

Standard Contract

UCPUMW 26-2075

Customizable International Travel Services

This contract, between Fellowship Travel International, Inc., hereinafter called the "Contractor", and the Commonwealth of Virginia, University of Mary Washington, called the "University" or "UMW", shall become effective upon full execution of this document by both parties.

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements contained herein, agree as follows:

PERIOD OF CONTRACT: March 1, 2026 – February 28, 2027 with nine (9) one-year renewal options.

CONTRACT DOCUMENTS: The contract shall consist of the following documents *in order of precedence*, all of which are incorporated herein by reference, and constitute the "contract documents":

1. This signed Contract;
2. Any addenda and the original solicitation, RFP # 26-2075, dated January 20, 2026, to include:
 - a. The Statement of Needs
 - b. The General Terms and Conditions
 - c. The Special Terms and Conditions;
3. The Contractor's proposal dated February 6, 2026 including all attachments;

Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

SCOPE OF SERVICES: The Contractor agrees to provide the following services:

- A. Customized International Travel Programming
 1. Develop and manage group travel programs for academic, cultural, and service-learning purposes.
 2. Offer tailored itineraries that meet educational goals for faculty and students.
- B. Travel Management Services
 1. Arrange international transportation, lodging, and local transfers for large groups.
 2. Provide access to unique lodging options (e.g., apartments, dormitories, houses).
- C. Program Enhancements
 1. Secure admissions to museums, performances, and cultural attractions at favorable rates.
 2. Organize mini-trips or excursions during international programs.
- D. Support Services
 1. Offer professional trip counseling for faculty directors.
 2. Provide tour guides and interpreters as needed.
 3. Conduct pre-trip seminars and organizational meetings upon request.
- E. Compliance and Documentation
 1. Communicate entry requirements (visas, immunizations) and assist with passport/visa services.
 2. Ensure adherence to all local, state, and federal laws and regulations.

3. If the Contractor collects any traveler data, the Contractor shall disclose what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.

F. Emergency and Risk Management

1. Maintain a 24/7 Emergency Operations Plan for faculty, staff, and student travelers.
2. Communicate travel alerts, restrictions, and contingency procedures for pandemics or emergencies.

G. Financial and Administrative Requirements

1. Provide accurate invoicing showing cost per traveler.
2. Offer transparent refund and cancellation policies with maximum flexibility.
3. Issue quotes for budget planning and guarantee pricing when possible.

H. Additional Services

1. Provide meeting space and technology support during travel.
2. Offer travel insurance and refund processing for unused tickets.

PRICING: Pricing information is found in Attachment A.

CONTRACT ADMINISTRATION: The Director of Center for International Education, or designee, shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Procurement Services department.

GENERAL TERMS AND CONDITIONS:

- A. **ANTI-DISCRIMINATION:** By submitting their bids or proposals, bidders or offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1, available for review on the UMW Procurement Services website. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (§6 of the Rules Governing Procurement).

In every contract over \$10,000, provisions 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

- d. If the contractor employs more than five employees, the contractor shall:
 - i. provide annual training on the contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and
 - ii. post the contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the contractor owns or leases for business purposes and (b) the contractor's employee handbook.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- D. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for at least five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Agency, its authorized agents, and/or State auditors shall have full access to, and the right to examine any of said materials during said period.
- E. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- F. **DEBARMENT STATUS:** By submitting their bids or proposals, bidders or offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ETHICS IN PUBLIC CONTRACTING:** By submitting their bids or proposals, bidders or offerors certify that their bids or proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder or offeror, supplier, manufacturer or subcontractor in connection with their bid or proposal, and that they have not conferred with any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- H. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eProcurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

1. Effective July 1, 2014, the Vendor Transaction Fees are:
 - i. DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - ii. Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- I. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- K. **PRECEDENCE OF TERMS:** These Mandatory General Terms and Conditions and the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **PRICE CURRENCY:** Unless stated otherwise in the solicitation, bidders or offerors shall state bid or offer prices in US dollars.

SPECIAL TERMS AND CONDITIONS:

- A. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- B. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- C. **COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES:** It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required

by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

- D. **CANCELLATION OF CONTRACT:** The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- E. **AVAILABILITY OF FUNDS/FISCAL YEAR PROCESSING:** The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- F. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:
 - i. By mutual agreement between the parties in writing; or
 - ii. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - iii. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the

parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.

- G. **CONTROLLING VERSION:** The PDF version of the solicitation and any addenda issued by University of Mary Washington Procurement Services is the mandatory controlling version of the document. Any modification and/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by UMW Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, UMW reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form (PDF) issued by UMW Procurement Services.
- H. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia or any affiliated agency from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia. If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- I. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- J. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- K. **EXTRA CHARGES PROHIBITED:** The bid or proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the Contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees invoked by the vendor for the use of the credit card for payment of invoices, or any order-associated eVA fees.

- L. **NON-ACCEPTANCE OF VENDOR TERMS:** The University shall not be bound by any additional or different terms and conditions issued by the Contractor in connection with a specific trip, booking, reservation, invoice, itinerary, online portal, or any other transaction. Any such terms, including but not limited to click-through agreements, booking confirmations, or standard business terms, shall be of no force or effect unless expressly agreed to in a formal written amendment executed by both parties. Performance by the University shall not constitute acceptance of any Contractor-issued terms.
- M. **DIGITAL ACCESSIBILITY REQUIREMENTS:** The Contractor shall ensure that all information technology, digital content, documents, electronic communications, and related materials provided under this Contract comply with the nonvisual access requirements of the Information Technology Access Act, §§ 2.2 3500 through 2.2 3504 of the Code of Virginia, and with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended.

All Technology provided under this Contract shall:

1. Provide effective, interactive control and use through nonvisual means;
2. Be compatible with assistive technologies used by individuals who are blind or visually impaired;
3. Integrate nonvisual access into any networks used to share information or communication; and
4. Provide equivalent access to telecommunications and network services.

Upon request, the Contractor shall provide documentation demonstrating compliance with these requirements and shall promptly correct any identified accessibility barriers at no additional cost to the University.

- N. **INDEPENDENT CONTRACTOR RELATIONSHIP:** In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor. In no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, have authority to make any representations or commitments on behalf of the University or be considered the agent of the University for any purpose whatsoever. No persons engaged by the Contractor in connection with the provision of Services shall be considered employees of the University. As between the parties, the Contractor shall be responsible for hiring, supervising, training and instructing those individuals performing the services and shall pay any required state and federal taxes on behalf of such persons and provide them with any legally required employee benefits.
- O. **NON-EXCLUSIVE CONTRACT:** Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. The contract shall not restrict UMW from acquiring similar, equal or like goods and/or services from other sources.
- P. **NOTICES:** Any official legal notice, demand, request, consent, approval or communication required by this Agreement to be provided in writing by either party, shall be addressed to the University or Contractor at their respective addresses entered below. These notices shall be sent via certified mail, return receipt requested, and shall be considered by the sender received within five (5) days of delivery to the U.S. Postal Service, or via the stamped evidence of delivery, whichever occurs first. Any unofficial notices or communications may be sent via electronic mail.

If to the University:

Attn: Procurement Services
1301 College Avenue
Fredericksburg, VA 22401

If to the Contractor:

Attn: Fellowship Travel International
10220 Timber Ridge Drive
Ashland, VA 23005

- Q. **PROCUREMENT MANUAL:** This contract is subject to the provisions of the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendor's and any revisions thereto, which are hereby incorporated into this contract in their entirety. The manual may be viewed at the VASCUPP website.

- R. **RECYCLING POLICY:** It shall be the policy of the University of Mary Washington to support and encourage conservation and recycling efforts by vendors, students, faculty and staff, where possible.
- S. **RENEWAL OF CONTRACT:** This contract may be renewed by the University upon written agreement of both parties for (9), one-year renewal periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. Only at the time of renewal may prices be negotiated for the upcoming term.
- T. **SEVERABILITY:** If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.
- U. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- V. **TITLE IX:** Educational institutions that receive federal financial assistance are covered by Title IX of the Education Amendments of 1972. In compliance with Title IX, the University of Mary Washington prohibits discrimination in employment as well as in all programs and activities on the basis of sex. The University of Mary Washington's Policy on Sexual and Gender Based Harassment and Other Forms of Interpersonal Violence can be found at <http://diversity.umw.edu/title-ix/files/2016/09/Policy-on-Sexual-and-Gender-Based-Harassment-and-Other-Forms-of-Interpersonal-Violence-03.18.pdf>.
- W. **INSURANCE:** The Contractor shall maintain the following insurance coverage during the term of the Contract: For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et seq. of the Code of Virginia. The bidder or Offeror further certifies that the contractor and any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.
- X. **MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**
- i. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
 - ii. Employer's Liability - \$100,000.
 - iii. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
 - iv. Automobile Liability - \$1,000,000 combined single limit. Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third-party owner of such motor vehicle).

METHOD OF PAYMENT/PAYMENT TERMS: The contractor shall be paid using one of the following methods for all University initiated procurements:

1. University Charge Card: At the time of verified receipt of goods or services, if the Contractor accepts credit cards in payment, the University will authorize payment by UMW charge card, currently through the Bank of America Visa. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase. No check-out fee or surcharge may be greater than 3% of the total sale, effective 4/15/2023. The University expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.
2. Virtual Payables through Bank of America: All payments under Virtual Payables will have a net 16 payment term.
3. Check or ACH: Payment will be made 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with Chapter 43, VPPA, Article 4, Code of Virginia.

To be considered eligible for payment, all physical invoices must be received at the address below and should reference the eVA purchase order and UMW contract numbers as applicable. All electronic invoices must be sent to UMW Account Payable. *The University will not be responsible for late payment or nonpayment of invoices not received directly by Accounts Payable at this email address or at the mailing address indicated (below).*

UNIVERSITY OF MARY WASHINGTON
Attn: ACCOUNTS PAYABLE
1301 COLLEGE AVENUE
FREDERICKSBURG, VA 22401

Note: This public body does not discriminate against faith-based organizations in accordance with the *Governing Rules §36* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

FELLOWSHIP TRAVEL INTERNATIONAL

UNIVERSITY OF MARY WASHINGTON

Signature:  _____

Signature: _____

Printed Name: Jeremy Lawhorn

Printed Name: Melva A. H. Kishpaugh

Title: Vice President

Title: Director, Procurement Services

Date: 3/9/26

Date: March 10, 2026

Phone: 804-412-170

Email: jlawhom@fellowship.com

ATTACHMENT A

FTI's Pricing Schedule

Fees valid as of 2/5/26. Subject to change.

Questions	Answers
Group airline ticket (domestic or international)	none
Group airline ticket refunded (domestic or international)	\$75
Group airline ticket exchanged (domestic or international)	\$55
FTI's Cancellation Fee for group tour or ground package	\$500/contracted group if canceled prior to ticketing and not rebooking
FTI's Cancellation Fee for group airfare	\$250/contracted group if canceled prior to ticketing and not rebooking
Group hotel reservation only	\$150 No fee when combined with flights or included in group ground package
Group ground Bus transportation	\$150 No fee when combined with flights or included in group ground package
Group rail ticket – domestic and international	\$150 No fee when combined with flights or included in group ground package
Group car reservation only	\$150 for up to 3 vehicles No fee when combined with flights or included in group ground package
Individual airline ticket (domestic or international)	\$55
Individual Airline ticket refunded (domestic or international)	\$75
Individual Airline ticket exchanged (domestic or international)	\$55
Consolidator airline ticket (domestic or international)	n/a
Individual: Hotel reservation only	\$25 per booking when quoted separately; free when included in ground package
Individual: Rail or train ticket – domestic and international	\$25 per ticket when quoted separately; free when included in ground package
Individual: Car service reservation	\$25 per rental when quoted separately; free when included in ground package
After-Hours emergency phone call	Free for travel emergencies
FTI's Online Travel Management Tool Fee	Free
Pricing Structure for Custom International Programs	Proposals offer tiered pricing for air and ground packages (or ground only) based on group sizes. Inclusions and exclusions will be detailed in the proposal.
Auxiliary reservation tool (Booking Builder, etc.)	n/a
Customized reports not listed in scope of work	\$150/hr
Reporting tool	\$50/month

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: January 20, 2026

RFP NUMBER & TITLE: **RFP 26-2075 - Customizable International Travel Services**
Thursday, February 5, 2026 – 2:00 PM EST

PROPOSAL DUE DATE & TIME: **NOTE: Proposals received after the due date and time, as determined by the electronic time stamp generated by the eVA system, cannot be accepted.**

PROPOSAL SUBMISSION: Proposals shall be submitted electronically via the Commonwealth of Virginia's eVA system in accordance with the instructions provided in this solicitation.
Reference **RFP 26-2075**

WORK LOCATION: All Campuses Fredericksburg Stafford Dahlgren

COMMODITY CODE(S): **95892, 96178**

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A

CONTRACT OFFICER: JENNIFER BUIST **EMAIL:** jbuist@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be made to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: Fellowship Travel
International

Address of Offering Firm: 10220 Timber Ridge Dr, Ashland, VA


DSBSD Certification No.: 693409 Expiration Date:

eVA ID: VS000007578 Tax ID: 54116763

Email: jlawhorn@fellowship.com Telephone:

Website: https://fellowship.com Fax:

Submitted By (Print Name & Title): Jeremy Lawhorn Vice President

Signature (In Ink):  Date: 3/9/26

- I. **QUESTIONS/INQUIRIES:** All inquiries for information should be directed via email to the contract officer listed above, referencing the RFP by title and number. No questions will be accepted after Thursday, January 29, 2026, at 2:00 PM EST. Responses will be posted as an addendum on eVA.
- II. **PROPOSAL RECEIPT REQUIREMENTS:** Proposals for furnishing the goods/services described herein must be submitted electronically via the Commonwealth of Virginia's eVA Procurement Portal (www.eva.virginia.gov). Physical submissions will not be accepted. **It is the responsibility of the Offeror to ensure that the proposal is submitted through eVA and received on time.**
- A. Late proposals cannot be accepted.
 - B. Offerors should verify successful submission in eVA prior to the deadline.
 - C. *UMW requires the inclusion of a clearly marked redacted proposal to be uploaded in eVA if any portion of the Offeror's proposal contains proprietary information.*
- III. **ADDENDA:** Any changes resulting from the University's requirements will be issued in an addendum and will be posted on the eVA website: <http://www.eva.virginia.gov>. It is the sole responsibility of the Offeror to check for all changes to the RFP prior to submission.
- IV. **INCLEMENT WEATHER/SUSPENDED SCHEDULE:** Proposal receipt deadline scheduled during a period of suspended state business operations, including school closing due to inclement weather, will be rescheduled for processing at the same time on the next regular business day. It is your responsibility to check UMW's website or call for closing information or call the University's Weather Line at (540) 654-2424. Please visit the [University of Mary Washington Website](#) for current operating status updates.
- V. **PUBLIC RELEASE OF INFORMATION:** UMW utilizes a Public Contracts Portal ([Cobblestone](#)) for posting of procurement documents, including winning proposals. Further, if the resulting contract includes cooperative language, the [VASCUPP public portal](#) will be used to house relevant procurement documents, including winning Offeror's proposal.

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Note: This public body does not discriminate against faith-based organizations in accordance with §36 of the Governing Rules or against a bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

I. PURPOSE:

The intent and purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to establish contracts through competitive negotiations to provide customized education abroad and travel programming as outlined herein to the University of Mary Washington ('UMW' or 'the University'), an agency of the Commonwealth of Virginia. It is intended for the resulting contract to include cooperative language for the benefit of all public bodies and other entities referenced herein.

II. ORGANIZATION OVERVIEW:

Founded in 1908, the University of Mary Washington, is a premier, selective, coeducational, public liberal arts institution that offers rigorous academics in small classroom settings, innovative master teachers, a supportive campus community that values honor and integrity, and a civically, socially, and intellectually engaged community. Located within the Commonwealth of Virginia in Fredericksburg, UMW resides within an hour's drive of both the nation's Capital of Washington, D.C. and the State Capital of Richmond, offering students unique opportunities for internships, research excursions, and recreation. The University currently consists of three colleges for Arts and Sciences, Business, and Education, and two additional campuses: one in Stafford, VA and the other in Dahlgren, VA. For more information about the University of Mary Washington, visit [the University About Page](#).

III. BACKGROUND:

The University provides numerous opportunities for customized travel and/or customized education abroad programs for study abroad, foreign language immersion, conservation, volunteerism, service learning, academic research, fine arts performances, athletic competition, or other group travel prospects each year. Participants may include students, alumni, faculty, staff, and approved guests (e.g., family members of faculty) as authorized by CIE.

A. The University currently maintains multiple contracts for customized international travel services on an as-needed basis under the incumbent contract UCPUMW 15-386. The awarded vendors under this contract are:

1. Vacations Consulting dba Destination Partners and Brazil Nuts
2. Vagabond Tours (EduTrips)
3. Fellowship Travel International Inc.
4. Golden Rule Travel, LLC
5. Academic Experiences Abroad (AEA)

B. Approximate annual spend for FY25 is \$187,134.00. Refer to Attachment D for detail. This figure is estimated and is provided for informational purposes. *The University will not guarantee actual contract usage in any amount during any period of the resulting contract, nor will it be held responsible in any way if contract usage exceeds or does not meet this estimate.*

C. The University shall issue Purchase Orders for each arranged travel program. The Purchase Order shall serve as the University's authorization to perform work. *The University shall not be required to sign additional agreements for work performed under this contract.*

IV. CONTRACT PARTICIPATION – COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES:

A. Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (copy available on the [VASCUPP website](#)), it is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the contractor.

- B. Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) may be extended to the entities indicated above to purchase goods and services in accordance with the contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from UMW. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.
- C. UMW shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that UMW is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances. Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

V. SMALL, WOMAN-OWNED AND MINORITY-OWNED (SWAM) PARTICIPATION:

It is the policy of the Commonwealth of Virginia to contribute to establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of Small (includes Micro) and otherwise Diverse Businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities. Information regarding Commonwealth of Virginia SWaM requirements is available on the University of Mary Washington's [SWaM information page](#). Offerors are encouraged to review this information prior to proposal submission.

VI. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

A. GENERAL PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

1. Proposal Requirements - The University reserves the right to:
 - accept or reject any and all proposals, in whole or in part, received as a result of this RFP,
 - waive minor informalities,
 - issue a lowered evaluation of the proposal for failure to submit all information requested,
 - negotiate with any or all responsible vendors in any manner necessary to serve the best interests of the University, or accept the best proposal as submitted, without negotiation.

Any proposal submitted without a signature binding the Offeror to the proposal will be considered non-responsive and may be rejected. *This Request for Proposal creates no obligation on the part of the University to award a contract or to compensate vendors for proposal preparation expenses.*

2. Protection of Trade Secrets/Proprietary Information: The Virginia Freedom of Information Act "FOIA" requires release of any procurement documents that are not appropriately marked and protected through the Trade Secrets or Proprietary Information provisions outlined in the paragraphs below.

If the Offeror intends to protect any Trade Secrets or Proprietary Information, they must:

- invoke the protection of the Code of Virginia, § 2.2-4342F, **in writing**, stating the reasons why protection is necessary, and,
- submit, at the same time as the original proposal submission, a separate redacted version of the proposal which contains identical content but blacks out any protected information not appropriate

for public release. *If a redacted proposal is not received at the same time as the original proposal, no part of the document may later be protected by the Offeror and restricted from public review.*

The designating of an entire proposal document, line-item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw the entire proposal designation as proprietary and/or confidential, the proposal will be rejected.

3. Oral Presentations: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University. If required, presentations may be conducted in person or via video conference (e.g., Zoom or Microsoft Teams). This will provide an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. *Oral presentations are an option of the university and may not be conducted. Therefore, proposals submitted in response to this RFP should not be submitted with the presumption that there will be opportunities to revise the proposal after submission.*
4. Vendors shall submit one (1) complete electronic proposal through eVA by the date and time specified in this solicitation. Paper or physical media submissions will not be accepted. All proposal documents must be uploaded in eVA in a non-corrupted, readable format and must not be password protected, unless the password is provided at the time of submission. If a redacted copy of the proposal is required, the vendor shall submit one (1) separate electronic redacted copy through eVA, clearly labeled "Redacted," in addition to the complete proposal.
5. Proposal Formatting and Content: Proposals should be as detailed as necessary to enable the University of Mary Washington to properly evaluate the Offeror's capabilities to provide the required services. Proposals shall be:
 - Prepared simply and economically, with attention to minimizing unnecessary content and file size.
 - Submitted electronically through eVA in commonly used, readable file formats.
 - Organized in a clear and logical manner.
 - Straightforward and concise, while fully addressing all solicitation requirements.
 - Formatted to facilitate electronic review, including the use of bookmarks, headings, or tables of contents where appropriate.
6. Limited Contact: To ensure timely and adequate consideration of your proposal, Offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the UMW Procurement Office Contract Officer indicated on the face of this document for the duration of this Procurement process. Failure to do so may jeopardize further consideration of an Offeror's Proposal.

