

questions & answers

Trip Interruption/Cancellation Q&A

Q: Who can cancel an off-site activity?

A: The CBE's teacher in charge, principal, education director and senior administration reserve the right to cancel an off-site activity prior to and including the date of departure based solely upon the security, safety and health of the students, staff and volunteers.

Q: Why would a trip be cancelled prior to the trip departing?

A: Any school trip may be cancelled for a variety of reasons, including new or updated travel advisories issued by the Government of Canada, newly identified health or safety risks and availability of supervisory staff including the teacher in charge.

Q: Can a trip be cancelled once it is underway?

A: Yes. There is always a chance that a trip may be interrupted or cancelled if conditions (listed above) change while the trip is underway. The CBE's teacher in charge, principal, education director and senior administration may shorten, cancel or terminate an off-site activity at any time if, in their opinion, the off-site activity cannot proceed or be completed in a safe or satisfactory manner.

Q: What happens if a trip is interrupted?

A: The CBE will work with the tour operator/service provider(s) to arrange details for the safe return of students, staff and volunteers.

Q: If the trip is interrupted, who pays for the students, staff and volunteers safe return?

A: Additional costs resulting from a necessary change to itinerary based on the security, safety and health of the students, staff and volunteers may be the responsibility of parents. The CBE will not be responsible for any requested refunds because of the cancellation or interruption of an off-site activity; however, schools may be able to submit an insurance claim to recoup any insured costs. A list of insured costs for trip cancellation and trip interruption benefits is detailed in the USIC Outbound Student Plan which has been provided to all parents.

Q: Does CBE have cancellation insurance?

A: Yes, CBE is a member of the Urban Schools Insurance Consortium (USIC) which pools insurance policies at 14 boards across Alberta. This coverage includes both discretionary cancellation and policy-covered cancellation.



Q: Will parents get their deposit back if the trip is cancelled before departure?

A: Typically, the initial deposit is non-refundable due to its use in securing spots and planning. Any refundable fees that the CBE receives from tour operators will be returned to parents. For non-refundable fees, schools may file an insurance claim to recover any eligible costs.

Q: What if families choose to withdraw their child from the trip?

A: Parents/guardians may withdraw their child before the trip's departure, but there may be financial penalties involved. Financial obligations and risks associated with withdrawal are outlined in the Parent Letter to Acknowledge Financial Commitment. Non-refundable fees may be covered by an insurance claim if applicable. A list of insured costs for trip cancellation and trip interruption benefits is detailed in the USIC Outbound Student Plan which has been provided to all parents.

Q: Can an off-site activity be cancelled due to labour action?

A: Yes. If the union advises its members not to continue in their role, the trip will be cancelled before departure, and trip cancellation insurance will apply.

Q: What if labour action occurs while a trip is underway?

A: If strike action is undertaken during a trip, the union must provide 72 hours notice. While trips would be canceled prior to departure where possible, there may be instances where trips underway are shortened or concluded early.

Q: Is there trip interruption insurance if labour action begins while a trip is underway?

A: There is no insurance coverage for trip interruption if a trip is ended early due to labour action. Families would be responsible for any costs associated with an early return.

