



Dear Students,

In light of increased travel restrictions and difficulty of international travel worldwide, the University of Delaware has decided to cancel the Spring 2020 Australia + Internship study abroad program. This decision aligns with a number of education abroad providers who have canceled programs in Australia and other locations worldwide over the past few days.

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. Even since our last email to you, much has changed worldwide with regard to international travel, with various countries recalling their citizens and/or restricting entry for non-citizens. 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. Your on-site housing remains available to you until you are able to depart.
- Avoid rebooking your flight with a stopover in any country rated as [high risk by the CDC](#), as this will require you to impose a 14-day self-quarantine upon your return to the U.S.
- 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 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.
- *IGS will reimburse the change fee for standard economy flights only.*
- In order to receive reimbursement for your standard economy flight, please submit the following to studyabroad@udel.edu by **May 1**: (1) a copy of your original itinerary, (2) paid invoices or statements from the airline or travel agency showing any costs or fees incurred; and (3) 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**, Global Academic Ventures.

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

6. **Please do not return to the UD campus.** In response to COVID-19, UD students have departed for the semester, and the campus has moved to online learning.

7. You have already completed 9-12 credits of UD coursework in Sydney and will receive grades and credits for those courses as normal at the end of the semester. Regarding your internships, Prof. Sundaram is working with GAV now to understand how credit will be awarded for your internship course. Please do not contact him or GAV at this time. Prof. Sundaram or GAV will reach back out to you after these complex arrangements have been made with your internship supervisors.

8. Information on a partial refund of your UD program fee will be forthcoming. However, please understand that we are managing multiple program cancelations 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.

9. Because you have already taken courses and will receive UD credit, UD tuition will not be refunded.

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 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](#).

Sincerely,

Lisa Chieffo
Interim Director

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You are receiving this email as a member of the University of Delaware community.
If you have questions about the legitimacy of this email, contact the
Institute for Global Studies at (302) 831-2852 or go-global@udel.edu.