SPECIFIC PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

The Offeror should provide the following information tabbed as follows:

1. Please identify the amount of sales your company has had (if any) during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia.
2. Provide a comprehensive list of currently serviced destinations and examples of types of travel programming that the offering firm has provided to clients within the last three years.
 - a. Specify the international locations to which your firm has experience in providing travel management services.

- b. Describe the experience that your firm has in providing travel management services for large groups in an academic and higher education setting. Please provide recent examples (references) to support this experience.
 - c. Describe the ability of your firm to provide customized group tours and/or organize group events that meet educational goals for faculty and students while traveling abroad. Provide examples of previously arranged tours.
 - d. Describe the ability of your firm to offer professional trip counseling for faculty directors for complex or unique itineraries.
 - e. Describe your firm's ability to provide tour guides and/or interpreters on an as-needed basis during international travel.
 - f. Describe your firm's ability to arrange for admissions passes to various museums, performances, special exhibits, and other attractions as an enhancement to the international study program at the most favorable rate to the University. Provide suggested attractions as examples in conjunction with various serviced locations.
 - g. Describe the ability of your firm in locating restaurants in the travel area that can accommodate large travel groups, including dietary restrictions (allergies, vegetarian/vegan, gluten-free, halal/kosher) and accessibility needs. Describe the ability of the University to have select group meals be pre-reserved and invoiced as part of the trip. Provide examples of previous arrangements.
 - h. Describe your firm's ability to provide or attend pre-trip seminars and organizational meetings on campus to the groups that will be traveling, if requested by the University. Specify all associated costs in the Pricing Schedule.
 - i. Describe the firm's ability to provide meeting space, classroom facilities, and/or presentation/technology needs during international travel at the University's request. Describe your ability to provide facilities on another university or college campus and specify the locations.
3. If all services described in section IV.A are not provided "in-house" by the offering firm, please provide the list of providers that partner with the firm to supply the services.
- a. Describe the firm's ability to plan mini-trips or excursions for University groups traveling abroad. Describe the firm's ability to schedule either intra-national or international travel to accommodate the mini-trips or excursions. Provide examples of previous experience in providing this service.
 - b. Describe firm's ability to provide charter transportation and the types available by location.
 - c. Describe all travel insurance available at no cost to the University.
 - d. Describe any Common Carrier and Flight Insurance that would be made available to University travelers at no additional cost to the University.
 - e. The contractor shall provide any refunds due as a result of unused tickets and shall identify each refund by the original ticket and invoice number. Refunds shall be credited to the University in the form of the original payment. Describe the firm's refund policy as it pertains to tickets, rentals, and reservations described within this RFP.
 - f. Describe the timeframe for providing the delivery of tickets and/or itineraries to the requesting University faculty travel leader after reservations are confirmed. All tickets and itineraries, unless otherwise requested by the University, should be delivered electronically.

- g. Describe the information provided on standard itineraries.
- h. Describe the firm's ability to communicate entry requirements for a country (such as a visa, letter of invitation), and to communicate any issues that may prevent entry into a country (such as passport stamps to a specific country) and provide guidance on resolution.
- i. Specify the firm's ability to provide Passport and Visa services. Include all associated costs.
- j. Trip itineraries for the entire group shall be provided to the University faculty director in charge of the trip and the Center for International Education (CIE), unless otherwise specified.
- k. Describe how the firm ensures accuracy in booking, invoicing, and itineraries. Specify if original receipts shall be provided to the University.
- l. Describe the ability of the firm to provide communications to the faculty director when the trip being planned will take the group to locations requiring immunizations. Specify if the firm will be able to provide the faculty director and the Center for International Education (CIE) with details about the immunizations needed and time frame for the traveling group to receive the immunizations.
- m. Describe the firm's ability to book group lodging for short term and long term stays. Describe any unique lodging situations for which the firm would have booking access, such as apartments, dormitories or houses.

4. Describe business operations.

- a. Provide resumes for key personnel (particularly the single point of contact who will be working with UMW) who would be representing the firm and working with UMW staff to develop travel programming or fulfill travel programming needs.
- b. Specify how invoicing will demonstrate exactly how the cost per traveler was determined. Provide an invoice example.
- c. Describe how payment is accepted.
- d. Describe billing and payment terms. Specify if deposits are required and when full payment is due.
- e. Specify the firm's cancellation policies and penalties. In the case of program cancellation or individual participant withdrawal, describe how refunds would be processed. Maximum flexibility is preferred.
- f. Describe the process for providing a quote of travel costs, as requested by the University for Budget planning. Describe how the firm would be able to guarantee quoted price (for up to a year in advance). Specify any and all issues that would impact the quoted price.
- g. Describe how the firm would ensure that post trip reconciliation charges or surcharges, previously unapproved by the University are not levied.
- h. Describe the ability of the firm to provide quotes for international travel based on current exchange rates and provide the University with the ability to hedge currency when possible and if in the best interest of the University. Explain the process for issuing credits and charges if exchange rates change after the original quote.
- i. Describe how the firm obtains the most favorable rates in regard to international travel for large groups.

- j. Describe the firm's ability to advise the University departments of savings opportunities as it pertains to various items of travel as part of an international study program.
 - k. The University shall not be required to sign additional travel agreements or pro forma for individual trips planned by firms awarded a contract as a result of this solicitation. The University will issue a purchase order in accordance with the contract and in accordance with the pro forma, which shall serve as the University's agreement to proceed. Describe the firm's ability to comply with this requirement.
 - l. Describe any data collected from travelers as part of your services, including what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.
5. Provide an Emergency Operations Plan to support UMW faculty, staff and student travelers, inclusive of emergency contact information (24/7).
 - a. Describe the firm's ability to communicate travel alerts or warnings issued by the U.S. Government and/or destination area including travel restrictions to sanctioned countries.
 - b. Provide details on the process that a University faculty leader would follow if problems occurred during an international trip arranged by the firm. Describe the firm's ability to provide back-up arrangements with short-term notice.
 - c. Include contingency procedures for pandemics, epidemics, public health emergencies, border closures, and other force-majeure events, including quarantine/isolation logistics, rebooking, cancellations, refunds/credits, and emergency communication protocols.
 6. Describe how the firm ensures that all local state and federal laws and regulations are followed.
 7. Provide at least one sample travel program with itinerary, for purposes of cultural immersion for 10 students and one faculty member, in a specific designation that the firm services, for a program minimum 21 days in length, or if only air transportation is available through the firm, please provide sample group itineraries with pricing.
 8. Provide information regarding services not described in the scope of work that the offering firm is currently able to provide to the University, along with associated pricing.
 9. TIME LINES AND KEY DATES:
 - a. Questions from Offerors accepted only through: Thursday, January 29, 2026 – 2:00 PM EST
 - b. Proposals are Due: Thursday, February 5, 2026 – 2:00 PM EST
 - c. Initial Evaluations complete & Score Sheets due: Friday, February 13, 2026
 - d. Proposal Clarification questions to Procurement Services: Tuesday, February 17, 2026
 - e. Tentative Proposal Clarifications complete and/or presentations: Thursday, February 19, 2026
 - f. Tentative Negotiations to be complete: Friday, February 27, 2026
 - g. Tentative Award(s): Friday, February 27, 2026 – 4:30 PM ET
 - h. Tentative Commencement of Contract(s) (contract signed): Monday, March 2, 2026
 10. Complete and return SIGNED RFP cover page. Proposals shall be signed by an authorized representative of the Offeror.
 11. Complete and return the following attachments with the proposal:
 - a. Attachment A – Proposal Submission Checklist. (Required)
 - b. Attachment B – Small Business Subcontracting Plan. (Required)
 12. Submit any exceptions the Offering firm takes to the Terms and Conditions as stated in this RFP.
 13. Any other information the Offeror believes will help the University evaluate its proposal.

Please review the Proposal Submission Checklist attached to this RFP prior to submission.

VII. STATEMENT OF NEEDS:

The Contractor shall provide the following services and capabilities:

- A. Customized International Travel Programming
 - 1. Develop and manage group travel programs for academic, cultural, and service-learning purposes.
 - 2. Offer tailored itineraries that meet educational goals for faculty and students.
- B. Travel Management Services
 - 1. Arrange international transportation, lodging, and local transfers for large groups.
 - 2. Provide access to unique lodging options (e.g., apartments, dormitories, houses).
- C. Program Enhancements
 - 1. Secure admissions to museums, performances, and cultural attractions at favorable rates.
 - 2. Organize mini-trips or excursions during international programs.
- D. Support Services
 - 1. Offer professional trip counseling for faculty directors.
 - 2. Provide tour guides and interpreters as needed.
 - 3. Conduct pre-trip seminars and organizational meetings upon request.
- E. Compliance and Documentation
 - 1. Communicate entry requirements (visas, immunizations) and assist with passport/visa services.
 - 2. Ensure adherence to all local, state, and federal laws and regulations.
 - 3. If the Contractor collects any traveler data, the Contractor shall disclose what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.
- F. Emergency and Risk Management
 - 1. Maintain a 24/7 Emergency Operations Plan for faculty, staff, and student travelers.
 - 2. Communicate travel alerts, restrictions, and contingency procedures for pandemics or emergencies.
- G. Financial and Administrative Requirements
 - 1. Provide accurate invoicing showing cost per traveler.
 - 2. Offer transparent refund and cancellation policies with maximum flexibility.
 - 3. Issue quotes for budget planning and guarantee pricing when possible.
- H. Additional Services
 - 1. Provide meeting space and technology support during travel.
 - 2. Offer travel insurance and refund processing for unused tickets.

VIII. CONTRACT ADMINISTRATION:

- A. The Director of the Center for International Education, or designee, shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Procurement Services department.
- B. The Contract Administrator shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator shall not have authority to approve changes in the services which alter the concept or which call for an extension of the contract term. Any modifications made to the contract must be authorized by the University's Procurement Services Department through a written two-party modification to the contract.

IX. EVALUATION AND AWARD CRITERIA

A. Evaluation Criteria - Proposals shall be evaluated by the University of Mary Washington Evaluation Committee using the following criteria:

Criteria	Point Value
Offeror’s capability – Experience based on provided resume(s) of personnel proposed	30
Client recommendations	10
Quality of proposal - offerings; portfolio (examples of prior work); addresses UMW requirements	30
Pricing: Financial Proposal	20
Small Business Subcontracting Plan	10
Total	100

SWaM participation will be considered but weighted modestly due to the nature of this contract. Details regarding award process and multiple awards are located in the Special Terms and Conditions – Award to Multiple Offerors.

X. GENERAL TERMS AND CONDITIONS:

The full set of General Terms and Conditions is a mandatory part of this solicitation and will be incorporated into the resulting contract. Please review the current version on the [UMW Terms & Conditions page](#).

XI. SPECIAL TERMS AND CONDITIONS:

- A. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract resulting from a competitive solicitation process for any dollar value, or sole source procurement valued at over \$50,000, the University will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for a minimum of 10 days.
- B. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- C. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- D. **PROPOSAL ACCEPTANCE PERIOD:** Any offer in response to this solicitation shall be valid for (120) days. At the end of the (120) days the proposal may be withdrawn at the written request of the Offeror . If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- E. **COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES:** It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No

modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Bidder/Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

- F. **AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more Offeror s deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offeror s so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The University reserves the right to make multiple awards as a result of this solicitation. The University may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia*, § 2.2-4359D). Should the University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror . The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.
- G. **CANCELLATION OF CONTRACT:** The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- H. **AVAILABILITY OF FUNDS/FISCAL YEAR PROCESSING:** The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- I. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as

services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
- b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
- c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.

- J. **CONTROLLING VERSION:** The PDF version of the solicitation and any addenda issued by University of Mary Washington Procurement Services is the mandatory controlling version of the document. Any modification and/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by UMW Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, UMW reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form (PDF) issued by UMW Procurement Services.
- K. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia or any affiliated agency from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia. If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- L. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- M. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution,

dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- N. **EXTRA CHARGES PROHIBITED:** The bid or proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the Contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees invoked by the vendor for the use of the credit card for payment of invoices, or any order-associated eVA fees.
- O. **INDEPENDENT CONTRACTOR RELATIONSHIP:** In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor. In no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, have authority to make any representations or commitments on behalf of the University or be considered the agent of the University for any purpose whatsoever. No persons engaged by the Contractor in connection with the provision of Services shall be considered employees of the University. As between the parties, the Contractor shall be responsible for hiring, supervising, training and instructing those individuals performing the services and shall pay any required state and federal taxes on behalf of such persons and provide them with any legally required employee benefits.
- P. **LATE PROPOSALS:** To be considered for selection, proposals must be received at the address listed on Page 1 of the solicitation no later than the designated date and hour. The official time used in the RFP is that time on the automatic time stamp machine in the location listed on Page 1 of the solicitation. Proposals received at this location after the date and hour designated are automatically disqualified and will not be considered. It is the sole responsibility of the Offeror to ensure that its proposal reaches the designated receipt location no later than the assigned date and hour.
- Q. **NON-EXCLUSIVE CONTRACT:** Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. The contract shall not restrict UMW from acquiring similar, equal or like goods and/or services from other sources.
- R. **NOTICES:** Any official legal notice, demand, request, consent, approval or communication required by this Agreement to be provided in writing by either party, shall be addressed to the University or Contractor at their respective addresses entered below. These notices shall be sent via certified mail, return receipt requested, and shall be considered by the sender received within five (5) days of delivery to the U.S. Postal Service, or via the stamped evidence of delivery, whichever occurs first. Any unofficial notices or communications may be sent via electronic mail.

If to the University:
Attn: Procurement Services
1301 College Avenue
Fredericksburg, VA 22401

If to the Contractor:
Attn:
ADDRESS LINE 1
ADDRESS LINE 2

- S. **PROCUREMENT MANUAL:** This solicitation and any resulting contract is subject to the provisions of the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendor's and any revisions thereto, which are hereby incorporated into this contract in their entirety. The manual may be viewed at the VASCUPP website.
- T. **QUALIFICATION OF OFFERORS:** UMW may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services and the Offeror shall furnish to UMW all such information and data for this purpose as may be requested. UMW reserves the right to inspect the Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. UMW further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy UMW that such Offeror is properly qualified to carry out the obligations of the Contract and to provide the services and/or furnish the goods contemplated herein.
- U. **RECYCLING POLICY:** It shall be the policy of the University of Mary Washington to support and encourage conservation and recycling efforts by vendors, students, faculty and staff, where possible.
- V. **RENEWAL OF CONTRACT:** This contract may be renewed by the University upon written agreement of both parties for (9), one-year renewal periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. Only at the time of renewal may prices be negotiated for the upcoming term.
- W. **SEVERABILITY:** If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.
- X. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- Y. **TITLE IX:** Educational institutions that receive federal financial assistance are covered by Title IX of the Education Amendments of 1972. In compliance with Title IX, the University of Mary Washington prohibits discrimination in employment as well as in all programs and activities on the basis of sex. The University of Mary Washington's Policy on Sexual and Gender Based Harassment and Other Forms of Interpersonal Violence can be found at <http://diversity.umw.edu/title-ix/files/2016/09/Policy-on-Sexual-and-Gender-Based-Harassment-and-Other-Forms-of-Interpersonal-Violence-03.18.pdf>.
- Z. **UNDERSTANDING OF REQUIREMENTS:** Your signature on your bid/proposal submission certifies your understanding of the following:
- a. It is the responsibility of each Offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation.
 - b. Therefore, all inquiries deemed to be substantive in nature regarding the specifications or other solicitation documents must be in writing and submitted to the responsible Contract Officer, whose name appears on the face of the solicitation, in the Procurement Services Office no later than five business days before the due date. Offerors must ensure that written inquiries reach the Contract Officer by the date stated in RFP. A copy of all queries and the respective response will be provided in the form of an addendum.
 - c. Your signature on your proposal and submission thereof certifies that you fully understand the requirements of this solicitation and have familiarized yourself with all federal, state and local

laws, ordinances, rules, and regulations that may affect the cost, progress, or performance of the work. Failure or omission of any Offeror to receive or examine any form, instrument, addendum or other documents, or to acquaint itself with conditions existing at the site, shall in no way relieve the vendor from any obligations with respect to its proposal submission or to the contract.

AA. AWARD – RFP: Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror (s) which, in its opinion, has offered the best overall combination of quality, price and various elements of required goods/services, as stated in the solicitation, which in total are optimal relative to the agency's need, and shall award the contract to that Offeror (s). The University may cancel this Request for Proposal, reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Governing Rule §16). Should the University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, or if in the sole opinion of the University it is in the University's best interest to award to only one, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated. The University, in its sole opinion, reserves the right, if determined to be in the best interest of the University, to make:

- a separate award of each item,
- an award of a group of items,
- an award either in whole or in part,
- a single award, or
- a multiple award

BB. INSURANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or Offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et seq. of the Code of Virginia. The bidder or Offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

- a. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
- b. Employer's Liability - \$100,000.
- c. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

- d. Automobile Liability - \$1,000,000 combined single limit. Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle).

XII. **PRICING SCHEDULE:** The contractor shall provide pricing for all products and services included in proposal, including transaction, processing, and service charges. Contractor should specify travel management fees.

XIII. **ATTACHMENTS (POSTED SEPARATELY IN eVA):** The following attachments are part of this Request for Proposals and are posted as separate downloadable files in eVA. Offerors are responsible for reviewing all attachments and submitting all required attachments with their proposal.

- a. Proposal Submission Checklist (Required)
- b. Small Business Subcontracting Plan (Required)
- c. SWAM Spend Reporting (Informational Only)
- d. Approximate FY25 Annual Spend Sheet (Historical / Informational Only)
- e. Hosted Technology Services Addendum (Exhibit)

XIV. **SUPPLIER ONBOARDING and METHOD OF PAYMENT:** *All awarded Contractors must be registered with the University to receive payment via University-issued check or ACH.* The Contractor shall be paid using one of the following methods for all University initiated procurements:

- a. University Charge Card: At the time of verified receipt of goods or services, and proper invoice, if the Contractor's eVA profile indicates acceptance of credit cards in payment, the University will authorize payment by University charge card, currently through the Bank of America Visa, under the following terms:
 - a. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase.
 - b. No check-out fee or surcharge, that was appropriately disclosed in advance of the sale/purchase, shall be greater than 3% of the total sale., effective 4/15/2023. The University expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.
- b. Virtual Payables through Bank of America: All payments made under Virtual Payables will have a net 16 payment term. For more information about this payment option, contact UMW's Accounts Payable department via email, or view details on the Bank of America Virtual Payables Website.
- c. UMW Check or ACH: *Payment will be made per the terms of the contract, or 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with Chapter 43, VPPA, Article 4, Code of Virginia.*

NOTE: ACH must be set up in advance prior to submittal of any invoices. For more information about ACH enrollment, please visit the Department of Accounts Electronic Data Interchange (EDI) webpage.

