



Dear Students,

As you are aware, the novel (new) coronavirus, known as [COVID-19](#), continues to rapidly evolve. Over the past few weeks, the U.S. and countries around the globe have taken [unprecedented measures to restrict travel](#) and limit the spread of the virus. In light of this, the University of Delaware has decided to cancel the Summer 2020 Granada, Spain LLCU program.

We are taking this action now out of an abundance of caution for your safety and well-being. We understand that this decision may disappoint you, and hope you know that this is a difficult time for us all, and for our partners around the world.

The following email outlines our responsibilities to you, as well as important actions for you to follow:

1. If you have already purchased your flights, please cancel them after May 31. IGS will reimburse you for airfare and associated cancellation fees:

- Contact your travel agency or airline by phone after May 31 for travel to commence in June or later. Due to high call volumes, be aware that you may be placed on a hold or asked to call back at a later date. Typically, only the passenger and/or the credit card holder may make cancellations.
- Ask if your agency or airline has a flexible cancellation policy in place for your travel destination. [Several airlines](#) have extended this courtesy to passengers traveling to/from countries affected by COVID-19 before May 31. *In the coming weeks, airlines may extend this policy to apply to travel in June and beyond.*
- If your airline does not have a flexible policy in place, you will be initially responsible for any cancellation penalties and fees, whatever they may be. The Institute for Global Studies will reimburse you for these costs.
- In order to receive reimbursement, please submit the following to studyabroad@udel.edu by **June 15**: (1) a copy of your original itinerary and (2) paid invoices or statements from the airline or travel agency showing any costs or fees incurred.

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

2. Your summer tuition and program fee will be reimbursed to your UD student account. Please understand that we are managing multiple program cancellations at this time and processing may take several weeks or longer.

3. IGS will honor study abroad scholarship awards. If you received a Delaware Diplomats scholarship to participate in this program, that same amount can be applied to the program fee of another UD study abroad program. If you received an IGS need-based scholarship to participate in this program, that scholarship will also apply to another UD study abroad program, but on a proportional basis (for example 50% or 60% of the program fee--a similar percentage to what you received for this program).

If you wish to [study abroad](#) in Winter 2021, note that most programs are accepting applications until April 20, and some until September 20. In addition, the application deadline for most Spring 2021 programs is also September 20. Summer 2021 programs will be posted on our website by the end of August.

Again, please know that we share your disappointment in the cancelation 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](#) at any time.

Sincerely,

Lisa Chieffo
Interim Director

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