

Updated March 16, 2020.

Statement Regarding COVID-19 (Coronavirus)

As the COVID-19 pandemic intensifies, we are taking every measure to ensure the well-being of our students, staff and community stakeholders. We are continuing to rely on the expertise and advice from health authorities around the world, including the World Health Organization and Center for Disease Control as we develop our plan of action.

At this time, both Canada and the US are currently advising against all non-essential travel. The most up to date travel related health advisories are available via the [US State Department](#) and [Global Affairs Canada](#).

**Current Programming**

In response to these advisory changes, our operations team made the difficult decision to end all of our Winter/Spring Semester programs early. We are currently in the process of supporting students with safe returns home.

Due to the rapidly changing circumstances, we will continue to provide updates on our [website](#) regarding the status of summer programs.

Fiji	
Current Advisory:	Exercise Normal Precautions- Level 1 (Has remained unchanged since the start of the outbreak)
Current Program Status:	Insight has temporarily suspended programming in Fiji. Our staff remain on location with enhanced safety measures to ensure their well-being.
Summer 2020 Programming:	<p>Insight continues to plan for the commencement of our Summer 2020 programming, scheduled to begin late May 2020. We monitor in-country conditions with communication with local officials, and we will notify our student body should any changes occur.</p> <p>We advise students registered for Summer 2020 programming to postpone booking flights at this time. If students have flights booked, we recommend that students refrain from making any changes or cancellations at this time. As the program does not begin until late May, advisory changes may occur.</p>

Thailand	
Current Advisory:	Exercise Normal Precautions- Level 1 (Has remained unchanged since the start of the outbreak)
Current Program Status:	Insight has temporarily suspended programming in Thailand. Our staff remain on location with enhanced safety measures to ensure their well-being.
Summer 2020 Programming:	<p>Insight continues to plan for the commencement of our Summer 2020 programming, scheduled to begin late May 2020. We monitor in-country conditions with communication with local officials, and we will notify our student body should any changes occur.</p> <p>We advise students registered for Summer 2020 programming to postpone booking flights at this time. If students have flights booked, we recommend that students refrain from making any changes or cancellations at this time. As the program does not begin until late May, advisory changes may occur.</p>

Uganda	
Current Advisory:	Exercise Normal Precautions- Level 1 (Has remained unchanged since the start of the outbreak)
Current Program Status:	Insight has temporarily suspended programming in Uganda. Our staff remain on location with enhanced safety measures to ensure their well-being.
Summer 2020 Programming:	<p>Insight continues to plan for the commencement of our Summer 2020 programming, scheduled to begin late May 2020. We monitor in-country conditions with communication with local officials, and we will notify our student body should any changes occur.</p> <p>We advise students registered for Summer 2020 programming to postpone booking flights at this time. If students have flights booked, we recommend that students refrain from making any changes or cancellations at this time. As the program does not begin until late May, advisory changes may occur.</p>

### **Cancellation Insurance**

As is standard practice at Insight, we encourage participating students to purchase travel insurance that includes comprehensive cancellation and interruption. We are aware that some companies (notably Manulife and TuGo), as of March 10<sup>th</sup>, will no longer sell cancellation insurance that covers COVID-19. However, there are many insurers, including Allianz, CAA/AAA, Pacific Blue Cross, and more, that continue to provide more comprehensive insurance.

As partners with FlightCentre, one of the world's leading travel brands, Insight can provide direct contacts to licensed travel insurance agents who can answer any of your questions, as well as provide quotes and coverages as necessary.

**Note:** *It is an Insight requirement that students present valid travel medical insurance prior to departure.*

### **Quarantine / Self-Isolation**

In the unlikely event student(s) are located in, or arrive in, any of our countries of focus and are required to self-quarantine, we have a plan of action in place led by our international staff that will ensure student well-being. This includes comfortable accommodations, providing food, water, necessities and 24/7 in-country support.

### **Program Cancellations / Withdrawals**

At this time, Insight plans to operate all of our Summer University programming as regularly scheduled. Students registered in summer 2020 programs are already in consultation with our international staff with regards to their upcoming terms, including plans for their internships. Should the situation deteriorate and we determine that hosting our summer program puts any of our students, staff, or partners at risk, we will postpone or cancel the semester. Should either occur, students will be eligible to receive a full refund for program fees paid to Insight.

As of the timing of this statement, we are still over 2 months away from the beginning of summer semester. We will continue to post updates to inform our community of any changes in programming, however, our standard procedures remain in place for any participants choosing to voluntarily withdraw from summer 2020 programming.

At Insight, the health and well-being of our entire community is our top priority. Our team, both at home and abroad, are available to answer any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Craig Vandermeer".

Craig Vandermeer  
Chief Executive Officer

Insight Global Education  
311-402 West Pender St  
Vancouver, BC