To be considered eligible for payment, all physical invoices must be received at the address below and should reference the eVA purchase order and UMW contract numbers as applicable. All electronic invoices must be sent to invoices@mail.umw.edu. *The University will not be responsible for late payment or nonpayment of invoices not received directly by Accounts Payable at this email address or at the mailing address indicated (below).*

UNIVERSITY OF MARY WASHINGTON
Attn: ACCOUNTS PAYABLE
1301 COLLEGE AVENUE
FREDERICKSBURG, VA 22401

ATTACHMENT A

RFP 26-2075 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal **MUST** be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

IMPORTANT DATES & REMINDERS

- No Questions Accepted after **Thursday, January 29, 2026 – 2:00 PM EST**. All Questions must be directed toward the Procurement Officer for this solicitation: [Jennifer Buist, jbuist@umw.edu](mailto:jbuist@umw.edu), and 540-654-1382.
- Proposal Due Date: **Thursday, February 5, 2026 – 2:00 PM EST** - Proposals submitted after 2:00 PM EST as indicated by the official eVA timestamp will NOT be accepted.
- All proposals must be submitted electronically through the Commonwealth of Virginia's eVA Procurement Portal by the solicitation due date and time. Offerors are responsible for ensuring successful submission in eVA. Proposals submitted by mail, email, or physical delivery will not be accepted.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

REQUIRED DOCUMENT SUBMISSION

Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP cover page.
- Any/All signed addenda.
- Electronic proposal uploaded through eVA (including a separate redacted version, if applicable).
- Description of the Offering firm's history and expertise relevant to the services described in this RFP.
- Pricing Schedule, as required by this RFP.
- Completed Attachment B, Small Business Subcontracting Plan.
- Any exceptions taken to University's Terms and Conditions.
- Current Certificate of Liability Insurance

ATTACHMENT B - SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

DEFINITIONS:

"Micro Business" means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: Fellowship Travel
International

Preparer Name: Jeremy **Date:** 3/9/26
Lawhorn

INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT B (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

DSBSD Certification No.: 693409 Expiration Date: 5/9/28

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Fellowship Travel International 10220 Timber Ridge Dr Ashland, VA 23005		Jeremy Lawhorn 804-412-1702 jlawhorn@fellowship.com	Travel Services		
Total Planned Subcontracting Spend (\$)					

ATTACHMENT D - See sheet 2 for breakdown

VHEPC FY25 Custom Travel Services Spend

V_Vendor	GMU	ODU	UMW
Academic Experiences Abroad		\$ 77,175	
Fellowship Travel International Inc	\$ 60,000	\$ 46,499	
GOLDEN RULE TRAVEL			\$ 3,460

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: January 20, 2026

RFP NUMBER & TITLE: **RFP 26-2075** - Customizable International Travel Services
Thursday, February 5, 2026 – 2:00 PM EST

PROPOSAL DUE DATE & TIME: **NOTE: Proposals received after the due date and time, as determined by the electronic time stamp generated by the eVA system, cannot be accepted.**

PROPOSAL SUBMISSION: Proposals shall be submitted electronically via the Commonwealth of Virginia's eVA system in accordance with the instructions provided in this solicitation.
Reference **RFP 26-2075**

WORK LOCATION: All Campuses Fredericksburg Stafford Dahlgren

COMMODITY CODE(S): **95892, 96178**

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A

CONTRACT OFFICER: JENNIFER BUIST **EMAIL:** jbuist@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be made to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: Fellowship Travel International

Address of Offering Firm: 10220 Timber Ridge Drive, Ashland, VA 23005

DSBSD Certification No.: SWaM #700167 Expiration Date: February 15, 2028

eVA ID: VS0000075784 Tax ID: EIN 54-1167636

Email: jhefner@fellowship.com Telephone: 804-550-0121

Website: Fellowship.com Fax: _____

Submitted By (Print Name & Title): Jennifer Hefner, Marketing Director

Signature (In Ink):  Date: February 5, 2026

- I. **QUESTIONS/INQUIRIES:** All inquiries for information should be directed via email to the contract officer listed above, referencing the RFP by title and number. No questions will be accepted after Thursday, January 29, 2026, at 2:00 PM EST. Responses will be posted as an addendum on eVA.
- II. **PROPOSAL RECEIPT REQUIREMENTS:** Proposals for furnishing the goods/services described herein must be submitted electronically via the Commonwealth of Virginia's eVA Procurement Portal (www.eva.virginia.gov). Physical submissions will not be accepted. **It is the responsibility of the Offeror to ensure that the proposal is submitted through eVA and received on time.**
- A. Late proposals cannot be accepted.
 - B. Offerors should verify successful submission in eVA prior to the deadline.
 - C. *UMW requires the inclusion of a clearly marked redacted proposal to be uploaded in eVA if any portion of the Offeror's proposal contains proprietary information.*
- III. **ADDENDA:** Any changes resulting from the University's requirements will be issued in an addendum and will be posted on the eVA website: <http://www.eva.virginia.gov>. It is the sole responsibility of the Offeror to check for all changes to the RFP prior to submission.
- IV. **INCLEMENT WEATHER/SUSPENDED SCHEDULE:** Proposal receipt deadline scheduled during a period of suspended state business operations, including school closing due to inclement weather, will be rescheduled for processing at the same time on the next regular business day. It is your responsibility to check UMW's website or call for closing information or call the University's Weather Line at (540) 654-2424. Please visit the [University of Mary Washington Website](#) for current operating status updates.
- V. **PUBLIC RELEASE OF INFORMATION:** UMW utilizes a Public Contracts Portal ([Cobblestone](#)) for posting of procurement documents, including winning proposals. Further, if the resulting contract includes cooperative language, the [VASCUPP public portal](#) will be used to house relevant procurement documents, including winning Offeror's proposal.



Fellowship Travel International's Business Proposal for The University of Mary Washington

RFP 26-2075

Jennifer Hefner
Marketing Director

804-550-0121, ext. 131
10220 Timber Ridge Drive
Ashland, VA 23005

Date: February 6, 2026
To: University of Mary Washington
Attn: Procurement and Study Abroad Evaluation Committee
Subject: Fellowship Travel International – RFP Response for International Group Travel Services

Dear Committee Members,

Thank you for the opportunity to submit Fellowship Travel International's (FTI) proposal for international group travel services. We value the University of Mary Washington's commitment to global education and are pleased to be considered as your partner.

FTI has specialized exclusively in academic and nonprofit group travel for over 45 years. We currently support custom academic programs in more than 60 countries, all tailored to the needs of faculty and student groups. In addition, we offer academically integrated service-learning programs in approximately 20 countries, built around sustainable partnerships with local NGOs.

We currently support institutions across Virginia—including Randolph-Macon College, Old Dominion University, George Mason University, and Virginia Military Institute—and are actively developing a new program for Mary Washington. At the end of 2025, our Net Promoter Score stood at 9.66, indicating strong satisfaction and trust among our institutional partners. Our regional proximity and long-standing relationships uniquely position us to provide high-touch support tailored to Virginia institutions.

Our client experience is built on three key pillars:

- **A Caring Approach** – Responsive, personalized service and long-term relationships
- **Expert Advice** – Deep institutional knowledge plus access to vetted, global partners
- **Stress-Free Planning** – Guided program development, intuitive online tools, and 24/7 emergency support provided by experienced travel professionals and global partners.

To reduce the administrative burden for faculty and staff, we also provide access to **Ubi**, our proprietary planning platform. Ubi supports document collection, itinerary tracking, entry requirements, payment visibility, and participant communication—all in one centralized system.

At the end of 2025, our Net Promoter Score stood at 9.66, indicating strong satisfaction and trust among our institutional partners.

Thank you for considering our proposal. We look forward to the opportunity to support UMW's study abroad efforts and deliver high-quality global learning experiences.

Sincerely,



Jennifer Hefner
Marketing Director

At-a-Glance: Why Universities Choose FTI

Commitment to Flexibility, Trust & Shared Success

At FTI, we come alongside each institution as a true partner—responsive, proactive, and invested in your success. We listen closely, adapt to your needs, and take care to simplify the process so you can focus on what matters most: delivering a meaningful learning experience. Along the way, we share what we've learned—offering creative ideas, cost-saving strategies, and academic planning insights shaped by 45 years of supporting faculty-led travel.

What You Can Expect from FTI

- **A Caring Approach** – Relationships built through active listening, responsive service, and advocacy
- **Expert Advice** – Deep institutional knowledge plus access to vetted, global partners
- **Stress-Free Planning** – Seamless coordination, intuitive tools, and 24/7 support for faculty and staff

Key Differentiators

- **Faculty Roundtables & Webinars:** Complimentary sessions on recruitment, affordability, and service-learning integration, designed to support faculty and strengthen program success
- **Ubi:** Proprietary trip management portal, provided at no cost
- **Bundled Pricing Model:** Competitive, simplified group rates with tiered pricing
- **Free 24/7 Emergency Support:** Dedicated team and vendor network for in-travel issues
- **Client Satisfaction:** 9.66 Net Promoter Score (2025)

Countries Served

- Custom academic programs offered in 60+ countries across six continents
- Custom service-learning programs developed in 20+ countries

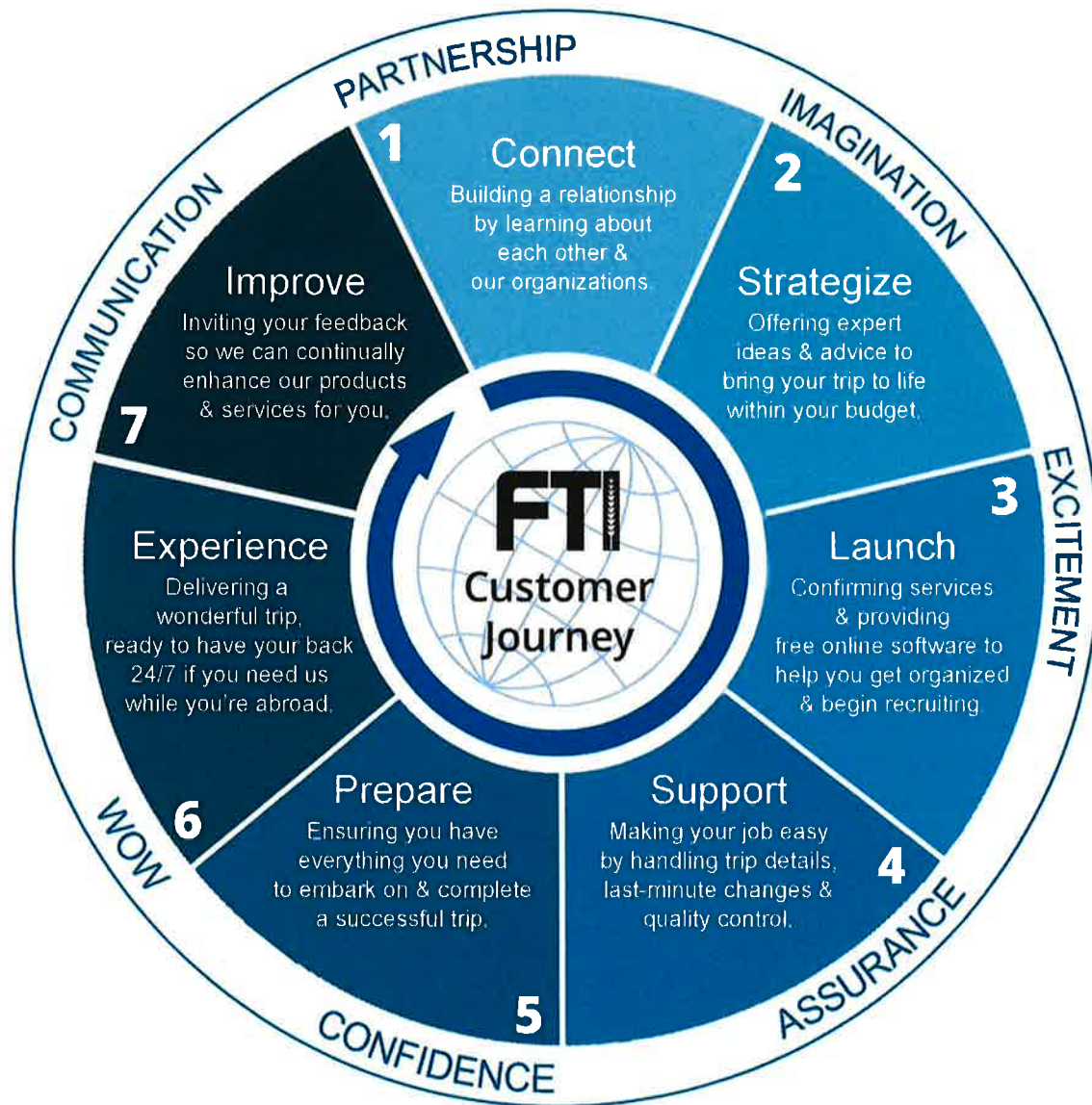
Top Virginia Institutions Served

- Old Dominion University
- George Mason University
- Virginia Military Institute
- Randolph-Macon College
- Bridgewater College
- Hampden-Sydney College
- University of Mary Washington (in development)

Fellowship Travel's Customer Journey

A Lifecycle Approach to Academic Group Travel

The following graphic summarizes the key phases of our group travel support process—aligning with the planning lifecycle of faculty-led, service-learning, and educational programs.



Section 1: FTI Sales

Please identify the amount of sales your company has had (if any) during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia.

Over the past 12 months, Fellowship Travel International (FTI) has supported multiple institutions across Virginia and beyond with a range of international group travel services. These services include faculty-led programming, nursing practicums, service-learning cohorts, and cultural immersion experiences. Our total sales figures in Virginia public higher education include:

VA Public Universities	Past 12 Mths.
Old Dominion University	\$109,955
Virginia Military Institute	\$ 69,740
George Mason University	\$ 50,170

In addition, FTI has coordinated programs for nearby institutions such as Randolph-Macon College, the University of Richmond, Bridgewater College, and Hampden-Sydney College—and is currently supporting upcoming programs for Washington and Lee University and the University of Mary Washington.

As a company headquartered in Ashland, Virginia—with decades of experience designing study abroad programs for Virginia institutions—we are geographically and operationally well-positioned to serve UMW with individualized support. Our team is able to offer in-person meetings, deeply understands the expectations of Virginia educators, and brings insights from long-standing regional partnerships into each new collaboration.

At the end of 2025, our client satisfaction levels placed us significantly above industry norms, with a Net Promoter Score of 9.66—reflecting the strength of our relationships, our student- and faculty-centered planning model, and the confidence clients place in our around-the-clock support. Every program is backed by FTI’s 24/7 emergency helpline and in-house operations team, ensuring real-time assistance and continuity of care when faculty and students need it most.

Section 2: Serviced Destinations

Provide a comprehensive list of currently serviced destinations and examples of types of travel programming that the offering firm has provided to clients within the last three years.

FTI specializes exclusively in international group travel and has 45 years of experience designing and managing faculty-led programs across six continents. We have successfully supported travel in a wide variety of environments—from world capitals and business hubs to remote rural villages and conservation zones.

FTI currently offers custom programs in more than 60 countries, all tailored to the academic, institutional, and experiential learning goals of our university partners. Our diverse nonprofit client base gives us insight into a broad range of educational needs. We work with faculty and administrators in fields such as environmental science, public health, education, business, international studies, and the arts—and frequently support multi-disciplinary programs that integrate perspectives from multiple academic fields into a cohesive, immersive experience. Planning and program documentation are supported through Ubi, FTI’s centralized planning platform, which gives faculty and university staff secure access to itineraries, travel documents, entry requirements, and other planning milestones throughout the development process.

A comprehensive list of available destinations will be included as a supplemental attachment.

Below are examples of the types of programming FTI has managed in recent years:

Academic Programs

FTI creates budget-conscious group itineraries centered around academic objectives. Activities may include lectures, artisan workshops, cooking classes, cultural excursions and institutional or NGO site visits. Packaged services include international airfare, accommodations, local transportation, group meals, travel insurance, and more.

Service-Learning Programs

- ❖ Structured service-learning abroad that reinforces academic learning, cultural understanding, and civic engagement.

FTI designs international service-learning experiences that blend academic instruction with meaningful community engagement. These programs are built around faculty input and curriculum goals—helping students apply classroom knowledge through structured service, guided reflection, and cultural immersion. Our model fosters critical thinking, civic development, and interdisciplinary learning.

Service-learning programs include:

- Alignment with university learning outcomes
- Supported academic reflection before, during, and after travel
- Long-term partnerships with vetted NGOs working year-round
- Ethical and sustainable engagement for reciprocal community benefit

FTI currently offers academically grounded service-learning programs in approximately 20 countries across Latin America, Africa, Asia, and Eastern Europe, serving disciplines such as public health, education, business, engineering, international development, and the arts.

Volunteer Programs

For university groups seeking impactful service and cultural engagement without a formal academic component, FTI also offers volunteer programs across a similar geographic footprint (about 20 countries). These itineraries focus on short-term, hands-on service and community exposure in collaboration with locally operated nonprofit organizations.

Volunteer activities might include environmental cleanup projects, or aiding food security efforts (fish, poultry and gardens), healthcare education, social welfare education, general construction. These programs are ideal for student organizations, campus ministries, and leadership initiatives looking to foster global awareness and teamwork through service.

Alumni Travel Programs

We support alumni engagement through tailored travel programs focused on cultural enrichment, historical exploration, and shared experiences. Each itinerary can include private site access, expert-led experiences, and guest lectures. FTI handles all travel logistics and optional program extensions.

Chaplain & Campus Ministry Travel

In addition to the above-listed volunteer opportunities, programs such as walking the Camino de Santiago offer students a chance for personal growth, reflection, and intercultural understanding. FTI customizes these experiences to align with student development goals and provides all logistical services including flights, lodging, transportation, and travel insurance.

A. International Locations

Specify the international locations to which your firm has experience in providing travel management services.

FTI has managed educational and service-based travel for student and university groups in more than 60 countries across six continents. All programs are international in scope and built to align with the academic, operational, and safety standards of our higher education partners.

Whether operating in major metropolitan areas or remote, resource-limited settings, FTI adapts each itinerary to local conditions while ensuring each client's program needs are met with precision and cultural sensitivity.

A complete list of destinations will be provided as a supplemental attachment. The following are representative examples of international programming:

Academic Program Examples

Iceland: Natural Resources & Clean Energy

A STEM-focused program in which students explored Iceland's geothermal energy systems, glacial landscapes, and environmental innovations—complemented by guided excursions and cultural activities.

Vietnam: New Perspectives Through Journalism

An immersive, cross-cultural journalism project in which U.S. and Vietnamese students co-authored media pieces exploring diverse viewpoints, including the local narrative of the Vietnam War.

South Africa: Social Transformation Through Art

Through local partnerships, students examined how art—through music, spoken word, theater, and street expression—had influenced social justice and reconciliation in South Africa.

Italy: Deaf Culture & Comparative Sign Language Studies

Students traveled across Italy to explore Deaf life, visiting schools, universities, and local clubs while learning regional variations of Italian Sign Language (LIS). Highlights included meetings at the Institute for the Deaf, the European Union of the Deaf, and Ca' Foscari University of Venice, where students examined accessibility, citizenship rights, and cultural comparisons with the U.S.

Service-Learning Program Examples

Service -Learning projects can also be adapted to suit volunteer groups.

Peru: Sustainable Agriculture & Community Leadership in Sechura

This initiative connects students with five rural organizations representing 75 families in Sechura, a region facing food insecurity and economic vulnerability. Participants work alongside community leaders to enhance small-scale poultry production, build organizational capacity, and improve market access—all while gaining insight into grassroots economic development.

Academic disciplines: Agricultural Sciences, Public Health, Business, Environmental Studies, Sociology, Gender Studies.

Romania: Community Engagement & Counseling-Focused Service Opportunities

In northwest Romania, students can partner with a self-funded nonprofit to support mental health services, nonprofit initiatives, elderly care, and youth development. Projects involve therapy observation, social service delivery, and engaging with local enterprise efforts like the Glasshouse Project—a sustainability initiative funding the organization's future growth.

Academic disciplines: Counseling, Psychology, Social Work, Special Education, Nonprofit Management, Public Health

Kenya: Wildlife Conservation, Ecology & Veterinary Health

This immersive program introduces students to the intersecting worlds of animal health, wildlife protection, and conservation science in Kenya. Through partnerships with local veterinarians, rangers, conservationists, and community leaders, participants engage in hands-on veterinary and ecosystem-based work across several conservation zones. Activities may include game counts, wildlife tracking, raptor monitoring, and livestock care—providing real-world experience in biodiversity management and community-based animal health initiatives. Students also explore the role of cultural context in conservation efforts, observing how ecological practices are shaped by, and adapted to, local needs and traditions.

Academic disciplines: Veterinary Technology, Wildlife Biology, Ecology, Pre-Veterinary Studies, Animal Science, Environmental Studies, Conservation

B. Travel Management

Describe the experience that your firm has in providing travel management services for large groups in an academic and higher education setting. Please provide recent examples (references) to support this experience.

- ❖ **Trusted travel partner for universities—offering dedicated advising, logistical expertise, and collaborative program development for large-scale academic travel.**

FTI has extensive experience providing comprehensive international group travel management services, with a strong focus on higher education. We work closely with academic institutions to manage complex programs involving faculty-led travel, service learning, alumni engagement, and cross-departmental initiatives. Our clients include public and private universities, academic consortia, and professional schools across the U.S., many of whom return to FTI for our high-touch service and logistical expertise.

FTI handles all aspects of international group travel, including: multi-origin air travel, group accommodations, visa guidance, in-country transportation, travel insurance options, cultural excursions, and 24/7 support. We understand the importance of accountability, transparency, and budget precision when working within university structures and approval processes.

FTI has managed travel for large cohorts with 40+ participants, programs involving multiple destinations, and faculty-led courses across a range of academic topics. We also support multi-disciplinary programs that integrate multiple fields of study into unified, academically rich experiences abroad.

Recent examples include:

- **University of Northern Iowa – New Zealand:** FTI created and managed a complex study program focused on indigenous education and curriculum development. The itinerary included multiple regions of travel, cultural immersion, and coordinated academic site visits.

- **Tennessee Consortium for International Studies (TnCIS):** FTI supports this statewide consortium with international travel logistics for multi-country summer study abroad programs. Our services include international airfare, program transfers, ground services, and centralized traveler support for students and faculty.
- **Western Pennsylvania Hospital School of Nursing – Nicaragua:** FTI coordinated international travel and in-country logistics for a medical service-learning program that included clinical volunteer work, group accommodations, cultural excursions, and supply transportation.

FTI's University Account Manager and Travel Advisors serve as dedicated points of contact, ensuring consistency and timely communication from planning through return. Our services are designed to integrate smoothly with university workflows while providing a seamless experience for students, faculty, and administrators.

References will be included as a supplemental attachment.

C. Customized Group Tours

Describe the ability of your firm to provide customized group tours and/or organize group events that meet educational goals for faculty and students while traveling abroad. Provide examples of previously arranged tours.

- ❖ Purpose-built group programs—designed for UMW—to align with university goals, integrate faculty input, support interdisciplinary themes, and deliver immersive, real-world experiences.

