

SIT Study Abroad offers a flight credit of up to \$1000 for students enrolled in its new study abroad program and other select situations through our official travel partner, Voyzant.

Flight Credit Official Rules

Flight credits are issued for airline tickets purchased through SIT's travel partner, Voyzant. Credits are issued directly to the student and are non-transferable. Recipients are responsible for any costs that exceed \$1,000. The credit must be used in a single transaction; unused portions are non-refundable and cannot be redeemed for cash or saved for future credit. Please note that SIT does not provide reimbursement under any circumstances for flights purchased independently by students.

- You are responsible for checking and adhering to the relevant visa requirements outside of your program's start and end dates.
- SIT is not responsible for your accommodation, meals, insurance, or any other expenses or support outside of your program dates.
- Please note, the cost of airfare fluctuates, and all prices are subject to change until fully booked.

Student-Canceled or Changed Flights

- Students are responsible for all pre-departure change fees after ticketing
- Cancellations must be processed at least 3 days prior to departure for refund and will incur a cancellation fee of \$350.
- Airline flight refunds above \$1000 are issued directly to the student and processed directly to the student original payment method minus the cancellation fee and booking fee.

Should your program be cancelled by SIT, you will receive a full refund of any money you paid directly for your ticket.

Should you need assistance

- US hours -9h00-17h00 ET usgroupsupport@voyzantus.com After business hours groupssalesteam@voyzantus.com always cc your Account manager

If outside the US:

- The PNR is under local airport control. The local airline customer service department will do everything possible to find an acceptable solution.
- If there are no resolutions, please contact Specialty Groups (+1) 877-GRP-VOYZ or (+1)-877-477-8699 /Agent's email address or usgroupsupport@voyzantus.com.
- Outside of US business hours: CONTACT the specific local airline contact provided with your final documents and advise your account manager and groupssalesteam@voyzantus.com
- IN EMERGENCY SITUATIONS: While travelling and cannot resolve with local contacts provided, please email your primary Account Manager and copy jcossette@voyzantus.com and Jan@voyzantus.com
- What's App or text: Jan (+1) 212 671 0336 and Johanne (+1) 804-678-8666