



## **FAQs**

### **STUDENT SELECTION PROCESS AND ELIGIBILITY:**

Q. How are students selected for the exchange program?

- The basic criteria is the interest of the student to go for an International Scholastic Tour, to either have an international immersive experience or learn from other cultures including the development of soft skills, adaptability, confidence, and a broadened world-view.
- The minimum age is 11 years for school students, and the maximum age is 25 years for university students.
- The student should have a valid passport up to 3 months from the date of departure and should be part of a formal school/university, enabling us to get an invite from the host institution in Europe, or other parts of the world.
- As far as language is concerned, English is the main language of communication.

Q. What types of programs are available for students?

- We have International Student Exchange Programs, Job Shadowing Programs for Higher Secondary students, Linguistic Exchange Programs, tailor-made Scholastic Tours, short-term University Exchange Programs, FAM Tours for Educators, short-term Skill Development Programs, Teachers Training Programs, theme-based International School Camps, and Internship Programs.

Q. What is the total cost of the program?

- We ask you to contact your institution to get the quotation from us, depending on the location you are traveling to. The cost varies according to the group size.



Q. What are the locations covered by you in Europe?

- We have programs running in France, Switzerland, Finland, Spain, Germany, Italy, Sweden, Monaco, Belgium, Netherlands, and many other European countries.

Q. What are the locations covered by you in and around India?

- We cover all parts of India: Nepal, Bhutan, Sri Lanka, Bangladesh, etc.

Q. When can I contact you to register for a program?

- It is advisable to book your trip with us, at least 6 months in advance, to ensure a smooth and well-planned trip.

Q. Where should I apply?

- Contact us through your institution.
- You may also apply by clicking [here](#). (alternative- mail @ [team@lefrehindi.com](mailto:team@lefrehindi.com))

Q. For which months the Student Exchange to Europe can be planned?

- The recommended months are March- June, or October- December.
- For specific winter camps in Europe, the months recommended are December- April.
- As per your requirements, we can tailor-make your trips, depending upon the acceptance from the host school.

### **PRE-PREPARATIONS:**

Q. Do you provide counseling sessions before the trip?

- We conduct online sessions before the trip.

Q. Do you help with the visa and documentation process?

- Yes, we provide you with a documentation checklist and help you with all the visa formalities.



### **PARTNERSHIPS:**

Q. With whom do you have partnerships in Europe?

- Most schools in Europe are our partners. Partnership with over 60 schools, with a combination of public and private schools.

Q. With which universities in Europe do you have partnerships?

- Most universities in Europe are our partners. Partnership with over 50 universities, with a combination of public and private universities.

### **ACCOMMODATION:**

Q. What kind of accommodations are provided to the students?

- The students are mostly provided with hostels or student residences, with 2-6 students sharing one room.
- Another accommodation provided is dormitories, having bunk beds and common washrooms.
- We also have tie-ups with Air B&Bs, where 2-3 students share one room.

### **CULTURAL PREPARATION FOR STUDENTS:**

Q. What cultural preparations should the students make before going on an exchange to Europe?

- It's advisable to familiarize yourself with European customs, greetings, and basic conversational language medium. Understanding cultural nuances can enhance your experience.
- Punctuality is a social norm followed by people in Europe, so we expect the students to be punctual at all times.
- We expect the students to adhere to the instructions given by the organizers/ teachers/coordinators.



Q. How can I prepare for the cultural differences between India and the host country?

- Attend pre-departure orientation sessions, research about the culture, and be open-minded. Understanding cultural nuances helps in adapting more easily.

### **ESSENTIALS TO CARRY:**

Q. What essential items should my child pack for the European trip?

- Pack appropriate clothing for the season, essentials for personal hygiene, a water bottle, a small backpack, and any specific items recommended by the organizers. Researching about the weather before the actual trip is highly encouraged by the organizers.
- General medicines are a necessity. The students should carry their specific medications with prescriptions, during the trip.

Q. What kind of an adapter is used in Europe?

- The adapter used in Europe is different, so the students are suggested to buy and carry a universal adapter, from a trusted buyer.

Q. How much should my child's luggage weigh?

- **Baggage 1 (Big):** The maximum limit of one big baggage is 23 kg but we recommend not more than 15-16 kg per student- No porters in France, so carry your own luggage.
- **Baggage 2 (Small):** One small backpack/school bag/sling bag to carry important things/camera/cash/lunch/water etc.

Q. Does the service provider from India work in Europe?

- You have to purchase the international roaming pack from your service provider.
- We advise you to carry the International SIM with you, from India before the travel. However, there are SIMs available in Europe as well.
- SIMs suggested by us: Lyca, Matrix.



### **LICENSED EXPERTISE:**

Q. Are you a licensed tour operator in Europe?

- Yes, we are licensed by ATOUT-France (IM075180103) with proper Financial Guarantees and liability assurance.

Q. Are you a licensed tour operator in India?

- Yes, we are a licensed tour operator in India, recognized as the most valued partner by the Ministry of Tourism - Govt of India.