FTI specializes in designing fully customized international programs that reflect the academic goals, logistical needs, and cultural engagement priorities of each university client. We work exclusively with groups and do not sell off-the-shelf products. All itineraries are created from the ground up—with faculty collaboration—to ensure the program is academically aligned, student-forward, and distinctive within the university's portfolio.

Academic programs are available in 60+ countries and span a broad range of disciplines, including environmental science, public health, linguistics, education, business, arts & humanities, disability studies, nonprofit leadership, and global development. In addition to academic-focused travel, FTI also coordinates cultural enrichment itineraries for alumni groups and institutional partners seeking standard or sightseeing-based experiences.

We are particularly experienced in interdisciplinary program development, helping faculty combine themes such as sustainability and engineering, journalism and policy, Deaf studies and linguistics, or counseling and community health into meaningful global education experiences.

Academic Program Examples

Japan – Japanese Art & Landscaping

This academically focused program explored historical and spiritual connections to nature through Japanese garden design and temple architecture. Students examined Eastern design philosophy through the lenses of art, religion, and environmental principles.

Italy – Deaf Culture & Comparative Sign Language Studies

Students visited schools, universities, clubs, and nonprofits supporting the Deaf community in cities including Rome, Florence, Bologna, Padua, and Venice. The program highlighted dialectal diversity within Italian Sign Language (LIS) and fostered cultural comparison between Deaf life in Italy and the U.S., with academic sessions at Ca' Foscari University of Venice and the European Union of the Deaf.

Romania – Mental Health & Nonprofit Engagement

Students worked alongside a self-funded nonprofit in northwest Romania, rotating through youth, elder, and residential care institutions to learn therapeutic methods such as physiotherapy and sensory therapy. The Glasshouse Project—an onsite social enterprise—served as a case study in sustainable nonprofit operations.

Ghana – History of the Transatlantic Slave Trade & Community Service

Students explored the historical legacy of the transatlantic slave trade via academic site visits to Elmina and Cape Coast, paired with contextual volunteer work in surrounding communities. The program fostered reflection on social justice, reconciliation, and intercultural awareness.

Australia – Biodiversity & Indigenous Cultural Ecology

Students investigated ecological conservation and Aboriginal cultural knowledge through immersive fieldwork in the Daintree Rainforest, the Great Barrier Reef, and the Blue Mountains. Cultural learning was facilitated through community interaction with the Tjapukai Tribe, traditional ecological knowledge sharing, and hands-on exploration of sustainability practices Australia.

Service-Learning Program Examples**Romania – Community Health & Counseling**

Students collaborated with a nonprofit focused on underserved populations in rural Romania to deliver youth programming, community outreach, and elderly care. Counseling and therapy observation took place in residential centers using physiotherapy, hydrotherapy, and sensory activities—tied to coursework in psychology and human services.

Peru – Physical Therapy & Community Wellness

This structured program placed students in local Peruvian communities to support rehabilitation services and promote wellness education. Participants engaged both with service populations and cultural sites, gaining insight into social determinants of health and regional healthcare access.

Tanzania – Engineering & Sustainable Development

Students partnered with local engineers and village leaders to co-develop solutions addressing clean water, infrastructure, and maintenance challenges in a culturally and environmentally sustainable way. Classroom prep and community collaboration were key program components.

Each of these programs was co-developed with faculty leadership to align with academic credit structures, university risk protocols, and student learning outcomes. FTI manages all logistical components, including international airfare, accommodations, in-country transportation, cultural experiences, insurance offerings, and 24/7 emergency support while groups are in the field.

Our goal is not only to deliver logistically seamless travel but to ensure your programs remain academically relevant, student-centered, and institutionally distinctive.

D. Professional Trip Counseling

Describe the ability of your firm to offer professional trip counseling for faculty directors for complex or unique itineraries.

- ❖ Personalized advice and planning support from dedicated advisors who understand academic objectives and complex itineraries.

FTI provides professional trip counseling and hands-on support to faculty leaders throughout every stage of program development. Our collaborative approach is designed specifically for higher education institutions and is particularly valuable for complex, multi-country, interdisciplinary, or first-time programs.

Each university partner is assigned a dedicated Program Advisor who serves as the primary point of contact. This advisor provides tailored guidance and planning support—including recommendations on routing, pacing, itinerary structure, budget alignment, and culturally appropriate programming. We also offer region-specific insights and risk considerations to help ensure programs are thoughtful, feasible, and aligned with learning outcomes.

Trip counseling services include:

- **Develop program concepts** in collaboration with faculty, advising on destinations, seasonality, pacing, and group flow
- **Align itinerary design with course goals**, site-specific learning outcomes, and cultural integration
- **Coordinate complex itineraries** involving multi-city or multi-country travel, including flight routing, visa requirements, and pacing
- **Advise on cultural and regional context** to ensure programming is academically rich, locally appropriate, and safe
- **Provide complete and up-to-date travel documentation** including visa and passport requirements, baggage allowances, detailed inclusions and exclusions, and other pre-departure resources

Faculty leaders receive ongoing support—from initial concept development through post-program debriefing. Pre-departure assistance may include personalized meetings, custom documents, and travel briefings to ensure faculty feel informed and confident leading their program abroad.

E. Tour Guides & Interpreters

Describe your firm's ability to provide tour guides and/or interpreters on an as-needed basis during international travel.

FTI has the ability to arrange professional, English-speaking local guides and interpreters on an as-needed basis during international programs. These services are coordinated as part of our full-service program design process and are provided based on destination, academic content, and faculty preference.

Local guides are available to facilitate cultural engagement, provide historical context, and support faculty during excursions or site visits. When more in-depth interpretation is needed—such as during site briefings, medical or service interactions, or guest lectures—FTI can also coordinate qualified interpreters who are familiar with regional dialects and the academic or technical vocabulary relevant to the program.

All guides and interpreters are sourced through trusted, locally-based partners who understand the expectations of university travelers and can adapt based on the level of formality or academic focus required. These services are fully customizable and may be scheduled for select days, activities, or the full duration of the international program.

F. Admission Passes

Describe your firm's ability to arrange for admissions passes to various museums, performances, special exhibits, and other attractions as an enhancement to the international study program at the most favorable rate to the University. Provide suggested attractions as examples in conjunction with various serviced locations.

- ❖ Academic site access and curated cultural programming that enhance learning outcomes.

FTI routinely arranges timed entry and group admission to museums, cultural institutions, academic site visits, performances, and historic landmarks as part of a customized international program. These experiences are selected based on their relevance to the faculty's academic goals and enriched through our coordination with in-country partners who identify locally significant opportunities aligned with each itinerary.

We work with our established vendors and destination contacts to secure **favorable group rates or institutional discounts** wherever available, and passes are scheduled in advance to ensure smooth integration into the program's overall pacing.

When feasible, FTI can also arrange for **behind-the-scenes access**, private group sessions, or curator/subject-matter expert-led experiences—adding deeper academic value for faculty and students.

Admission passes can include:

- Museums and interpretive centers
- Historical or heritage sites
- Theatrical or music performances
- Architectural sites
- Institution-specific exhibitions or archives

All arrangements are made in consultation with faculty leaders, and FTI ensures that access aligns with the group's learning outcomes, schedule, and budget requirements. Because of our vetted network of in-country providers and our consolidated volume with preferred suppliers, we are able to leverage longstanding relationships to secure priority access to high-demand attractions and events—including exclusive opportunities such as backstage tours, skip-the-line entry, and in-depth academic lectures that provide deeper contextual understanding.

G. Group Meals

Describe the ability of your firm in locating restaurants in the travel area that can accommodate large travel groups. Describe the ability of the University to have select group meals be pre-reserved and invoiced as part of the trip. Provide examples of previous arrangements.

FTI will always use restaurants selected by group organizers when preferences are provided. When no specific requests are made, we consult our trusted regional ground operators, who are well-positioned to recommend establishments that are safe, culturally appropriate, and budget-conscious. Their local insight ensures access to venues offering authentic cuisine and a comfortable group dining experience.

Dining is scheduled with attention to dietary restrictions, cultural context, timing, and proximity to other program components.

Select group meals can be pre-reserved and invoiced as part of the overall program package, allowing the university to integrate meal costs into a single invoice alongside accommodations,

ground transportation, and other logistical services. This simplifies budget planning and enhances clarity during the funding or reimbursement process.

Meal arrangements may include:

- Hotel restaurants or pre-reserved hotel catering (ideal for early mornings, late arrivals, or field-intensive days)
- Local, culturally relevant restaurants near program sites
- Group-friendly dining venues along transit routes or in historic districts

FTI confirms all group dining details in advance, including reservation times, seating arrangements, and any pre-selected menus. Dietary needs are collected during registration or intake and communicated to providers to ensure an inclusive dining experience.

Whether meals are scheduled daily or reserved for special occasions—such as welcome dinners, cultural experiences, or closing events—FTI ensures each arrangement supports the overall goals of the program while maintaining ease of management for university staff.

H. **Pre-trip Seminars & On Campus Meetings**

Describe your firm's ability to provide or attend pre-trip seminars and organizational meetings on campus to the groups that will be traveling, if requested by the University. Specify all associated costs in the Pricing Schedule.

FTI provides pre-departure support to help faculty and staff feel fully prepared for leading international group programs. This support includes information sessions, planning meetings, and training seminars, which can be delivered virtually or in person, depending on the university's needs.

For the University of Mary Washington, FTI is well positioned to offer in-person meetings and workshops due to our location in Ashland, Virginia, just north of Richmond. Our proximity allows for seamless coordination of on-campus seminars as part of our service model.

All sessions are designed specifically for a faculty and administrative audience, focusing on budget-conscious program strategies, safety and security abroad, and best practices for aligning travel logistics with academic goals. We've provided similar sessions for institutions like Randolph-Macon College and Virginia State University.

We also offer faculty roundtables, which provide a supportive space—particularly for first-time faculty leaders—to ask questions, explore academic travel possibilities, and brainstorm destination options that align with their course content. These roundtables are also effective platforms for cross-departmental networking and the development of interdisciplinary programs.

In addition, FTI hosts virtual webinars to help program leaders recruit participants and promote their programs. Topics include running affordable programs, maximizing value for students, using social media effectively, and strengthening visibility through marketing channels.

Once a partnership is in place, FTI will work with UMW to schedule and adapt these sessions to meet institutional goals. We encourage early coordination to ensure staff availability and alignment with the university's academic calendar. Each group will also be assigned a dedicated **Program Advisor**, who provides continuous support throughout all phases of the planning process.

I. Facilities

Describe the firm's ability to provide meeting space, classroom facilities, and/or presentation/technology needs during international travel at the University's request. Describe your ability to provide facilities on another university or college campus and specify the locations.

FTI can arrange meeting space, classrooms, or presentation facilities abroad based on university request and program needs. Whether the goal is to host a faculty-led lecture, hold student reflection sessions, or facilitate guest speaker presentations, we work with our in-country partners to secure appropriate spaces that accommodate group size, scheduling, and technology requirements.

Depending on the destination, FTI can secure:

- Hotel meeting rooms or conference facilities
- Classrooms or seminar spaces through local educational institutions (when available)
- Partner NGO or community center venues for service-learning reflection or workshops
- Presentation spaces equipped with projectors, screens, and other basic AV equipment

When appropriate, FTI may also coordinate use of space on another college or university campus abroad, often through existing institutional partnerships or study center networks. While availability depends on the location and academic calendar of the host institution, this option is well-suited to programs with an academic or collaborative exchange focus.

All facilities are vetted for safety, suitability, and accessibility, and arranged in consultation with the faculty leader or university sponsor. We ensure that space logistics are coordinated alongside travel, lodging, and ground transportation to provide a seamless experience for students and program leaders.

Section 3: Partner Providers

If all services described in section IV.A are not provided "in-house" by the offering firm, please provide the list of providers that partner with the firm to supply the services.

FTI provides complete international group travel coordination through a combination of internal expertise and a curated network of long-term partners. Rather than sourcing à la carte services, our bundled planning model maximizes buying power and consistency—delivering cost-effective and academically aligned programs tailored to each destination.

All core planning, itinerary design, budgeting, and university communication is managed in-house by FTI's team of dedicated Program Advisors. On-the-ground execution is provided through our long-term global partners, whose services are integrated into a single, comprehensive package. This allows us to deliver a seamless experience for travelers while maintaining cost efficiency and quality control.

Our network of trusted providers includes:

- **In-country ground operators and partners:** FTI partners with experienced local operators to coordinate airport transfers, ground transportation, day-to-day activity execution, and local guides. These vendors are evaluated based on their safety record, cultural knowledge, reliability, and success delivering group experiences for our educational travelers.
- **Lodging and dining establishments:** Lodging and dining establishments are sourced through regional suppliers who support group travel and can deliver consistent, safe, and logistically sound experiences for academic travelers. FTI confirms all lodging and group meal requirements as part of the contracted program package.
- **Educational and nonprofit organizations:** For volunteer and service-learning programs, FTI works with vetted local NGOs who operate year-round in their home communities. These valued partners help ensure ethical, sustainable engagement tied to academic outcomes (when appropriate).

- **International air travel providers:** FTI maintains more than 30 exclusive air contracts, including humanitarian and consolidator fares. Our in-house air staff manages all bookings directly with airline suppliers—offering clients access to favorable pricing, group flexibility, and timely flight coordination.

We intentionally limit our external partner network in each destination to deepen our relationships, ensure greater accountability, and reinvest our volume with those who continue to meet—and adapt to—higher education expectations. This strategic approach enables us to secure bundled service agreements that provide favorable cancellation terms, premium access, and pricing advantages not typically available through one-off bookings or retail agencies.

FTI does not publicly disclose the names of our partner providers, as these relationships represent a competitive differentiator developed over four decades. However, all partners are continually vetted for performance, compliance with university standards, and alignment with our values of safety, transparency, and student-centered program delivery. Specific contact information may be shared confidentially with relevant university departments when program implementation requires it.

A. Excursions

Describe the firm's ability to plan mini-trips or excursions for University groups traveling abroad. Describe the firm's ability to schedule either intra-national or international travel to accommodate the mini-trips or excursions. Provide examples of previous experience in providing this service.

FTI offers full support for customized excursions and mini-trips as part of international study programs. These excursions may take place during program downtime (such as weekends), serve as academic extensions, or be embedded into program itineraries to complement coursework or cultural learning objectives.

Excursions may vary in length from day trips to multi-day extensions and can be arranged as:

- Regional travel (e.g., rural site visits, historical landmarks, fieldwork locations)
- Multi-city itineraries within the host country
- Short cross-border travel to neighboring countries, where appropriate

FTI manages all logistics related to excursions, including transportation, lodging (if overnight), guides, admissions, and optional meals. For faculty developing credit-bearing programs, we ensure these excursions support both academic outcomes and group continuity, while remaining compliant with university travel policies.

Recent examples include:

- In **Germany, Austria, and Czech Republic**, FTI arranged a multi-country excursion for psychology students to visit culturally and historically significant sites connected to the development of the field.
- In **Iceland**, excursions to areas such as the Snaefellsnes Peninsula, Reynisfjara, and Jokulsarlon Lagoon were integrated into a clean-energy program, enhancing students' understanding of geothermal and natural resource management.
- During a **Peru** physical therapy program, FTI coordinated a pre-project excursion to Machu Picchu and historical sites in the Sacred Valley to provide cultural context before students began service work.

All excursions are tailored to the academic focus, timing, and budget of the institution and can be arranged in advance during program planning or added during final itinerary development. FTI's Program Advisors and in-country partners work together to ensure safe, well-paced excursions that align with the educational and cultural goals of the overall program.

B. Charter Transportation

Describe firm's ability to provide charter transportation and the types available by location.

FTI arranges private charter transportation for international group programs, coordinating vehicles that meet the size, comfort, and logistical needs of the itinerary. We work directly with trusted in-country transportation providers to secure vehicles appropriate for the region, road conditions, and group activities.

The type of vehicle provided depends on group size, geography, and destination infrastructure. In major urban centers and well-developed travel regions, FTI secures modern coaches with Wi-Fi, climate control, and luggage storage. In more rural or developing areas, we work with providers that specialize in navigating terrain safely and reliably, using well-maintained vehicles suited to local road conditions.

FTI also coordinates airport transfers, daily pick-ups/drop-offs, and transportation built into excursion days. All transportation is scheduled to align with flights, excursions, academic activities, and hotel check-in/check-out times.

Our ground transportation partners are vetted for licensing, safety standards, insurance coverage, and experience working with international academic groups. Accessibility and vehicle-specific needs can be accommodated upon request during the planning phase.

C. Travel Insurance

Describe all travel insurance available at no cost to the University.

FTI offers a comprehensive group travel insurance policy developed specifically for educational and service-focused travel. While insurance is typically paid for by individual travelers or incorporated into the per-person program fee, there is no direct cost to the University for insurance coverage arranged through FTI.

FTI's policy is exceptional in several key ways:

- **It is not priced based on participant age**, making it more equitable and more affordable than most on the market
- **It provides primary coverage**, so claims do not have to be routed through a participant's personal insurance provider first
- **It is considered a benefit-rich policy**, offering robust protections well beyond basic coverage options
- **It is a custom policy only available through FTI**, priced well below typical market rates for plans offering the same level of protection

Standard benefits include:

- Trip delay and trip interruption
- Medical expense coverage, including emergency medical evacuation
- Baggage loss and delay
- 24/7 worldwide emergency travel assistance

We are able to offer this unique insurance solution due to the volume of travelers we serve annually across our university and nonprofit client base. The result is a policy that offers excellent value, broad coverage, and reliable support—without adding complexity or administrative burden for university staff.

Coverage can be tailored to align with risk management protocols or institutional preferences. If UMW requires all participants to be insured, the premium can be included in the program fee, and FTI will facilitate enrollment and documentation for the entire group.

FTI is also available to help university staff compare this policy to any existing institutional coverage to ensure the best fit for program needs.

D. Flight Insurance

Describe any Common Carrier and Flight Insurance that would be made available to University travelers at no additional cost to the University.

All passengers traveling on airline tickets arranged through FTI benefit from the standard Common Carrier liability coverage provided by the airline, as required by law and the airline's carrier agreements. This coverage typically includes protection for incidents such as injury or death arising from an accident onboard the aircraft or during boarding/disembarkation, up to the limits defined by the individual airline and applicable international regulations.

E. Unused Ticket Refunds

The contractor shall provide any refunds due as a result of unused tickets and shall identify each refund by the original ticket and invoice number. Refunds shall be credited to the University in the form of the original payment. Describe the firm's refund policy as it pertains to tickets, rentals, and reservations described within this RFP.

FTI follows a transparent and accountable refund policy for all eligible airline tickets, rentals, and prepaid program services. We work with vendors and airlines to secure the maximum allowable refund or credit based on their published terms and will always advocate on behalf of the University or traveler to recover fees whenever possible.

For airline tickets, FTI's clients can track ticket values and expiration timelines using Ubi, our planning portal. This system allows both the University and FTI Program Advisors to view key credit details—such as ticket number, passenger name, airline, original value, and travel-by date—to ensure that unused credits are visible and effectively applied toward future travel. Internally, TripMX, FTI's proprietary trip management platform, alerts our agents when unused credits are available. This proactive tracking reduces the burden on the University to monitor and recall unused credits and helps ensure they are applied before expiration. FTI's goal is to ensure ticket values are used—not wasted—whenever future travel plans allow.

Refunds are processed to the University in the original form of payment and are clearly documented with both the ticket or invoice number for reconciliation. If a full refund is not available, we will pursue alternative options such as travel credits or permitted name changes in accordance with airline policy.

For all other prepaid services (such as accommodations, transfers, or excursions), refundability is determined by individual vendor cancellation terms. Our longstanding vendor relationships often allow us to recover more than would typically be available to one-time clients—especially when cancellations fall within specified windows.

F. Travel Document Delivery

Describe the timeframe for providing the delivery of tickets and/or itineraries to the requesting University faculty travel leader after reservations are confirmed. All tickets and itineraries, unless otherwise requested by the University, should be delivered electronically.

FTI provides all travel documents, itineraries, and tickets electronically, unless a different delivery method is requested by the University. Once reservations are confirmed—whether for airfare, lodging, or other program components—electronic documentation is typically delivered within 3–5 business days, or sooner if required by immediate planning milestones.

These documents are sent directly to the faculty travel leader and/or university point of contact, with additional versions available for distribution to participants if needed. Group itineraries, e-ticket numbers, lodging confirmations, and transfer schedules are consolidated and shared in clear, university-friendly formats to support pre-departure coordination.

For air travel arrangements, tickets are issued in accordance with the airline's payment and ticketing deadlines and are generally sent upon issuance along with consolidated travel details.

Travel documents may include:

- Detailed group itinerary
- e-Tickets with airline confirmation codes
- Accommodation and transfer confirmations
- Contact information for in-country support
- Traveler notes as needed for immigration, arrival, or health documentation

The assigned **Program Advisor** oversees all documentation delivery and is available to respond quickly to any updates or changes requested by faculty or university staff. Final travel documents for tours—including flight details, accommodation lists, and day-by-day itineraries—are typically delivered within **3 to 5 business days** of confirmation, or sooner when trip timelines require accelerated delivery.

