

## Why ESSEX Uses Tzell Youth Exchange Travel and Visa Services for Outbound Students

The Tzell team has a combined 50 years' experience in the travel industry and Tzell Youth Exchange (originally Bokoff Kaplan Travel) –has been working with Rotary Youth Exchange for over 50 years. The Tzell staff is highly experienced and very knowledgeable about how the Rotary exchange program works for the Rotary groups they serve and the difficulties that students face in obtaining the appropriate documentation to secure the correct type of visa.

Tzell has established relationships with several of the consulates and embassies throughout the US which is very beneficial to the students.

Tzell has established contracts with airlines for our student fares. They are in constant communication with the airlines and student travel consolidators which assures students of receiving the best rates possible for the types of tickets that must be issued for the students.

**Full Service Visa Procurement:** Tzell works with the students and parents from the beginning of the visa process and throughout the visa validity. They provide step- by- step instructions that make the visa process as easy as possible. This minimizes complications involved in obtaining the correct visa required to stay in a country for a year and attend school.

**Travel arrangements:** Students and Parents are provided with the itineraries and fares that meet Rotary requirements. Before booking and proposing an itinerary to the student and parents Tzell searches for the lowest fares available that still meet Rotary requirements

- The ticket must be round trip and valid for a full year from the date of entry into the host country
- Tickets must have a changeable return date, either with one free date change or with a change fee determined by the airline.
  - Does not issue tickets using Frequent Flyer Miles or Credit with the airline. Why?
  - If there are any issues with schedule changes or emergency returns, Tzell has no control over the ticket and often will not receive notifications from the airlines if there are schedule changes to tickets that have been booked outside of their reservation system.
  - Mileage tickets also run into the issue of blackout dates and fewer classes of services that can be used to book returns for students.

**Additional service:** Tzell can coordinate group flights as well as organize students from various regions to fly or land within a short timeframe, to facilitate arrival and connection contacts. This includes travel to and from their host country. Tzell can assist with parents traveling to visit their student abroad as well as coordinate travel with the student home, if permitted and is necessary.

**Emergency Contact/Support:** Tzell provides an emergency contact number to students to use during their travel in case of emergencies, such as missed connections with no agents available to assist them or if the student arrives at the airport and there are issues with their travel itinerary.

- During the exchange, if there is any reason that the student must return immediately (non-medical or emergency related), Tzell is thoroughly familiar, experienced and available to assist in the student's return as quickly as possible. Tzell assists on medical or emergency returns, and supports CISI when insurance is involved.

Tzell staff is there for the students from the time they register and throughout the process offering assistance or guidance as needed and this extends during their exchange until the time they return home.

Tzell is a trusted travel service partner for you, your child and ESSEX.