



UNIVERSITY OF DELAWARE

INSTITUTE FOR GLOBAL STUDIES

Dear Students,

In light of the [Centers for Disease Control & Prevention](#) (CDC) increased warning for much of Europe, the University of Delaware has decided to cancel the Spring 2020 study abroad program in Madrid, Spain. This decision aligns with the University's recent restriction on University-sponsored travel to CDC level 3 countries.

We understand that this decision may disappoint you, and hope you know that it was not taken lightly. As you may be aware, the novel (new) coronavirus, known as COVID-19, continues to rapidly evolve. While there is no immediate threat at this time, we are taking this action now out of an abundance of caution for your safety and well-being. The following email outlines our responsibilities to you, as well as important actions for you to follow:

1. **Please rebook your flight home immediately:**

- Contact your travel agency or airline by phone. Be aware that you may be placed on hold and that it may take a number of days for you to change your return flight. Note that, typically, the passenger and/or the credit card holder may make changes to the flight itinerary.
- Ask if your agency or airline has a rebooking fee waiver in place for your location. [Several airlines](#) have extended this courtesy to passengers traveling to/from countries affected by COVID-19.
- If your airline does not have a waiver in place, you will initially be responsible for the original penalties and fees, whatever they may be. In addition, if your new return economy coach flight is more expensive than the one you originally booked, you will be charged for the difference at first. In this case, the Institute for Global Studies will reimburse you for these additional costs.
- In order to receive reimbursement for your flight, please submit the following to studyabroad@udel.edu by **May 1**:
 - a copy of your original itinerary,
 - paid invoices or statements from the airline or travel agency showing any costs or fees incurred; and
 - a copy of your new itinerary.

Reimbursement will be made to your UD student account after all materials have been reviewed. If you expect that this will cause you financial hardship, please [contact IGS](#).

2. As you prepare to depart, we encourage you to **follow the [CDC's guidelines](#) for staying healthy.**

3. **Continue to monitor your UD email** on a daily basis.

4. **Follow directives of your host institution.**

5. **Please contact us upon your return home to the United States** at studyabroad@udel.edu or (302) 831-2852.





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6. As per [CDC guidelines](#), upon return you are obligated to self-quarantine at home and **should NOT return to the UD campus**; UD students will be departing campus for early spring break on Friday, March 12, and the campus has moved to online learning.

7. SLU-Madrid has arranged for online learning for you to complete your coursework and earn your UD credits as planned. Please be patient and wait for information about how coursework will continue online, knowing that your host institution is doing its best to make these arrangements under unusual circumstances. Online courses at SLU-Madrid are scheduled to formally begin Monday, March 16.

8. Information on a partial refund of your UD program fee will be forthcoming. However, please understand that we are managing multiple program cancellations at this time. Our priority is your safe return to the U.S., and thus refunds may take several weeks or longer to be processed.

It is natural to experience some anxiety during this time, even if you are feeling physically healthy. Remember that **UD's Helpline** is available to you 24/7, even while you are abroad: **302-831-1001**.

Again, please know that we share your disappointment in the cancellation of your program, and we hope that you will be able to study abroad again at some point during your time at UD. You are a valued member of our community, and we are here to support you. For updates on the University's response to COVID-19, please visit the UD website. Should you have any questions, please do not hesitate to contact our office.

Sincerely,

Lisa Chieffo
Interim Director
Institute for Global Studies
University of Delaware