G. **Standard Itineraries**

Describe the information provided on standard itineraries.

FTI designs detailed, customized itineraries that support academic planning, logistical execution, and institutional oversight. What sets our itineraries apart is their **interactive, user-friendly format**—delivered as clickable PDFs that allow faculty and university staff to efficiently navigate between travel details, costs, inclusions, and deadlines. This layout is consistently cited by our clients as a **major differentiator**, offering clarity that spreadsheet-based or text-heavy itineraries from other providers simply cannot match. Our standard format ensures that faculty leaders are well-equipped to gain approvals, answer student/family questions, and execute international programs with confidence.

Itineraries are developed in phases throughout the planning lifecycle and delivered electronically to the lead faculty member and/or designated university contact. Each group typically receives:

- **Initial Itinerary** – Provided at the proposal stage to outline the foundational program components, including flight routing, accommodations, and a draft of the group's schedule.
- **Planning Itinerary Updates** – Continuously refined throughout the development process as specific services and components are confirmed.
- **Technical (Final) Itinerary** – Delivered closer to departure, once all logistics are finalized. This version provides a complete daily schedule with confirmed pick-up/drop-off times, lodging details, transportation logistics, and activity timing in a clean, visually organized format.

For **air-only arrangements**, itineraries include:

- Airline name and flight numbers
- Departure and arrival airports with local times
- Total travel time and all stopover locations
- Baggage allowance information per carrier guidelines
- Airport transfer instructions, if arranged through FTI

For **land-based or full-service programs**, itineraries may also include:

- Hotel addresses, names, and contact details
- Room types and occupancy assignments, where applicable
- Day-by-day scheduling with confirmation times for activities, transfers, and meals
- Ground transportation type and timing (e.g., coach bus, rail, private vans)
- Daily meal indicators (B/L/D)
- Access details for any pre-reserved venue, museum, or academic visit

All travel documents also include a summary of program inclusions and exclusions, ensuring transparency and simplifying participant preparation.

Itineraries are reviewed by the assigned Trip Operations Specialist and all final versions are delivered electronically. Working drafts are also available throughout the planning process for internal review, marketing, or student recruitment purposes.

H. **Entry Requirements**

Describe the firm's ability to communicate entry requirements for a country (such as a visa, letter of invitation), and to communicate any issues that may prevent entry into a country (such as passport stamps to a specific country) and provide guidance on resolution.

Through Ubi, our travel planning portal, FTI provides timely, destination-specific entry requirement guidance based on each participant's passport nationality and travel itinerary. Ubi automatically clusters travelers within each group, making it easier for the group organizer and FTI Program Advisor to identify individuals with unique entry needs and provide tailored information accordingly.

All entry requirement data is sourced from Timatic, the same industry-standard database used by major airlines at the time of check-in. This ensures the information provided is accurate, up-to-date, and reflects the most current border regulations and travel documentation policies worldwide.

FTI supports group leaders by compiling and communicating requirements such as visa needs, passport validity rules, and any necessary supporting documents (e.g., hotel listings, flight confirmations, or letters of invitation). While each traveler is responsible for securing their own entry documents, our team ensures that key requirements are shared clearly and early in the planning process.

Entry information is updated throughout the planning cycle via Ubi, so organizers and Program Advisors always have access to the most current guidance available for each participant.

I. **Passport & Visa Services**

Specify the firm's ability to provide Passport and Visa services. Include all associated costs.

FTI does not offer in-house passport or visa processing services, but we support university clients by providing relevant travel documentation and entry requirement guidance to aid travelers in completing the necessary applications.

For professional processing support, FTI recommends working with Travel the World Visas (TWV), a Washington, D.C.-based agency we've partnered with for over 20 years. TWV specializes in passport and visa services for group and study abroad travel, and their longstanding experience, strong relationships within Washington, D.C. embassies, and proximity to consular offices make them a valuable asset—particularly when navigating complex or time-sensitive documentation needs.

Group organizers receive all necessary supporting materials from FTI—such as hotel confirmations, flight itineraries, and letters of invitation—so travelers can meet embassy or consulate submission requirements. Program Advisors remain available to clarify what documents are needed and when they should be secured, based on the destinations and timeline for the program.

There is no additional cost for the documentation guidance provided by FTI. Travelers are responsible for any fees charged by processing agencies, embassies, consulates, or third-party providers.

J. Trip Itineraries

Trip itineraries for the entire group shall be provided to the University faculty director in charge of the trip, unless otherwise specified.

FTI provides complete travel itineraries to the designated University faculty director for each program, unless otherwise specified by the institution. Itineraries are delivered electronically and include all confirmed group arrangements such as flights, accommodations, daily schedules, ground transportation, and included meals.

Working drafts can also be shared earlier in the planning process to support internal reviews, recruitment, or departmental approvals. Final itineraries are delivered once all components are confirmed and are reviewed by the assigned **Program Advisor** for accuracy prior to distribution.

If the University prefers itineraries to be shared with additional stakeholders (e.g., study abroad staff, multiple faculty leads, or administrative support), FTI is happy to accommodate.

K. Ensuring Accuracy

Describe how the firm ensures accuracy in booking, invoicing, and itineraries. Specify if original receipts shall be provided to the University.

FTI ensures accuracy in booking, invoicing, and travel documentation through a structured process that combines dedicated personal oversight with proprietary technology. Accuracy checkpoints are built into each phase of planning and implementation and are supported by TripMX, FTI's internal operations and vendor management system. TripMX enables our staff to manage all program logistics in one centralized platform—ensuring consistent workflows, quality control, and real-time access to critical trip details, including during after-hours emergency support.

TripMX supports:

- A built-in triple-check process by Sales, Support, and Ticketing teams across all booking stages
- Automated tracking of confirmations, payments, rooming lists, and transportation assignments
- Instant access to program records to support continuity and after-hours issue resolution

Once a booking agreement has been signed, the group is transitioned to a Trip Operations Specialist, who is responsible for managing final confirmations, coordinating vendor details, and preparing travel documentation.

To further reduce booking errors, all TSA-required traveler data entered into Ubi—whether manually, via CSV upload, or through the online registration form—flows directly into airline systems, ensuring accuracy of names, dates of birth, and other secure flight information. In addition, FTI uses artificial intelligence within internal review checks to flag potential mismatches between legal names and known nicknames or common misspellings, providing an additional safeguard during the reservation process and further reducing ticketing errors.

Final invoices are reviewed against confirmed itineraries to ensure alignment with provided services. While FTI does not provide original receipts due to our bundled pricing model, we issue invoices reflecting all arranged components for clear university reconciliation.

L. Immunizations

Describe the ability of the firm to provide communications to the faculty director when the trip being planned will take the group to locations requiring immunizations. Specify if the firm will be able to provide the faculty director with details about the immunizations needed and time frame for the traveling group to receive the immunizations.

FTI supports faculty directors by providing access to reliable health and safety information for each destination. When international travel may involve specific health considerations, such as required or recommended immunizations, this information is made available through **Ubi**, FTI's travel planning portal.

The Destination section of Ubi includes direct links to the Centers for Disease Control and Prevention (CDC), allowing group organizers to quickly access accurate, up-to-date guidance related to vaccinations and general health recommendations for each country on the itinerary.

FTI encourages faculty and group organizers to consult these resources as part of their pre-departure planning. While FTI does not provide medical advice or track individual health compliance, Program Advisors are available to answer logistical questions about where health guidance can be found and what type of documentation may be requested by vendors or border authorities.

This access supports proactive participant communication and helps university staff incorporate health planning into their overall program preparation timeline.

M. Lodging

Describe the firm's ability to book group lodging for short term and long term stays. Describe any unique lodging situations for which the firm would have booking access, such as apartments, dormitories or houses.

- ❖ Safe, vetted accommodations tailored to group needs, program goals, and destination infrastructure.

FTI books group lodging for both short- and long-term stays, tailored to the academic, logistical, and budgetary needs of each program. Lodging arrangements are selected based on group size, destination, itinerary, and safety considerations.

Accommodations may include:

- Group-friendly hotels
- Guesthouses or pension-style properties (when available)
- University dormitories (when available)

All lodging is arranged through trusted local suppliers. FTI manages room types and occupancy preferences in accordance with university guidelines and confirms details as part of the final travel itinerary.

For programs with ground or packaged components, lodging is coordinated by the assigned Program Advisor, and confirmed by the Trip Operations Specialist prior to departure. This ensures that all accommodations are fully booked, documented, and appropriately integrated into the travel plan.

Section 4: Business Operations

A. UMW's FTI Team

Provide resumes for key personnel (particularly the single point of contact who will be working with UMW) who would be representing the firm and working with UMW staff to develop travel programming or fulfill travel programming needs.

FTI takes a team-based approach to serving higher education clients, with dedicated Advisors leading each phase of program development and execution. We do not solicit commercial accounts, and instead maintain a strict focus on supporting educational and humanitarian organizations. Every team member assigned to UMW brings direct experience in university and nonprofit travel planning and is prepared to deliver responsive, informed support tailored to your academic goals.

At UMW, you will be supported by experienced professionals who specialize in air coordination, itinerary planning, logistical execution, and ongoing account management.

Primary Point of Contact

Molly Reitter – Account Manager

Ext. 110 | mreitter@fellowship.com

Molly serves as a dedicated client advocate for campus administrators, faculty, and staff by proactively identifying needs, delivering solutions, supporting travel-related inquiries, and ensuring prompt issue resolution. She fosters strong relationships through personalized communication, ongoing engagement, and commitment to gathering and acting on feedback. She oversees service levels, coordinates onboarding, and manages the university relationship through post-trip follow-ups, quarterly check-ins, and annual planning conversations.

Experience: Molly joined FTI in 2023. Since that time she has established and maintained relationships with all of our repeat and VIP clients.

Advisors

Ilona Scott – Program Advisor

Ext. 112 | iscott@fellowship.com

Ilona leads ground-only and packaged (air + land) program planning. She works closely with faculty and administrators to develop customized itineraries, coordinate vendors, prepare proposals, and align services with university goals. Ilona continues to collaborate with Trip Operations throughout program execution to ensure delivery is seamless.

Experience: Since joining FTI in 2022, Ilona has collaborated on international programs for universities of all sizes. Recently, she's designed trips for UNCW, DePauw University and Catawba College to name a few. Ilona grew up in Ukraine and continues to expand her knowledge of Europe and other destinations through her personal travel.

Keri Aschwege – Group Sales Advisor (Air + Ad-Hoc Services)

Ext. 124 | kaschwege@fellowship.com

Keri works directly with group organizers booking flights for 10+ passengers. She advises on routing, timing, group fare options, and seating arrangements, and helps coordinate hotel or ground services upon request. Once flight booking is confirmed, Keri continues coordination with the Trip Operations team.

Experience: Keri joined FTI in 2022. Since that time, she has served many of our university clients including our largest, the Tennessee Consortium for International Studies.

Stephanie Lawhorn – Individual Sales Advisor

Ext. 131 | slawhorn@fellowship.com

Stephanie advises clients booking travel for 1–9 passengers. She handles itinerary selection, fare negotiation, and booking, and remains the client’s point of contact for all reservation changes and updates.

Experience: Stephanie has been with FTI since 2003 and is part of the founding family. Over the years, she has held several roles—including Marketing Associate and Trip Operations Specialist—giving her a well-rounded understanding of client needs and internal operations. This depth of experience enables her to provide highly responsive, thoughtful service to travelers and university partners alike.

Note: Full resumes or additional team bios can be provided upon request.

Our service model is built around long-term relationships, proactive support, and timely communication. From proposal development through post-program review, our team consistently earns high marks from clients across higher education. At the end of 2025, **our Net Promoter Score (NPS) stood at 9.66**—a direct reflection of how strongly institutions trust and recommend the support provided by their FTI team.

B. Invoices

Specify how invoicing will demonstrate exactly how the cost per traveler was determined. Provide an invoice example.

FTI provides invoices that clearly show the per-person cost and the group size upon which it is based. While invoices are not itemized at the individual service level, they fully reflect the total program cost and are consistent with the proposal and contract approved by the University.

Our pricing structure is intentionally designed to deliver value through bundled services. By working with a small network of trusted providers in each destination, we are able to contract full program packages—including lodging, meals, transportation, and activities—at favorable group rates not typically available through one-off bookings.

This approach simplifies the billing process, reduces the administrative burden on university staff, and ensures strong alignment between what was quoted and what is ultimately invoiced. Although individual service pricing (e.g., per hotel night or per meal) is not broken out, we maintain transparency by:

- Providing tiered pricing during the proposal and contract stages
- Listing all services included in the per-person rate on both the proposal and the invoice
- Aligning final invoices to the confirmed group size and their corresponding price tier
- Ensuring all invoiced costs match the agreed-upon proposal

Invoices typically include:

- Total number of travelers
- Final per-person cost based on the confirmed enrollment tier
- A summary of included services (e.g., air, lodging, transfers, group meals, and activities)
- Payment breakdown and terms

Invoices are reviewed internally for accuracy and shared with the University’s designated billing contact. Upon request, we can also include travel rosters, rooming lists, or airline confirmations to support internal reconciliation.

A sample invoice is included as a separate attachment to this response.

C. Payments

Describe how payment is accepted.

FTI accepts a wide range of payment methods to accommodate both institutional policies and individual participant needs.

These include:

- University-issued checks
- ACH (Automated Clearing House) transfers
- Wire transfers
- Credit card payments
- Cash or money orders (typically for individual travelers or small group arrangements)

Payment schedules are outlined in the program agreement and restated on each invoice. FTI provides W-9 forms, wire/ACH instructions, and other remittance details upon request.

Please note: A small number of airline vendors may not accept credit cards for certain group fares or international destinations. In those cases—clearly communicated during the proposal phase—FTI uses in-house merchant accounts to complete the transaction. If the University chooses to pay by credit card in these situations, a cash conversion fee of up to 3% may apply. Check and ACH payments are always accepted with no additional fees.

Optional Service: Participant Self-Service Billing

FTI offers an optional participant billing feature, enabling individual travelers to pay FTI directly through a secure self-service portal using a credit card or ACH transfer. This service can be enabled in Ubi by the group leader through the trip settings menu.

Each participant is assigned a unique, trip-specific participant ID, which must be used when making a payment to ensure accurate tracking. Group leaders are provided with communication templates that can be customized and distributed to each traveler along with their participant ID.

As payments are received:

- The group's master statement is automatically updated and itemized by traveler.
- Payment receipts are triggered based on the email addresses entered for participants.
- The university or group leader receives a consolidated view including payment summaries by traveler and a chronological report of all payments.

This system significantly reduces the administrative burden on university staff and travel organizers and is ideal for faculty-led, donor-supported, or participant-funded programs.

D. Billing & Payment Terms

Describe billing and payment terms. Specify if deposits are required and when full payment is due.

FTI's billing and payment terms are designed to align with the travel planning timeline and the University's financial policies. Specific terms are outlined in each program contract, but the general structure is as follows:

- **Deposit:** A deposit is typically required at the time of booking to confirm group air and/or land services.
 - Airfare deposits are generally refundable until the utilization date, which typically falls 100–120 days prior to departure, based on the airline's group contract terms.
 - Depending on the airline, this deadline may be negotiable. Your Travel Advisor will work with the group leader to find flight solutions that align with the University's planning needs.
 - Deposits on land or packaged services may be **non-refundable**, depending on vendor cancellation policies and payment schedules.

- **Progress Payments:** For programs with multiple service components, progress payments may be scheduled prior to departure to meet vendor deadlines for airfare ticketing, accommodations, or ground services. These milestones are outlined in the signed proposal or booking agreement.
- **Final Payment:** Final balances are typically due 45 to 60 days prior to departure, depending on vendor requirements and program structure.

All billing schedules are reviewed with the University prior to finalizing the travel agreement to ensure clarity and alignment with internal approval and disbursement processes.

E. Cancellation Policy

Specify the firm's cancellation policies and penalties. In the case of program cancellation or individual participant withdrawal, describe how refunds would be processed. Maximum flexibility is preferred.

FTI is committed to providing maximum flexibility and transparency in the event of a program cancellation or individual participant withdrawal. We do not utilize penalties as a revenue stream and only retain a modest service fee to cover the administrative labor involved in processing cancellations. These situations are handled with care by our team, who advocate on behalf of the University and travelers to recover as much of the prepaid cost as possible.

FTI works with a range of airline, hotel, and in-country partners—each with their own cancellation terms—which are clearly outlined in the program's booking agreement. Our goal is to minimize forfeited costs by keeping cancellation timelines clear and pushing for the most favorable outcomes with vendors.

The typical structure is as follows:

Airfare

Group airfare deposits are generally refundable until the utilization deadline, which typically occurs 100–120 days prior to departure. After this date, deposits become non-refundable, and a reduction in group size may incur penalties or loss of deposit, depending on airline terms.

Tickets are usually issued about 45 days prior to departure, after which they become non-refundable. If a participant cancels after ticketing, most airlines allow the value of the ticket to be held as a travel credit in the traveler's name, valid for future travel (exceptions may apply depending on fare rules and airline policies). All flight-related terms—such as name change options, refundability, and credit expiration—are communicated during the planning process.

Land or Packaged Services

Deposits for ground services—such as accommodations, activities, meals, and transportation—may be non-refundable, depending on supplier policies. However, FTI's long-term vendor relationships often allow us to negotiate partial refunds or credits not otherwise available to individual travelers or one-time clients. Recovered funds are passed through to the University or traveler, less any unrecoverable vendor penalties and FTI's administrative service fee (disclosed in the booking agreement).

Full Program Cancellation

In the event of a University-led cancellation, FTI will coordinate across all vendors to recover eligible prepaid costs. All recovered monies are returned to the University, with appropriate documentation and less any non-refundable vendor charges and FTI's disclosed service fees.

Individual Participant Withdrawals

If a participant withdraws, FTI will attempt to recover the cost of any refundable services, such as airfare prior to ticketing or unused insurance. For group-based land services, refunds may be partial or unavailable, depending on how pricing was structured. Group tours often secure pricing based on enrollment tiers, so individual withdrawals may affect overall per-person costs for the group. FTI will assist the group organizer in understanding pricing impacts and communicating them to participants.

F. Travel Quotes

Describe the process for providing a quote of travel costs, as requested by the University for Budget planning. Describe how the firm would be able to guarantee quoted price (for up to a year in advance). Specify any and all issues that would impact the quoted price.

FTI provides custom travel quotes designed to support university budget planning and internal approval processes. Each quote reflects confirmed or anticipated flight options and/or contracted ground components—such as accommodations, transportation, excursions, guides, and group meals—based on the estimated group size, program goals, and travel dates.

When a quote request is received, a dedicated Travel Advisor connects with the group leader to confirm routing needs, itinerary complexity, group size projections, and any special requests such as deviations, upgrades, or specific program inclusions.

Airfare

FTI secures group air as early as 11 months before departure. Airlines typically allow the University to hold space and pricing without immediate passenger names or payments, offering a high degree of planning flexibility. Final pricing is confirmed once an agreement is executed, and while taxes or fuel surcharges may shift slightly prior to ticketing, the base fare is typically locked in at this time. Additionally, airline terms—including those on fare stability and cancellation—are fully communicated in advance.

Ground Arrangements

Quotes for land-based components are built using FTI's bundled pricing model in partnership with a select group of trusted providers. This model allows us to deliver package-level pricing that reduces cost variability and improves planning accuracy. Tiered pricing is provided in most cases to show how cost per traveler may shift with group size.

Where applicable, quotes will include built-in exchange rate buffers and vendor timelines to avoid potential surcharges.

Quote Validity and Flexibility

FTI can typically honor pricing for up to one year if the group confirms with a signed agreement and no major itinerary changes are made. The only time pricing would adjust is at the client's request—such as expanding the itinerary, changing dates, or adjusting accommodations or service levels.

All quote assumptions, timelines, and flexibility thresholds (such as utilization dates or group minimums) are clearly explained during the proposal and agreement review process.

This proactive, transparent quoting method ensures the University has the clarity it needs to make informed decisions—with pricing reflective of real market access and longstanding vendor relationships.

G. Reconciliation

Describe how the firm would ensure that post trip reconciliation charges or surcharges, previously unapproved by the University are not levied.

FTI is committed to transparency throughout the quoting, planning, and billing cycle. Unapproved post-trip charges or surcharges are not levied, as all billable items are communicated and documented in advance.

Most reconciliation questions are addressed proactively during trip development. As costs change—due to participant adjustments, itinerary modifications, or vendor updates—revised trip statements are issued reflecting the new cost structure. These updated statements are reviewed by the travel organizer or designated University contact before services are finalized.

Once services are confirmed and invoiced, no additional charges will be added without the University's written approval. If any discrepancy arises, the University has the opportunity to review and contest charges prior to payment.

This reconciliation-first approach minimizes surprises and ensures that UMW retains full visibility into all costs—before, during, and after travel.

H. Exchange Rates

Describe the ability of the firm to provide quotes for international travel based on current exchange rates and provide the University with the ability to hedge currency when possible and if in the best interest of the University. Explain the process for issuing credits and charges if exchange rates change after the original quote.

