if a new EdConnect Program is not known at the time of change request.

2.4 Travel refunds. During the EdConnect Program, no flight or other travel costs incurred by Participant will be reimbursed by EdConnect. Arriving late or leaving an EdConnect Program in progress, for any reason whatsoever, will not result in a refund, and no refunds will be made for any unused portions of a Program. EdConnect does not facilitate travel changes. Neither EdConnect, nor any of their employees, shall be liable for any cancellation penalty charged by an air carrier or other transportation provider, including but not limited to, any air carrier's cancellation penalty related to the purchase of a non-refundable ticket to or from the city a Participant is in prior to joining the EdConnect Program or the city a Participant is going to after leaving the EdConnect Program.

2.5 Refunds are provided only for the reasons listed in these Terms. We will not provide refunds based on a threat of negative reviews or social media posts. We reserve all rights in law and equity to respond to and/or take action against reviews or social media posts that are false, misleading, libelous, harassing, abusive, obscene, vulgar, sexually explicit, or are inappropriate with respect to race, gender, sexuality, ethnicity, or other intrinsic characteristic, or contain confidential information.

### 3. INVOICES, LATE PAYMENTS, & PAYMENT METHODS

3.1 Invoices. Invoices will be sent upon commitment to an EdConnect Program and then at the first of every month for ongoing travelers. We accept most major credit cards for all payments. You represent and warrant that (i) the credit card information you supply to us is true, correct, and complete, (ii) you are duly authorized to use such credit card for the purchase, (iii) charges incurred by you will be honored by your credit card company, and (iv) you will pay charges incurred by you as listed in the invoices, regardless of the amount quoted to you at the time of your participation of the EdConnect Program.

3.2 Add on charges. Incidentals and add-on charges (i.e. damages, visitors, events, other optional city specific offerings, etc.) will be invoiced as incurred or added to the next invoice or billed separately. Add on charges for events will be billed based on

commitment to attend. If Participant commits to attending one of these additional events, the Participant will be billed the associated event charge regardless of attendance.

3.3 Late Payments. If monthly due payments are not made in full by the 15th of the month for the current month's invoice, unless otherwise agreed in writing by a EdConnect staff, then access to EdConnect platform, including accommodation, co-work space and EdConnect slack, may be immediately removed, with no refund.

3.4 Discounts & Promotions: EdConnect, at its sole discretion, may offer discounts and/or promotions for certain products or offerings. Any discounts or promotions offered are non-transferable and their advertised timelines are strict. EdConnect reserves the right to deny the usage of discount codes that are not used as instructed. (E.g. If a single participant uses a discount code for couples, EdConnect will not honor that discount code.)

## 4. EdConnect CANCELLATION OF A PROGRAM

4.1 Cancellations; Prior to Departure. EdConnect reserves the right to cancel any EdConnect Program that has not yet departed because of inadequate enrollment or any other reason that makes the EdConnect Program economically infeasible to operate or because of good-faith concerns with respect to the safety, health, or welfare of the Participant. If an EdConnect Program is canceled prior to departure, EdConnect will provide Participant(s) with a full refund of monies paid to EdConnect; except in the event that the cancellation is due to a significant event that makes it infeasible to operate the EdConnect Program as planned, in which case EdConnect will provide a refund of all monies paid in excess of the stated down payment amount for that EdConnect Program, and, at EdConnect's option, provide Participant(s) with a refund and/or credit toward a future EdConnect equivalent to any remaining monies paid to EdConnect. Except as outlined above when EdConnect cancels an EdConnect Program prior to departure, EdConnect has no responsibility for any expenses, including any non-refundable expenses, incurred by Participant(s) in preparing for a canceled EdConnect Program or for any additional arrangements should Participant(s) embark prior to the scheduled group departure date.

4.2 Cancellations; In Progress. EdConnect also reserves the right to cancel any EdConnect Program in progress because of good-faith concerns with respect to the safety, health, or welfare of the Participant. If EdConnect cancels an EdConnect Program in progress, Participant(s) will receive a prorated refund of their down payment

and a prorated refund of fees paid for the month of cancellation and any prepaid months. All other monthly fees paid prior to the month of cancellation will not be refunded. Except as outlined above when EdConnect cancels an EdConnect Program in progress, EdConnect has no responsibility for any expenses, including any non-refundable expenses incurred by Participant(s) in preparing for a canceled EdConnect Program or for any additional arrangements should Participant(s) embark prior to the scheduled group departure date.

4.3 Program Delays. EdConnect also reserves the right to delay the commencement of an EdConnect Program for reasons including, but not limited to, travel and/or quarantine restrictions, health and safety concerns, the closure of hotels, restaurants and other businesses due to lockdown restrictions and other similar events. In such an event, EdConnect shall contact EdConnect Program Participant(s) regarding the alternative launch dates.

4.4 Program Interruptions. Under certain circumstances, EdConnect may need to interrupt a current EdConnect Program due to travel and/or quarantine restrictions, health and safety concerns, the closure of hotels, restaurants and other businesses due to lockdown restrictions and other similar events. In such event, while EdConnect will use reasonable efforts to mitigate the impact of such an interruption, you will be responsible for all additional costs associated with the interruption, including, without limitation, any additional travel, accommodation and food and beverage costs although you may be able to seek reimbursement for some of these costs from any travel insurance policies you may have obtained.

## 5. CHANGES IN FEES

EdConnect will endeavor to keep your fees consistent for the duration of an EdConnect Program, however, market factors may require EdConnect to change the cost of its products from time to time. As such, EdConnect reserves the right to increase the monthly fees for any travel experience of which the duration exceeds two months. Participant shall be provided with at least sixty (60) days' notice of any such increase, and potential increases shall not exceed 5% of the stated price upon initial down payment.