FTI quotes all programs in USD and only accepts payments in USD. While we work with international vendors in a variety of currencies, international exchange rate fluctuations are monitored internally via TripMX, FTI's proprietary CRM system. This system includes an alert function that notifies staff when exchange rates shift beyond our internal thresholds.

To protect against adverse currency shifts, our goal is to pay vendors in full as soon as contractual pricing is confirmed—usually after the University signs the booking agreement. This approach allows us to secure services at the exchange rate active on the payment date, reducing the risk of cost fluctuations that might otherwise affect the group's final pricing.

Once vendor payments are made, prices are fixed based on that payment day's exchange rate. If rates change after payment, those shifts do not result in adjustments—either credits or surcharges—to the quoted group cost.

FTI does not formally hedge foreign currency on behalf of universities; however, our practice of quoting in USD and paying vendors promptly serves to limit volatility and ensure budget predictability for our clients.

I. Securing the Best Rates

Describe how the firm obtains the most favorable rates in regard to international travel for large groups.

FTI secures favorable rates for international group travel by leveraging longstanding relationships with airline carriers and a select global network of vetted ground partners. Our exclusive focus on educational and nonprofit travel—rather than commercial or corporate markets—allows us to negotiate pricing that aligns specifically with the needs and budgets of university clients.

Airfare

FTI's travel advisors work directly with airline group departments to compare fares and secure optimal contract terms. Group contracts typically include space-holding options, name-change flexibility, and refundable deposits (prior to the utilization date), allowing universities to lock in pricing early while maintaining planning flexibility.

FTI maintains over 30 private air contracts across consolidator, tour operator, and humanitarian fare classes. Notably, only about 12 agencies in the U.S. hold humanitarian contracts directly with airlines, and FTI is among them. These contracts offer access to fare types with added flexibility and better pricing structures not available to traditional retail agencies.

FTI is also an associate member of Travel Leaders Network, the largest travel agency consortium in the country, with over \$13 billion in annual sales across member agencies and the Internova Travel Group. Combined with our top-tier group producer status with all major U.S. and several international carriers, this gives us exceptional buying power and priority service access.

Ground Services

For ground arrangements—including accommodations, transportation, meals, and activities—FTI works with a small, curated network of trusted, high-volume partners in each destination. This intentional consolidation allows us to direct a significant portion of our spend to preferred providers, strengthening supplier loyalty and yielding meaningful buying power that benefits all university clients.

Because of these close relationships, we're able to secure competitive, bundled rates, priority access during peak seasons, and added flexibility on cancellation terms or group minimums. By bundling services under a single agreement and offering tiered pricing for land-based components, FTI helps universities plan effectively, scale based on group size, and simplify reconciliation—while avoiding fragmented, à la carte markups.

Across both air and ground services, FTI's focused partnership strategy, volume consolidation, and nonprofit market orientation allow us to consistently secure favorable rates that align with university program budgets.

J. Advising on Savings

Describe the firm's ability to advise the University departments of savings opportunities as it pertains to various items of travel as part of an international study program.

FTI's Approach to Cost-Saving Strategy

FTI uses a **collaborative planning model** that helps university departments design affordable, academically rich programs from the ground up. Our objective is to provide the University with programs that:

- Support academic and learning outcomes
- Are priced to ensure accessibility and strong enrollment
- Prioritize safety
- Use vetted vendors to minimize potential travel disruptions

From the earliest stages of planning, our travel advisors work closely with faculty and administrators to explore cost-saving trade-offs, vendor strategies, and forward-thinking design choices. These conversations continue throughout itinerary development and are tailored to reflect enrollment numbers, program goals, and institutional budget constraints.

Common Areas of Savings Guidance

Airfare Optimization

- Recommend the most cost-effective dates and days of the week to travel
- Advise on when to book airfare to secure the best group rates
- Explore routing options that reduce overall cost while maintaining time efficiency

Smart Program Design

- Recommend lower-cost destinations within a region
- Suggest minimizing hotel transitions to reduce transportation and labor costs
- Guide academic leaders in replacing high-overhead activities with immersive, lower-cost alternatives

Group Size Efficiencies

- Clarify when exceeding the capacity of a standard coach or hotel block will require additional buses, drivers, or staff
- Show how tiered pricing structures flex to accommodate group enrollment changes

Ground Logistics

- Compare transportation formats, including charter buses, trains, and intraregional flights
- Recommend bundling ground components with vetted providers for better package rates

Lodging and Meals

- Explore rooming options that reduce cost (e.g., double occupancy/shared rooms)
- Offer flexible meal structures or guidance on affordable local dining options

Site Access and Local Movement

- Recommend pre-paid public transit and attraction tickets to ease movement and reduce on-site fees

These strategies are tailored to each program's academic structure and are clearly documented during the proposal phase, empowering departments to make informed, cost-conscious choices from the start.

K. Compliance to Purchase Order

The University shall not be required to sign additional travel agreements or pro forma for individual trips planned by firms awarded a contract as a result of this solicitation. The University will issue a purchase order in accordance with the contract and in accordance with the pro forma, which shall serve as the University's agreement to proceed. Describe the firm's ability to comply with this requirement.

We are happy to comply with this request. The only additional contracts we typically issue are on a trip-by-trip basis. Alternatively, we can offer UMW the option of a master contract for all travel services. Each specific group or transaction would only require a reply from the group leader agreeing to the terms specific to this particular transaction. Thus, eliminating the need to have the University's legal department involved with every group transaction.

L. Traveler Data

Describe any data collected from travelers as part of your services, including what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.

FTI collects essential traveler data as part of our trip management services. This data is used to coordinate travel logistics, ensure traveler safety, and meet program requirements as outlined by the University and relevant vendors.

Data Collected

Traveler data typically includes:

- Full name (as it appears on passport)
- Date of birth
- Gender
- Passport details (including number, expiration date, and country of issuance)
- Travel preferences (e.g., seating or dietary preferences)
- Emergency contact information
- Medical or mobility concerns, when voluntarily disclosed by the traveler
- Rooming and roommate preferences, if applicable

Data Storage and Protection

FTI applies a combination of administrative, technical, and physical safeguards to protect traveler data from unauthorized access, disclosure, alteration, or destruction. Our practices align with PCI-DSS data handling principles, including point-to-point encryption, access control by user roles, and secure deletion timelines for sensitive payment data.

All collected data is stored within FTI's secure systems, including Ubi, our planning portal, which is fully compliant with WCAG 2.1 Level AA, Section 508 of the Rehabilitation Act, and EN 301 549 accessibility standards Accessibility. These standards ensure accessible system design for users leveraging assistive technology across higher education.

FTI uses secure internal systems—including our on-premise ERP and integrated tools like TRAMS—for customer invoicing and limited, encrypted data storage. These systems are protected with authenticated access, encrypted file storage, and data minimization practices.

Should FTI be selected, the Hosted Technology Services Addendum can be reviewed during contracting to ensure alignment with Mary Washington University's IT and data governance requirements.

Section 5: Emergency Operations Plan

Provide an Emergency Operations Plan to support UMW faculty, staff and student travelers, inclusive of emergency contact information (24/7).

A. Communicating Travel Alerts

Describe the firm's ability to communicate travel alerts or warnings issued by the U.S. Government and/or destination area including travel restrictions to sanctioned countries.

FTI equips university partners with tools and resources to make informed decisions about international travel in the context of global alerts and restrictions. Within Ubi, our centralized program planning platform, faculty leaders and university contacts have quick access to direct links from official agencies such as the U.S. Department of State and CDC. These resources assist group organizers in staying aware of country-specific health notices, entry restrictions, and travel advisories throughout the program planning process.

Our Travel Advisors are available to discuss updated advisories if they impact trip viability or require institutional attention. If concerns arise—such as U.S. travel sanctions, Level 4 advisories, or entry bans—our team works with the university to explore possible itinerary modifications, vendor alternatives, or rescheduling options in line with client risk policies.

For travelers who enroll in FTI's Comprehensive Travel Insurance through Travelex, additional travel alert and security guidance is accessible via the Travel On mobile app. The app provides real-time travel updates, location-based alerts, and assistance resources. This feature is automatically included for participants who purchase a Travelex plan through FTI, helping them navigate global travel conditions safely and with added peace of mind.

This advisory model empowers the university to make informed group travel decisions—supported by accessible self-service tools, vendor flexibility, and relevant safety add-ons through travel insurance.

B. Faculty Process for Emergencies

Provide details on the process that a University faculty leader would follow if problems occurred during an international trip arranged by the firm. Describe the firm's ability to provide back-up arrangements with short-term notice.

- ❖ 24/7 support and direct vendor coordination so faculty can focus on leading, not managing logistics.

If a problem arises during an international trip arranged by FTI, the University faculty leader should follow the process outlined below to ensure prompt resolution:

1. Access Trip Information:

Faculty leaders and University administrators should first log into **Ubi** to access the most current passenger list, itinerary, and vendor or FTI contact details. This provides immediate access to the right information, including who to contact based on the nature of the issue.

2. Contact FTI for Support:

A. During Office Hours (9:00 AM–5:00 PM ET):

Contact your assigned Trip Operations Specialist, who manages logistics throughout the duration of travel. If unavailable, faculty may call FTI's main office number or email their Account Manager, who will facilitate the necessary next steps quickly.

B. After Hours:

For urgent issues occurring outside of business hours, faculty leaders should call FTI's 24/7 Emergency Helpline at (804) 550-0121. After-hours support is provided through our partnership with Travel Leaders Network, offering access to experienced and knowledgeable agents who are trained to respond to time-sensitive international travel challenges. This service is backed by FTI's senior leadership, ensuring a high level of oversight and responsiveness when it matters most.

3. **Issue Resolution and Back-up Arrangements:**

FTI's longstanding relationships with in-country providers enable our teams to quickly coordinate back-up services for common disruptions such as missed connections, last-minute accommodation changes, medical needs, or itinerary delays. Our Trip Operations Specialists work directly with those partners to minimize group disruption and preserve the program's educational integrity.

We place high expectations on our partners to be responsive and proactive in adapting to conditions on the ground—whether that means traffic, attraction congestion, or weather delays. We rely on vetted local providers who understand their environment intimately and who are empowered to adjust schedules or arrangements in real time. By offering our groups flexibility and timely alternatives, they help maximize time on-site and minimize frustrations. This boots-on-the-ground responsiveness is one of the reasons FTI works exclusively with trusted, in-country partners capable of meeting the standards our university clients demand.

C. **Contingency Procedures**

Include contingency procedures for pandemics, epidemics, public health emergencies, border closures, and other force-majeure events, including quarantine/isolation logistics, rebooking, cancellations, refunds/credits, and emergency communication protocols.

- ❖ Flexible rebooking, credit tracking, and emergency support—backed by logistics expertise and vendor relationships.

FTI has developed comprehensive contingency protocols to support university groups during major disruptions such as pandemics, public health emergencies, border closures, or other force-majeure events. These protocols are designed to protect traveler safety, maintain program continuity where possible, and support institutional decision-making with accuracy, partnership, and flexibility.

Emergency Communication Protocols

Faculty leaders and university administrators can access key group planning documents—such as passenger lists, vendor contacts, and final itineraries—within **Ubi**, FTI's client-facing planning portal. While itineraries are finalized in advance and not updated dynamically during travel, participants and faculty can reference established logistical details at any time.

In the event of an emergency:

- During regular business hours (9:00 AM – 5:00 PM ET), faculty should contact their assigned Trip Operations Specialist, or connect directly with their Account Manager if needed.
- For urgent after-hours situations, FTI provides 24/7 access to trained staff via our Emergency Helpline at (804) 550-0121. These team members use TripMX, our internal logistics system, to access full travel details and coordinate real-time support. In addition, on-the-ground emergency contacts are included in final travel materials, giving clients direct access to our vetted local partners to address issues quickly and efficiently at the destination.

Rebooking, Cancellations, Refunds/Credits

If a trip is disrupted due to a force majeure event—such as a government shutdown, flight cancellation, or health crisis—FTI works directly with vendors and airlines to secure the best available outcomes.

These may include:

- Trip rebooking or date changes
- Group restructuring or rerouting
- Securing travel credits, partial refunds, or name-change flexibility

Our existing vendor relationships allow us to negotiate with airlines and in-country providers to minimize penalties. Unused airfare credits are tracked in Ubi and include detailed data (ticket number, traveler name, value, expiration date), enabling timely use and institutional visibility.

Each situation is managed in close partnership with the University's designated contact to ensure that all decisions align with the institution's goals, policies, and traveler needs.

Quarantine/Isolation Support

If a traveler becomes ill or is required to quarantine due to public health protocols during travel, FTI coordinates necessary services with in-country partners.

This may include:

- Extended hotel accommodations
- Safe and accessible isolation arrangements
- Medical referrals and support
- Communication with the university and emergency contacts

Our priority is to protect the health and wellbeing of travelers while minimizing disruption to the overall program. FTI assumes the lead role in navigating vendor communication, medical access, and modified logistics, allowing faculty and students to focus on rest, care, and learning continuity.

Section 6: Laws

Describe how the firm ensures that all local state and federal laws and regulations are followed.

Fellowship Travel International ensures compliance with all applicable local, state, and federal laws through established internal controls, professional oversight, and ongoing staff training.

We work with qualified legal, accounting, human resources, information systems and insurance professionals to ensure our financial practices, contracts, risk management procedures, and client agreements meet current regulatory requirements. This includes compliance related to consumer protections, data security, employment practices, and industry standards.

Staff members receive ongoing training and guidance to ensure consistent adherence to these standards, and any compliance concerns are addressed promptly and transparently.

This structured, proactive approach allows us to operate responsibly and provide reliable, compliant services to our clients.

Section 7: Sample Travel Program

Provide at least one sample travel program with itinerary, for purposes of cultural immersion for 10 students and one faculty member, in a specific designation that the firm services, for a program minimum 21 days in length, or if only air transportation is available through the firm, please provide sample group itineraries with pricing.

Two Sample travel programs will be provided as attachments.

Section 8: Additional Services

Provide information regarding services not described in the scope of work that the offering firm is currently able to provide to the University, along with associated pricing.

FTI offers a suite of value-added services designed to support academic travel from planning through post-trip reconciliation. Many of these tools and capabilities are available to the University of Mary Washington at no additional setup cost and are intended to reduce administrative burden, improve traveler experience, and align with institutional operating needs.

A. Ubi Planning Portal (Provided at No Cost)

Ubi is FTI's proprietary travel planning platform for university staff and group leaders. Offered at no cost, Ubi centralizes key elements of trip planning and administration into one secure, easily accessible portal.

Core features include:

- **Trip Dashboards** – View interactive itineraries, travel documentation, proposals, signed agreements, and payment tracking for each group.
- **Registration & Billing Tools** – Create branded registration forms, monitor group rosters, confirm traveler status, and initiate individual invoicing for add-ons (e.g., deviations, seat upgrades, insurance).
- **Entry Requirement Guidance** – FTI Advisors use Timatic—the same global database used by airlines—to identify visa requirements, passport validity issues, and destination-specific documentation needs. While participants do not access this tool directly, group organizers and staff receive timely visa guidance through their FTI Advisor.
- **Accessibility Compliance** – As confirmed in our Accessibility Conformance Report (VPAT), Ubi meets WCAG 2.1 Level AA and Section 508 accessibility standards. This ensures equitable access to planning tools for faculty and staff using screen readers or assistive technology Accessibility.

B. Faculty Development & Recruitment Support (Provided at No Cost)

FTI offers a variety of free support services to help universities build faculty confidence, strengthen program design, and support effective recruitment. These offerings are optional and available throughout the program development cycle:

- **Webinars** on study abroad promotion, recruitment strategies, and affordability—covering topics such as cost-saving ideas, social media best practices, communicating program value to students and families, and integrating service-learning components into academic programs.
- **“Service vs. Service Learning” Sessions**, designed for faculty exploring how to build ethical, sustainable service components that align with academic outcomes.
- **Faculty Roundtables** that provide space for brainstorming locations and itineraries, sharing ideas across disciplines, addressing questions from first-time leaders, and creating cross-campus or interdisciplinary networks.

These sessions are designed to reduce planning friction and empower faculty to lead successful, meaningful global programs. They are available at no cost to the University and can be scheduled upon request during proposal development or after a program is confirmed.

C. Individual Traveler Billing for Add-Ons

FTI can bill individual travelers directly for services not included in the group package, such as:

- Airline seat or cabin upgrades
- Flight deviations
- Travel insurance
- Optional excursions or upgrades

This ensures transparency at the participant level while reducing financial reconciliation work for the university.

D. Grasp Reporting & Analytics

For multi-department universities or administrators managing multiple annual programs, FTI offers Grasp, a reporting tool that populates data extracted from booked services to provide:

- Trip-by-trip financial rollups
- Policy adherence tracking
- Year-over-year cost comparisons
- Exportable reports for institutional reconciliation

This feature is ideal for procurement teams or study abroad offices seeking more visibility into institutional travel spend.

E. Travel Insurance Options

FTI offers optional travel insurance services through trusted third-party providers to help protect travelers from financial risk related to unexpected events.

Comprehensive Travel Insurance – Travelex

FTI partners with Travelex Insurance Services to offer a comprehensive group or individual insurance policy tailored specifically for our travelers. The plan includes coverage for:

- Trip cancellation or interruption due to a covered reason
- Emergency medical treatment and evacuation
- Travel delays, baggage loss, or delay
- Emergency reunion and concierge assistance services
- 24/7 travel assistance and pre-departure health guidance

This Comprehensive Plan is priced at 6.4% of the total trip cost, with a minimum premium of \$50, and is available to all U.S.-resident travelers who purchase a program through FTI. Rates may vary alongside trip duration (quote provided at time of enrollment). Travelers receive full access to the policy document showing coverage terms, exclusions, and optional benefits.

International Medical-Only Insurance – Atlas Plan

FTI also offers an International Medical-Only plan, designed to supplement domestic healthcare coverage while traveling abroad. This plan, provided by Insurance Services of America, includes:

- \$100,000 in medical coverage
- \$100 deductible
- No coinsurance
- Emergency medical evacuation
- COVID-19 coverage
- Incidental home country coverage
- Repatriation of remains
- Coverage for acute onset of pre-existing conditions (per policy terms)

This plan is priced starting at \$1.22 per person per day, based on traveler age and length of coverage. It is most commonly selected by group leaders looking for a budget-friendly way to ensure emergency healthcare coverage for short-term travel abroad.

Additional Notes:

Travel insurance is always optional and is offered to support the safety, fiscal protection, and peace of mind of all participants. Insurance plans are outlined in each travel proposal, and support materials (such as policy flyers or state-specific certificates) are available upon request.

F. Concur Setup (Available Upon Request)

If the University is interested in using SAP Concur as a travel booking platform, FTI can help facilitate the setup process and provide basic training on how to use the tool for individual air bookings—not part of a group itinerary. Concur is a widely recognized platform that streamlines faculty travel by allowing for consistent policy enforcement, simplified booking, and integrated expense tracking.

Key benefits include:

- In-policy booking of flights, hotels, cars, and rail from one platform
- Real-time expense visibility and e-receipts from major travel suppliers
- Compliance with institutional guidelines and automated approvals
- Mobile apps for on-the-go itinerary and expense management

FTI can assist universities interested in starting to use Concur by setting up basic access and processes. However, FTI does not provide integration services into existing, institution-managed Concur environments. For universities already using Concur, we defer to the University's internal travel administrator or SAP Concur service partner for integration and technical support.

Pricing and service information are available upon request.

G. Included Services

To support transparency and reduce administrative complexity for the University, the following table outlines the key services available to UMW through FTI—clarifying which are included as part of our standard group travel model and which are available as optional add-ons. This summary reflects our goal of providing comprehensive support while giving institutions the flexibility to tailor services to their specific program needs.

Service Description	Included at No Cost	Optional Add-On
Faculty Webinars & Roundtables	✓	
Faculty Advising and Program Development	✓	
Tiered Pricing by Group Size	✓	
Ubi Planning Portal	✓	
Entry Requirement & Visa Guidance	✓	
Customized Pre-Trip Seminars (virtual or local)	✓	
Participant Self-Service Billing Portal	✓	
Concur Setup Assistance (by request)		✓
Travel Insurance (Travelex, Atlas)		✓
Airline Upgrades or Flight Deviations		✓
Rooming or Dietary Customization	✓	
Emergency Support (24/7)	✓	
Grasp Reporting & Analytics (Multi-Program)	✓	

ATTACHMENT A

RFP 26-2075 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal MUST be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

IMPORTANT DATES & REMINDERS

- No Questions Accepted after **Thursday, January 29, 2026 – 2:00 PM EST**. All Questions must be directed toward the Procurement Officer for this solicitation: Jennifer Buist, jbuist@umw.edu, and 540-654-1382.
- Proposal Due Date: **Thursday, February 5, 2026 – 2:00 PM EST** - Proposals submitted after 2:00 PM EST as indicated by the official eVA timestamp will NOT be accepted.
- All proposals must be submitted electronically through the Commonwealth of Virginia's eVA Procurement Portal by the solicitation due date and time. Offerors are responsible for ensuring successful submission in eVA. Proposals submitted by mail, email, or physical delivery will not be accepted.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

REQUIRED DOCUMENT SUBMISSION

Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP cover page.
- Any/All signed addenda.
- Electronic proposal uploaded through eVA (including a separate redacted version, if applicable).
- Description of the Offering firm's history and expertise relevant to the services described in this RFP.
- Pricing Schedule, as required by this RFP.
- Completed Attachment B, Small Business Subcontracting Plan.
- Any exceptions taken to University's Terms and Conditions.
- Current Certificate of Liability Insurance

Jennifer J. Hefner

ATTACHMENT B - SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

DEFINITIONS:

"Micro Business" means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: Fellowship Travel International

Preparer Name: Jennifer Hefner **Date:** February 5, 2026

INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT B (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

DSBSD Certification No.: SWaM Certification #: 700167 Expiration Date: February 15, 2028

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Total Planned Subcontracting Spend (\$)					



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This travel proposal has been prepared for:

Bart, a Virginia college
Quote for Sicily & Malta

Why choose FTI?

FTI is a full-service travel agency. We believe people should explore the world around them, interact with other cultures & lend a hand when one's needed. With all of the travel procurement options available today, what sets FTI apart?



Caring Approach

FTI advisors respond quickly, truly listen to your needs & advocate on your behalf, working to build a long-term partnership.



Expert Advice

Benefit from FTI's 40+ years' experience – group expertise, foresight to avoid issues & network of vetted global partners.



Stress-Free Planning

Your FTI team, free online tools & after-hours emergency advisors support you throughout the process.

Exclusive Benefit With FTI

Ubi! - Your free online travel management software.

Ubi enables our customers to see all their travel plans through one online portal. Trip dashboards give access to etickets, vouchers for ground services, statements & agent contact info. Group travel planners can also use Ubi to sign sales agreements, create custom registration forms, remember important deadlines, track payments from trip participants who pay FTI directly, manage passenger information & more.

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To navigate this document, use the PDF reader's Table of Contents or click the links above.

Overview

Thank you for giving FTI the opportunity to assist with your trip planning!

Please carefully review the important notes and highlights sections.

Below, please find the quote for your trip which I am happy to walk through with you anytime. Make sure to take a look at the "Optional Services" section. I'd be happy to provide more information about those services if you're interested.

Important Notes

- As a reminder, flights will not open up until the end of February this year.
- Note that we do not have the exact hotels yet. Once we settle on an itinerary, they will work on those.
- If the trip is cancelled in its entirety, a fee of \$500.00, in addition to the service provider's penalties, will be charged to help defray the administrative cost of planning your trip.

Highlights

- Below is the option for Sicily and Malta.

Itinerary

Daily Itinerary: Estimate for Sicily & Malta

The following itinerary is accurate as of January 23, 2026 4:17 PM. We reserve the right to modify this itinerary if the airline schedule or other changes dictate, but will try to preserve the quality of what is presented.

B = breakfast, L = lunch, D = dinner

Day 1: Sunday, January 10, 2027 - Arrival in Sicily

Upon arrival, meet your local coach and transfer to Marsala. Relax and unwind as you make your way to your accommodation, ready to start your journey in this charming Sicilian town. (Flights TBD)



3:00 PM Check In: TBD Hotel

[Click for Lodging Details](#)

Overnight [TBD Hotel](#)

Day 2: Monday, January 11, 2027 - Marsala - Erice

B

You'll have use of a full day local coach for use in Marsala and Erice for RMC planned activities.

Overnight [TBD Hotel](#)

Day 3: Tuesday, January 12, 2027 - Marsala - Segesta

B

You'll have use of a full day local coach for use in Marsala and Segesta for RMC planned activities.

Overnight [TBD Hotel](#)

Overview	Itinerary	Costs	Optional Services	Due Dates	Next Steps
--------------------------	---------------------------	-----------------------	-----------------------------------	---------------------------	----------------------------

Day 4: Wednesday, January 13, 2027 - Marsala - Agrigento B

 **11:00 AM Check Out:** TBD Hotel

Today, you will transfer to Agrigento. The remainder of the day is at the professors' discretion.

 **3:00 PM Check In:** TBD Hotel

[Click for Lodging Details](#)

Overnight [TBD Hotel](#)

Day 5: Thursday, January 14, 2027 - Agrigento - Syracuse B

 **11:00 AM Check Out:** TBD Hotel

Today, you'll check out and transfer to Syracuse via the Villa Romano del Casale. The remainder of the day is at the professors' discretion.

 **3:00 PM Check In:** TBD Hotel

[Click for Lodging Details](#)

Overnight [TBD Hotel](#)

Day 6: Friday, January 15, 2027 - Syracuse B

Enjoy a full day in Syracuse. No services arranged today.

Overnight [TBD Hotel](#)

Day 7: Saturday, January 16, 2027 - Syracuse B

Enjoy a full day in Syracuse. No services arranged today.

Overnight [TBD Hotel](#)

[Overview](#)[Itinerary](#)[Costs](#)[Optional Services](#)[Due Dates](#)[Next Steps](#)**Day 8: Sunday, January 17, 2027 - Syracuse - Pozzallo - Valletta**

B

**11:00 AM Check Out:** TBD Hotel

Today, you'll transfer to Pozzallo where you'll catch the ferry to Valletta in Malta. Upon arrival, meet your coach and transfer to your hotel.

**3:00 PM Check In:** TBD Hotel

[Click for
Lodging Details](#)

Overnight [TBD Hotel](#)**Day 9: Monday, January 18, 2027 - Sliema - Valletta**

B

Experience a full day exploring Valletta. Visit notable sites like the Upper Barrakka Gardens, St John's Co-Cathedral, and the Grand Master's Palace, providing a rich insight into the grand history of Malta's capital.

Note: You will have coach service today, but no guide service.

Overnight [TBD Hotel](#)**Day 10: Tuesday, January 19, 2027 - Sliema - Temples - Marsaxlokk**

B

Your itinerary includes a full day dedicated to the ancient Temples and the charming village of Marsaxlokk. Discover the Tarxien Prehistoric complex and the magnificent Hagar Qim Archaeological Site, followed by a leisurely walking tour of the picturesque fishing village.

Note: A coach and guide are included today.

Overnight [TBD Hotel](#)**Day 11: Wednesday, January 20, 2027 - Sliema - Mdina - Rabat**

B

Today, you will enjoy a tour of Mdina and Rabat. Stroll through the historic Mdina, known as the "Silent City," visiting its notable landmarks such as the Mdina Gate and Old Bastions and the Domus Romana. Enjoy some free time for lunch at your leisure before continuing your exploration in Rabat. Here you'll visit the Wignacourt Museum.

Note: A coach and guide are included today.

Overnight [TBD Hotel](#)

[Overview](#)[Itinerary](#)[Costs](#)[Optional Services](#)[Due Dates](#)[Next Steps](#)**Day 12: Thursday, January 21, 2027 - Sliema - Gozo****B**

A full-day excursion awaits you on Gozo, where you will take a local coach to Cirkewwa and catch a ferry to this scenic island. Once in Gozo, a full day tour will showcase the Ggantija Temples and the Old Citadel before returning to Malta.

Note: A coach for transfers only and a full day guide are included today.

Overnight [TBD Hotel](#)

Day 13: Friday, January 22, 2027 - Sliema - Harbour Cruise - Three Cities**B**

Enjoy an entertaining day with a Harbour Cruise and a visit to the Three Cities. Your cruise will allow you to appreciate the stunning harbors around Valletta, followed by a walking tour in Birgu, where you can immerse yourself in the local history.

Note: A coach for transfers only and a full day guide are included today.

Overnight [TBD Hotel](#)

Day 14: Saturday, January 23, 2027 - Sliema - Mosta - Dingli - Blue Grotto**B**

On your final full day, experience a local coach tour to Mosta, Dingli, and Blue Grotto. Visit the striking Mosta Dome and enjoy breathtaking views from Dingli cliffs before concluding your day at the scenic Blue Grotto.

Note: A coach and guide are included today.

Overnight [TBD Hotel](#)

Day 15: Sunday, January 24, 2027 - Sliema - Airport**B**

11:00 AM Check Out: TBD Hotel

As your tour concludes, you will take a local coach to the airport for your departure. Reflect on the incredible experiences and memories made during your journey through Sicily and Malta. (Flights TBD)

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Lodging Details: Estimate for Sicily & Malta

TBD Hotel
Syracuse

TBD Hotel
3 Star Hotel - Sliema or St Paul's Bay areas

Costs

We offer interval pricing to give you the best cost based on the number of passengers. Each interval represents the range of paying passengers you must maintain in order to qualify for the cost(s) listed for that interval.

Itinerary Costs

Estimate for Sicily & Malta

Costs below include reservations that are not confirmed with our partners. This proposal will need to be accepted before the reservation(s) are booked and cost(s) are confirmed.

	Quantity	\$/Person
Interval 1:	15 - 24 (+2)	
Estimate for Sicily & Malta ^{1, 2}	15 - 24	\$5,194.00
+ Professors Free of Charge - Single Rooms	2	\$0.00

<i>Additional items priced per person</i>	
Supplements	
Single Supplement	+ \$561.25

A minimum of 15 paying passengers is required. Any adjustment to the currently confirmed passenger count is subject to availability and could affect your cost.

The number of paying passengers must meet the minimum for each interval to be eligible for the discounted passengers shown in blue.

1. \$/Person includes \$115.00 in tax and \$450.00 carrier surcharges, subject to change.
2. The price shown includes costs that were converted to US Dollars. Should the exchange rate fluctuate by more than 3%, we reserve the right to adjust the final cost accordingly.

Itinerary Land Inclusions/Exclusions

✓ = Inclusions, ✗ = Exclusions

Estimate for Sicily & Malta ; Professors Free of Charge - Single Rooms

- ✓ Estimated flights based on 2026 rates.
- ✓ Accommodation - 3 x Nights in Marsala TBD
- ✓ Accommodation - 1 x Night in Agrigento TBD
- ✓ Accommodation - 3 x Nights in Siracusa TBD
- ✓ Accommodation - 7 x Nights in Sliema or St Paul's Bay areas TBD
- ✓ Other services - 14 x Breakfast at hotel
- ✓ Other services - Local Coach hire as per the itinerary
- ✓ Other services - Admission - Villa Romana del Casale
- ✓ Other services - Ferry ticket Pozzallo to Valletta
- ✓ Other services - Visit Upper Barrakka Gardens
- ✓ Other services - Admission - St John's Co-Cathedral
- ✓ Other services - Admission - Grand Master's Palace
- ✓ Other services - Visit the Tarxien Prehistoric complex
- ✓ Other services - Visit the Hagar Qim Archaeological Site
- ✓ Other services - Marsaxlokk walking tour
- ✓ Other services - Walking tour of Mdina
- ✓ Other services - Visit Mdina Gate and Old Bastions
- ✓ Other services - Visit Domus Romana
- ✓ Other services - Admission Wignacourt Museum
- ✓ Other services - Return ferry to Gozo
- ✓ Other services - Admission Ggantija Temples
- ✓ Other services - Walking tour of the Old Citadel
- ✓ Other services - Valletta Harbour Cruise
- ✓ Other services - Birgu Walking tour
- ✓ Other services - Admission - Inquisitor's Palace
- ✓ Other services - Admission - Mosta Dome
- ✓ Other services - Optional Blue Grotto boat ride
- ✗ Health, trip cancellation/interruption or baggage insurance - All are strongly recommended
- ✗ Passport & visa costs - Not included
- ✗ Meals not specifically listed in the inclusions - Not included
- ✗ Alcoholic or soft drinks with included meals unless otherwise stated - Not included
- ✗ Gratuities to guides and drivers unless otherwise specified in the inclusions - Not included
- ✗ Items of a personal nature (hotel extras, laundry, phone calls etc.) - Not included
- ✗ Any other items not specifically mentioned above - Not included

Optional Services

Did you know we can book group & individual flights, accommodations, ground transportation, stopovers, custom group tours, emergency medical or comprehensive travel insurance, etc.? Please [email me](#) if you would like me to provide you with any additional quotes.

Comprehensive Travel Insurance

We recommend purchasing travel insurance to protect you and your trip investment against the unexpected. Additionally, please be aware that certain destinations require travel medical insurance to enter the country.

We partner with Travelex to offer a Comprehensive Travel Insurance plan created specifically for our clients. The plan includes coverage for trip cancellation, trip interruption, medical care, emergency evacuation, trip delay, baggage delay and more for **6.4% of your trip cost.***

Service to Insure	Est. Cost
Estimate for Sicily & Malta	\$332.42
Professors Free of Charge - Single Rooms	\$50.00

*Estimated cost is based on a trip length of 1-30 days. Plan cost increases as trip length increases. Minimum premium is \$50. Please see the [flyer](#) for cost and coverage details. Actual cost will be calculated for each passenger based on his or her trip cost.

Plans must be purchased prior to a week before your departure. Please [email me](#) if you would like to add travel insurance.

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Due Dates

Friday, September 11, 2026

- **Utilization Date** - After this date, any reduction in seats will result in loss of deposit

Tuesday, November 10, 2026

- **Final Names Due** - Passport names, birthdates, genders
- **Remaining Balance Due**

Quick Cost-Saving Tips

1. Build your group sooner rather than later! Collecting deposits is a good way to get commitment from interested group members.
2. With group fares, it's often better to accept a proposal earlier. Since airlines price group fares based on supply and demand, costs increase the closer we get to departure.
3. If you pay by credit card, a 3% cash conversion fee will be added to your total cost. If you pay by ACH, you can avoid that fee.

Terms & Conditions

OK. Nobody loves reading fine print. (Well, nobody I know.) But, we've gotta have it to protect ourselves so we can continue to serve people like you! For our Terms & Conditions, see <https://fellowship.com/traveler-terms-and-conditions-v1.0/>.

Questions

I look forward to working with you! If you have any questions, please contact me at:

Jenny Scott
jscott@fellowship.com
(804) 412-1711

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Next Steps

Have you made a decision about your trip plans?

If you are not already viewing this on Ubi, click the button below to accept, decline or make changes to this proposal.

I've Decided

This travel proposal has been prepared for:
Bart, a Virginia college



Planning trips that change lives.



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This travel proposal has been prepared for:
Amber, community colleges in Washington state
Cultural Exploration of France

Why choose FTI?

FTI is a full-service travel agency. We believe people should explore the world around them, interact with other cultures & lend a hand when one's needed. With all of the travel procurement options available today, what sets FTI apart?



Caring Approach

FTI advisors respond quickly, truly listen to your needs & advocate on your behalf, working to build a long-term partnership.



Expert Advice

Benefit from FTI's 40+ years' experience – group expertise, foresight to avoid issues & network of vetted global partners.



Stress-Free Planning

Your FTI team, free online tools & after-hours emergency advisors support you throughout the process.

Exclusive Benefit With FTI

Ubi! - Your free online travel management software.

Ubi enables our customers to see all their travel plans through one online portal. Trip dashboards give access to etickets, vouchers for ground services, statements & agent contact info. Group travel planners can also use Ubi to sign sales agreements, create custom registration forms, remember important deadlines, track payments from trip participants who pay FTI directly, manage passenger information & more.

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Overview

Thank you for giving FTI the opportunity to assist with your trip planning!

Please carefully review the important notes and highlights sections.

Below, please find the quote for your trip which I am happy to walk through with you any time. Make sure to take a look at the "Optional Services" section for a travel insurance quote.

Important Notes

- If the trip is cancelled in its entirety, a fee of \$500.00, in addition to the service provider's penalties, will be charged to help defray the administrative cost of planning your trip.

Highlights

- We removed the Champagne & Reims tour from August 4th, which did drop the price some.

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Itinerary



Daily Itinerary: Paris Package

The following itinerary is accurate as of September 30, 2025 1:54 PM. We reserve the right to modify this itinerary if the airline schedule or other changes dictate, but will try to preserve the quality of what is presented.

B = breakfast, L = lunch, D = dinner

Day 1: Sunday, July 26, 2026



2:03 PM

GEG

Spokane Intl
Spokane, Washington
United States Of America

Total Trip: 13h 37m

AA

Stops: 1

ORD: 1h 50m

12:40 PM, 7/27

CDG

Charles De Gaulle
Paris
France

[Click for Flight Details](#)

Day 2: Monday, July 27, 2026 - Paris

D

Arrive in Paris and ease into the vibrant atmosphere as you travel from Charles de Gaulle Airport to the heart of the city. A local guide will greet you at the airport, assisting with your travel tickets and documentation.



3:00 PM Check In: FIAP Jean Monnet

[Click for Lodging Details](#)

Overnight [FIAP Jean Monnet](#)

[Overview](#)[Itinerary](#)[Costs](#)[Optional Services](#)[Due Dates](#)[Next Steps](#)**Day 3: Tuesday, July 28, 2026 - Paris**

B, D

Begin the day with breakfast before embarking on a half-day excursion to the Palace of Versailles. Explore the grandeur of this historic site, from its opulent interiors to its expansive gardens, all while immersing yourself in the rich history that once surrounded French royalty.

Note: No transportation is included today.

Overnight [FIAP Jean Monnet](#)

Day 4: Wednesday, July 29, 2026 - Paris

B, D

After breakfast, you'll have use of meeting space at the hostel for 3-4 hours classroom time. This afternoon, visit to a local market, such as Marche des Enfants Rouges, where you can practice your French and indulge in the local culture by sampling various culinary delights.

Note: No touring or entrance included; just a suggestion on how to spend the afternoon among locals.

Overnight [FIAP Jean Monnet](#)

Day 5: Thursday, July 30, 2026 - Paris

B, D

Enjoy another day in the heart of Paris, with breakfast fueling your adventures. You have the day free to explore the city at your own pace, allowing the rich culture and history to envelop you as you wander through its picturesque streets.

Overnight [FIAP Jean Monnet](#)

Day 6: Friday, July 31, 2026 - Paris

B, D

Breakfast starts your day, followed by another opportunity to explore Paris on your own, discovering hidden gems and local favorites that may pique your interest.

Overnight [FIAP Jean Monnet](#)

Day 7: Saturday, August 1, 2026 - Paris

B, D

Following breakfast, your schedule includes time in a meeting room. In the afternoon, participate in a half-day study tour where you'll take French CanCan lessons, allowing you to engage with the local culture in a fun and active way.

Overnight [FIAP Jean Monnet](#)

Overview	Itinerary	Costs	Optional Services	Due Dates	Next Steps
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Day 8: Sunday, August 2, 2026 - Paris - Northern France B , D

Today begins with breakfast before setting off on a full-day coach excursion to the Loire Valley. Visit renowned châteaux, including Château de Chambord and Château de Chenonceau, absorbing the stunning architecture and lush landscapes that this region is famous for.

Overnight [FIAP Jean Monnet](#)

Day 9: Monday, August 3, 2026 - Paris B , D

After breakfast, engage in more scholarly activities with reserved access to a meeting room. Enjoy a half-day study tour learning to play a game of Petanques, fostering camaraderie and cultural appreciation.

Overnight [FIAP Jean Monnet](#)

Day 10: Tuesday, August 4, 2026 - Paris - Northern France B , D

Enjoy a free day to explore Paris at your leisure!

Overnight [FIAP Jean Monnet](#)

Day 11: Wednesday, August 5, 2026 - Paris B , D

Start with breakfast and then gather for a meeting in the reserved conference space. Later in the day, attend a fashion show at the prestigious Galeries Lafayette, allowing you to experience the pulse of Parisian fashion firsthand.

Overnight [FIAP Jean Monnet](#)

Day 12: Thursday, August 6, 2026 - Paris B , D

Another breakfast precedes a day of independent discovery in Paris. Take time to reflect on your experiences or locate new areas of interest you may have missed.

Overnight [FIAP Jean Monnet](#)

Day 13: Friday, August 7, 2026 - Paris B , D

Enjoy breakfast, and continue your leisurely exploration of the captivating cityscape of Paris, often described as an art piece in itself.

Overnight [FIAP Jean Monnet](#)

[Overview](#)[Itinerary](#)[Costs](#)[Optional Services](#)[Due Dates](#)[Next Steps](#)**Day 14: Saturday, August 8, 2026 - Paris**

B, D

Breakfast is served again, followed by dedicated meeting space for class room time. This afternoon, you'll participate in a mini perfume workshop at the Musée du Parfum, diving into the fragrant artistry that French culture is renowned for.

Overnight [FIAP Jean Monnet](#)

Day 15: Sunday, August 9, 2026 - Paris - Northern France

B, D

Set off after breakfast for a full-day excursion by coach dedicated to exploring the D-Day beaches. Visit the Omaha Beach Memorial Museum and the Mémorial de Caen, both rich with historical significance and poignant reminders of the past.

Overnight [FIAP Jean Monnet](#)

Day 16: Monday, August 10, 2026 - Paris

B, D

Following breakfast, gather for classroom time in your meeting room. This afternoon, you have time dedicated to exploring a local flea market, known for its charm and local camaraderie. Marché aux Puces de Montreuil, is reputed to be the best for shopping with locals.

Note: No touring or entrance included; just a suggestion on how to spend the afternoon among locals.

Overnight [FIAP Jean Monnet](#)

Day 17: Tuesday, August 11, 2026 - Paris - Northern France

B, D

A day filled with natural beauty awaits you today. Following breakfast, travel to Giverny by coach to visit the Fondation Monet. Immerse yourself in the life and works of Claude Monet in the enchanting gardens that inspired him.

Overnight [FIAP Jean Monnet](#)

Day 18: Wednesday, August 12, 2026 - Paris

B, D

Following breakfast, start your day with classroom time in your reserved meeting space. This afternoon enjoy a second game of Petanques, allowing you to engage with your fellow travelers and enjoy a leisurely day filled with laughter and friendly competition.

Overnight [FIAP Jean Monnet](#)

[Overview](#)[Itinerary](#)[Costs](#)[Optional Services](#)[Due Dates](#)[Next Steps](#)**Day 19: Thursday, August 13, 2026 - Paris**

B, D

Breakfast precedes another chance to explore Paris's wonders on your own terms. Marvel at the art, history, and spirit of the city as you roam its streets.

Overnight [FIAP Jean Monnet](#)

Day 20: Friday, August 14, 2026 - Paris

B, D

Begin your in Paris with breakfast. Another opportunity for individualized exploration allows you to savor in the City of Light.

Overnight [FIAP Jean Monnet](#)

Day 21: Saturday, August 15, 2026 - Paris

B, L, D

After breakfast, gather for class one last time. This afternoon, enjoy a half day Gastronomic Walking Tour of Paris. When it comes to food, there is no doubting that the French have a certain 'Je ne sais quoi!' This walking tour explores one of the Parisian districts renowned for its 'foodie' haunts and brings to life the markets, the patisseries, the boulangeries and the chocolatiers that are the fabric of French life. Of course, the tastings en route are the icing on the cake!

Overnight [FIAP Jean Monnet](#)

Day 22: Sunday, August 16, 2026 - Paris

B, D

After breakfast, your last day in Paris is free to explore on your own.

Overnight [FIAP Jean Monnet](#)

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Day 23: Monday, August 17, 2026 - Paris

B



5:30 AM Check Out: FIAP Jean Monnet

Enjoy a final breakfast in Paris before preparing for your departure. You will travel back to Charles de Gaulle Airport via RER, reflecting on the rich experiences and memories you've gathered during this remarkable journey.

Note: Breakfast will not likely be open when you depart, however a bagged breakfast can be requested.



9:30 AM

CDG

Charles De Gaulle
Paris
France

Total Trip: 22h 5m

AA



Stops: 1

DFW: 7h 49m

10:35 PM

GEG

Spokane Intl
Spokane, Washington
United States Of America

[Click for Flight
Details](#)

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Flight Details: Paris Package

Flight schedules and details can change until the day of departure. The following itinerary is accurate as of September 30, 2025 1:54 PM.

Day 1: Sunday, July 26, 2026

2:03 PM **GEG: Spokane Intl, Spokane, Washington, United States Of America**
 American Airlines • AA 3532
 Operated by SUBSIDIARY/FRANCHISE
 Travel time: 3h 47m


7:50 PM **ORD: O'Hare Intl, Chicago, Illinois, United States Of America**

1h 50m layover

9:40 PM **ORD: O'Hare Intl, Chicago, Illinois, United States Of America**
 American Airlines • AA 150
 Travel time: 8h 0m • **Arrives Monday, July 27**


12:40 PM **CDG: Charles De Gaulle, Paris, France**

Day 23: Monday, August 17, 2026

9:30 AM **CDG: Charles De Gaulle, Paris, France**
 American Airlines • AA 49
 Travel time: 10h 35m

1:05 PM **DFW: Dallas Ft Worth, Dallas, Texas, United States Of America**

7h 49m layover


8:54 PM **DFW: Dallas Ft Worth, Dallas, Texas, United States Of America**
 American Airlines • AA 303
 Travel time: 3h 41m

10:35 PM **GEG: Spokane Intl, Spokane, Washington, United States Of America**

Flight Details: Faculty

Flight schedules and details can change until the day of departure. The following itinerary is accurate as of September 30, 2025 1:54 PM.

Day 1: Sunday, July 26, 2026


2:03 PM **GEG: Spokane Intl, Spokane, Washington, United States Of America**
 American Airlines • AA 3532
 Operated by SUBSIDIARY/FRANCHISE
 Travel time: 3h 47m


7:50 PM **ORD: O'Hare Intl, Chicago, Illinois, United States Of America**

1h 50m layover


9:40 PM **ORD: O'Hare Intl, Chicago, Illinois, United States Of America**
 American Airlines • AA 150
 Travel time: 8h 0m • **Arrives Monday, July 27**


12:40 PM **CDG: Charles De Gaulle, Paris, France**

Day 23: Monday, August 17, 2026


9:30 AM **CDG: Charles De Gaulle, Paris, France**
 American Airlines • AA 49
 Travel time: 10h 35m

1:05 PM **DFW: Dallas Ft Worth, Dallas, Texas, United States Of America**

7h 49m layover


8:54 PM **DFW: Dallas Ft Worth, Dallas, Texas, United States Of America**
 American Airlines • AA 303
 Travel time: 3h 41m

10:35 PM **GEG: Spokane Intl, Spokane, Washington, United States Of America**

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Lodging Details: Paris Package

FIAP Jean Monnet

Youth Hostel

Address: 30 Rue Cabanis, 75014 Paris,
France

6 Non-Smoking Rooms:

- 2 Single Rooms for Professors
- 1 Triple Room
- 3 Quad Rooms

Website: <https://www.fiap.paris/en/>

Phone: +33 1 43 13 17 00

Costs

We offer interval pricing to give you the best cost based on the number of passengers. Each interval represents the range of paying passengers you must maintain in order to qualify for the cost(s) listed for that interval.

Itinerary Costs

Paris Package

Costs below are confirmed with our partners. If this proposal is not accepted, the reservation(s) below will be released and costs could change if you decide to reconfirm.

	Quantity	\$/Person
Interval 1:	12 - 14 (+2)	
Paris Package ^{1,2}	12 - 14	\$6,292.21
+ Faculty Free of Charge - Single Room	2	\$0.00
Interval 2:	15 - 19 (+2)	
Paris Package ^{1,2}	15 - 19	\$5,817.21
+ Faculty Free of Charge - Single Room	2	\$0.00
Interval 3:	20 - 20 (+2)	
Paris Package ^{1,2}	20	\$5,391.21
+ Faculty Free of Charge - Single Room	2	\$0.00

Additional items priced per person

Supplements

Single Supplement + \$1,350.00

A minimum of 12 paying passengers is required. Any adjustment to the currently confirmed passenger count is subject to availability and could affect your cost.

The number of paying passengers must meet the minimum for each interval to be eligible for the discounted passengers shown in blue.

1. \$/Person includes \$201.21 in tax and \$400.00 carrier surcharges, subject to change.
2. The price shown includes costs that were converted to US Dollars. Should the exchange rate fluctuate by more than 3%, we reserve the right to adjust the final cost accordingly.

Itinerary Land Inclusions/Exclusions

✓ = Inclusions, ✗ = Exclusions

Paris Package ; Faculty Free of Charge - Single Room

- ✓ Accommodation - 21 x FIAP Jean Monnet or similar, Private Multi bedded Room
- ✓ Included transport - 1 x Coach for full day Loire Valley
- ✓ Included transport - 1 x Coach for full day D-Day beaches
- ✓ Included transport - 1 x Coach for full day Giverny
- ✓ Other services - 2 x RER CDG Airport - RATP
- ✓ Other services - 1 x Meet & Greet at airport to hand over tickets and documentation
- ✓ Other services - 1 x Admission - Palace of Versailles
- ✓ Other services - 1 x Meeting Room for 3-4 hours x 8 days
- ✓ Other services - 1 x Morning visit to a market - eg Marche des Enfants Rouges in the 3rd Arrondissement
- ✓ Other services - 1 x Half Day Study Tour Visit - eg French CanCan Lesson
- ✓ Other services - 1 x Admission - Château de Chambord
- ✓ Other services - 1 x Admission - Château de Chenonceau
- ✓ Other services - 1 x Half Day Study Tour Visit - Game of Petanques
- ✓ Other services - 1 x Half Day Study Tour Visit - Attend Fashion Show at the Galeries Lafayette. - Technical Visit EUR
- ✓ Other services - 1 x Mini Perfume Workshop - Musée du Parfum (Fragonard)
- ✓ Other services - 1 x Admission - Omaha Beach Memorial Museum
- ✓ Other services - 1 x Admission - Mémorial de Caen
- ✓ Other services - 1 x Morning visit to an Antique / Flea Market eg Marché aux Puces de Montreuil
- ✓ Other services - 1 x Admission - Fondation Monet in Giverny
- ✓ Other services - 1 x 2nd Game of Petanques
- ✓ Other services - 1 x Half day Gastronomic Walking Tour
- ✓ Other services - 21 x Breakfast at hostel
- ✓ Other services - 21 x Dinner at hostel
- ✗ Health, trip cancellation/interruption or baggage insurance - All are strongly recommended
- ✗ Passport & visa costs - Not included
- ✗ Meals not specifically listed in the inclusions - Not included
- ✗ Alcoholic or soft drinks with included meals unless otherwise stated - Not included
- ✗ Gratuities to guides and drivers unless otherwise specified in the inclusions - Not included
- ✗ Items of a personal nature (hotel extras, laundry, phone calls etc.) - Not included
- ✗ Any other items not specifically mentioned above - Not included

Optional Services

Did you know we can book group & individual flights, accommodations, ground transportation, stopovers, custom group tours, emergency medical or comprehensive travel insurance, etc.?

Please [email me](#) if you would like me to provide you with any additional quotes.

Comprehensive Travel Insurance

We recommend purchasing travel insurance to protect you and your trip investment against the unexpected. Additionally, please be aware that certain destinations require travel medical insurance to enter the country.

We partner with Travelex to offer a Comprehensive Travel Insurance plan created specifically for our clients. The plan includes coverage for trip cancellation, trip interruption, medical care, emergency evacuation, trip delay, baggage delay and more for **6.4% of your trip cost.***

Service to Insure	Est. Cost
Paris Package	\$345.04
Free of Charge - Single Room	\$50.00

*Estimated cost is based on a trip length of 1-30 days. Plan cost increases as trip length increases. Minimum premium is \$50. Please see the [flyer](#) for cost and coverage details. Actual cost will be calculated for each passenger based on his or her trip cost.

Plans must be purchased prior to a week before your departure. Please [email me](#) if you would like to add travel insurance.

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Due Dates

Friday, January 30, 2026

- **Deposit Due** - \$2,000.00 per person, refundable until utilization date

Friday, March 27, 2026

- **Utilization Date** - After this date, any reduction in seats will result in loss of deposit

Friday, May 15, 2026

- **Final Names Due** - Passport names, birthdates, genders
- **Remaining Balance Due**

Quick Cost-Saving Tips

1. Build your group sooner rather than later! Collecting deposits is a good way to get commitment from interested group members.
2. With group fares, it's often better to accept a proposal earlier. Since airlines price group fares based on supply and demand, costs increase the closer we get to departure.

Terms & Conditions

OK. Nobody loves reading fine print. (Well, nobody I know.) But, we've gotta have it to protect ourselves so we can continue to serve people like you! For our Terms & Conditions, see <https://fellowship.com/traveler-terms-and-conditions-v1.0/>.

Questions

I look forward to working with you! If you have any questions, please contact me at:

Jenny Scott
jscott@fellowship.com
(804) 412-1711

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Next Steps

Have you made a decision about your trip plans?

If you are not already viewing this on Ubi, click the button below to accept, decline or make changes to this proposal.

I've Decided

This travel proposal has been prepared for:
Amber, community colleges in Washington state



Trip Statement

Organization: University of Mary Washington
Contact: Jon Reynolds
Statement #: 1767645913
Date: 01/05/2026

TripCard #: 94305
Ontario Trip

Financial Statement

FTI Payment Information

	<u>Amount</u>	<u>Amount with 3%*</u>	<u>Due</u>
Minimum Payment	\$2,700.00	\$2,781.00	1/7/26
Balance	\$11,544.33	\$11,890.66	4/27/26

Pay online at ubi.fellowship.com.

Note: Please reference the TripCard # to ensure the funds are applied to the appropriate account.

* A 3% conversion fee will apply if paying by credit card.

Services

Description	Fare	Tax	Fuel	\$/Person	Qty	Total
United	\$440.00	\$109.73	\$0.00	\$549.73	21	\$11,544.33
Services subtotal:						\$11,544.33
Payments Received:						-\$0.00
Total Balance:						\$11,544.33

Fellowship Travel International
 10220 Timber Ridge Dr., Ashland, VA 23005
 Ph: (800) 235-9384 Fax: (800) 329-4384
 Outside the U.S.: (804) 550-0121
fellowship.com



Trip Statement

Organization: University of Mary Washington

Contact: Jon Reynolds

Statement #: 1767645913

Date: 01/05/2026

TripCard #: 94305

Ontario Trip

Payment Processing Options

Your trip participants can pay FTI directly by debit authorization (ACH), credit card, check, or wire transfer. Each payment would be shown on your group statement with the traveler's name, amount paid, and date of payment. Plus, your statement would track the total each participant has paid to date! Please note: you/your organization would still accept full financial responsibility for the group booking.

Learn more about this feature at <https://ubi.fellowship.com/downloads/participantpayments-howto.pdf>

or

You as the group leader can pay FTI for the total group deposit (if applicable) and the total balance per the due dates set for this trip. You can pay by debit authorization (ACH), credit card via your Ubi login, check, or wire transfer.

Important Notes

Travel Insurance

- Please note that you have not purchased travel insurance.

Payments

- Pay online at ubi.fellowship.com.
- If mailing your payment, please use the address shown below.
- While Fellowship Travel does accept major credit cards including Visa, Mastercard and American Express, customers must enter charge authorization agreement via Fellowship Travel's payment portal using Verify by Visa or Mastercard Secure code for every transaction. Your authorization is a binding agreement for us to charge your card, and as such, you waive any right to a chargeback in the case of cancellation for any cause (excepting fraud), including a force majeure event, as defined herein, and agree to refund policies and procedures as outlined in these terms and conditions. In the event the cardholder attempts to chargeback, reverse or recollect a trip payment already made without Fellowship Travel's authorization, Fellowship Travel reserves the right to collect all additional costs, fees and expenses associated with such chargeback, reversal or recollection, including, without limitation, attorney fees.

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Trip Statement

Organization: University of Mary Washington

Contact: Jon Reynolds

Statement #: 1767645913

Date: 01/05/2026

TripCard #: 94305

Ontario Trip

Ticketing

- Taxes are subject to change until tickets are issued. If payment is not received by Fellowship Travel within one (1) business day of the statement date, please contact your agent prior to sending payment to verify the tax amount.

Baggage

- In addition to standard baggage fees, some airlines may also impose embargoes on non-standard size & weight containers (boxes, duffel bags, etc.) & may not accept such items at flight time.
- In all cases, your Fellowship Travel agent will attempt to assist you if you have questions. However, the final agreement for air ticket & baggage allowances is between the airline & passenger. Fellowship Travel, as an agent for you & the carrier, disclaims responsibility or liability for changes in allowances.
- If your reservations include hotels, ships, or coaches, there may be additional costs for transportation & portage of more than one piece of baggage.
- Please visit <https://bags.amadeus.com> to determine the baggage policies for each of your tickets or ask your travel agent.

Travel Documentation

Failure to obtain the necessary travel documentation and country-entry requirements prior to your trip's departure can result in significant delays, denial of boarding, and/or the cancellation of travel services. Travel documentation requirements vary by destination, points of transit, passenger nationality, and age of traveler. Depending on the previous variables, requirements may include, but are not limited to: the length of passport validity, the number of blank passport pages, birth certificates, parental consent affidavits, transit visas and destination visas per travel type.

For U.S. passport holders, we highly recommended that you visit The U.S. State Department's Travel website (<http://travel.state.gov/content/passports/english/country.html>) and carefully review the specific travel documentation requirements for your destination(s). Each passenger is responsible for obtaining his own required travel documentation prior to departure. Fellowship Travel International accepts no responsibility for any costs incurred by the passenger and/or delays as a result of insufficient travel documentation.

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fellowship.com



Trip Statement

Organization: University of Mary Washington

Contact: Jon Reynolds

Statement #: 1767645913

Date: 01/05/2026

TripCard #: 94305

Ontario Trip

Your latest itinerary can always be found on Ubi at <https://ubi.fellowship.com>, [View your itinerary.](#)

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- Jordan
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Europe

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- Bulgaria
- Czech Republic
- Croatia
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Spain
- Switzerland
- United Kingdom



Africa

- Ghana
- Kenya
- Madagascar
- South Africa
- Tanzania

Pacific

- Australia
- New Zealand

Asia

- Cambodia
- China
- Hong Kong
- India
- Japan
- Malaysia
- Singapore
- South Korea
- Thailand
- Vietnam



References

Tennessee Consortium for International Studies

FTI's partner since 2012 for group flights for all their international study programs - 550-600 students per year.

Contact: Lindsay Shope, TnCIS Program Coordinator
10915 Hardin Valley Road, Knoxville, TN 37932
(865) 539-7443, ljs Shope@pstcc.edu

Randolph-Macon College

20+ years of partnership on group flights and custom faculty-led program packages, sending approximately 100 students per year. We recently planned a Classics course to Italy and Tunisia that offered students behind-the-scenes access to archeological sites, tours of mosques, cemeteries/mausoleums and museums, as well as time with local artisans.

Contact: Mayumi Nakamura, Director of International Education
204 Henry Street, Ashland, VA 23005
(804) 752-2367, mayuminakamura@rmc.edu

University of Northern Iowa (UNI)

FTI has planned a variety of global trips each year for UNI since 2011 – 150-250 students per year. Ex: We planned an itinerary for a group that went to Costa Rica to compare businesses there versus the US. They visited businesses ranging from a coffee plantation to tourism to Walmart. Students then met each evening to discuss the company they visited that day, look at their business model/plan and discuss its pros and cons.

Contact: Charity Eckhardt, Short-term Programs Advisor
Study Abroad Center, 28 Gilchrist Hall, Cedar Falls, IA 50614
(319) 273-7078, charity.eckhardt@uni.edu

University of North Carolina Wilmington

Partnering with FTI primarily for flight and study tour packages for 20+ years. Typically sending 100-200 students per year. Ex: FTI has helped UNCW build an itinerary in Greece & Sardinia focusing on Blue Zones, areas where people live much longer on average. Students are able to meet & interview centenarians (people over 100 years old), visit local doctors & participate in cooking classes.

Contact: Lisa Sprod, Associate Professor, School of Health and Applied Human Sciences
601 S. College Road, Wilmington, NC 28403
(910) 962-2583, sprod@uncw.edu

Paideia Institute for Humanistic Study, Inc.

Non-profit educational organization promoting the study of classical humanities, focusing on Latin and Ancient Greek languages and literature. Worked with FTI on group flights since 2015, sending 700-900 participants per year.

Contact: Jason Pedicone, Co-Founder & President
PO Box 670, New York, NY 10012
(609) 429-0734, pedicone@paideia-institute.org

*Additional references available on request.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
01/12/2026

PRODUCER Royal Insurance Agency 7404 Commerce Way, Ste B Ruther Glen, VA 22546 804-448-8638	THIS CERTIFICATION IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	INSURERS AFFORDING COVERAGE	NAIC #
INSURED Fellowship Travel International 10220 Timber Ridge Dr Ashland VA 23005	INSURER A: Donegal Mutual Insurance Co	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	


COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR/INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	QB 18973675	02/01/2026	02/01/2027	EACH OCCURRENCE	\$ 2000000
					DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100000
					MED EXP (Any one person)	\$ 10000
					PERSONAL & ADV INJURY	\$ 2000000
					GENERAL AGGREGATE	\$ 4000000
					PRODUCTS - COMP/OP AGG	\$ 4000000
						\$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	QB 18973675	02/01/2026	02/01/2027	COMBINED SINGLE LIMIT (Ea accident)	\$ 1000000
					BODILY INJURY (Per person)	\$
					BODILY INJURY (Per accident)	\$
					PROPERTY DAMAGE (Per accident)	\$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	\$
					OTHER THAN AUTO ONLY: EA ACC AGG	\$
A	EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$	QU 18973675	02/01/2026	02/01/2027	EACH OCCURRENCE	\$ 1000000
					AGGREGATE	\$ 1000000
						\$
						\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	QW 18973675	02/01/2026	02/01/2027	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
					E.L. EACH ACCIDENT	\$ 500000
					E.L. DISEASE - EA EMPLOYEE	\$ 500000
B	OTHER Professional Liability	SP1565266	02/01/2026	02/01/2027	E.L. DISEASE - POLICY LIMIT	\$ 500000
						\$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Contract title: Customizable International Travel Services

CERTIFICATE HOLDER University of Mary Washington Attn: Procurement Services 1301 College Avenue Fredericksburg, VA 22401	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE 
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IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.