Q. What safety measures are in place for students during the exchange program or camp?

- Programs usually have dedicated coordinators, emergency plans, and guidelines for student safety. A coordinator from the company accompanies the students at all times.
- All details are relayed to the participants as well as their guardians before the trip.

### **PARENTAL CONCERNS:**

Q. Are there cultural orientation sessions for parents to understand the experience better?

- Some programs offer orientation sessions for parents to learn about the cultural differences and challenges their child may encounter. This would also cover the other aspects, such as the itinerary, accommodation, host family introduction, etc.

Q. Can my relatives visit my child, during the trip to Europe?

- Only under the supervision of the organizer



Q. Can the parent/s travel with the child and follow the same itinerary as the group?

- Yes, the parent/s can travel alongside the children, however, we cannot include the parent/s to follow the same itinerary with the group. They must take care of their own boarding, lodging, and visits.

Q. How can I contact my child during his/her/their trip?

- Time slots are allotted to students to talk with their families.
- As the students are occupied with their activities and visits, we recommend that the students do not contact the families during the day.
- Photos and videos are shared by the organizers and/or the teachers on a real-time basis in a WhatsApp group with parents.
- In case of emergencies, the parents may contact the accompanying teachers.

Q. Who will be accompanying my child during the trip?

- With every 10 students, one teacher from the school will be traveling with the students.
- One representative from Le Frehindi will always be with the students in Europe.

Q. How will the situation be managed, if there may be a medical emergency?

- If a student falls sick, then a teacher will stay with the student at the hostel.
- Immediate medical assistance will be provided, as and when required.

Q. How do I prepare my child for pick-pocketing incidents?

- Students are traveling with us in safe transport systems with an organizer accompanying them at all times. We ensure the safety and security of the students and we brief them to keep their belongings safe in the host country.

Q. How much money should my child carry?



- The students can carry either cash or buy a Forex card.
- Students are advised to carry 100 to 200 Euros for buying souvenirs.
  
- If any student wishes to shop, they can carry 400-500 Euros with them.
- If the student is carrying more than 200 Euros, then it is advisable to carry it in a Forex card.

Q. Are the students allowed to carry mobile phones?

- Yes, but we discourage students from using them during activities. They can use the cameras.

### **SCHOOL'S INVOLVEMENT:**

Q. How can the school be involved in the planning and execution of the exchange program to ensure a seamless experience for our students?

- Collaborative planning sessions, involvement in selecting participating students, and communication channels for school administrators are typically part of the program's structure.

Q. What activities can the students take part in with host school students?

- Students are encouraged to portray dance or sing, representing India, at the host school, and also participate in fun activities with the students at the host school. The activities are always supervised and well-planned ahead of the trip, ensuring the safety and security of the students.

### **PROGRAM INCLUSIONS AND EXCLUSIONS:**

Q. Where can I find the inclusions and exclusions of all programs?

- To know more about the factors inclusive and exclusive to specific programs, you may share your query in our contact form, or reach out to us directly on the contact information given on the website.

Q. Do you provide special gear/equipment during activities?

- Yes, for the activities that require special gear/equipment, Le Frehindi will provide the same to the students.



### **ETIQUETTES IN HOST COUNTRY:**

Q. Are host families carefully screened?

- Yes, host families are usually carefully screened and selected to ensure the safety and well-being of the students.

Q. What rules should be followed by the students in the host school?

- Phones are not allowed during the activities at the host school.
- Fighting with peers is discouraged.
- Always ask for permission if you are clicking photos of the host students or teachers.

### **DIETARY PREFERENCES:**

Q. How will my child's dietary preferences or restrictions be accommodated?

- Le Frehindi may gather information about students' dietary preferences and restrictions in advance, and communicate this to host families or caterers.
- A mixture of Indian and French foods is provided to the students.
- Fast food chains like KFC, Burger King, Mcdonalds, etc. are included in the itinerary.
- Packed, homemade delivery foods are also available for the students at the hostel.

Q. Is Halal food available?

- Yes, this requirement can be met in Europe, as most meat foods are Halal.

### **TRANSPORT ARRANGEMENT:**

Q. Do you offer direct flights?

- Most flights are a combination of direct and indirect flights, with layovers of 2-3 hours, depending on the availability of the airlines, cost attached.





Q. What kind of transportation is provided in Europe?

- Depending on the location, students travel through high-speed TGV trains, charter buses, metros, trams, inter-city buses, etc.

Q. How are transportation arrangements made within the host country?

- Information will be provided on planned transportation modes, schedules, and safety considerations, including details on how students will be transported between accommodations and program activities.

Q. Is transportation provided for all planned activities, or are students responsible for their travel?

- Clear guidelines on transportation responsibilities will be communicated, ensuring students are aware of arrangements for all planned activities.

### **REFUND POLICIES:**

Q. What are the refund policies of the program?

- 100% refund if any cancellations before the Airline tickets are booked.
- In case the School / Student asks for a refund after the Air tickets are booked, then, the refund of the airfare will depend upon the refund policy of the respective airlines. Le Frehindi will retain 20% of the total amount remaining after deducting the Airfare cost and the rest will be refunded to the student/school.
- In case of visa refusal to any student total refund will be given & respective Airline refund rules will be applicable if tickets are booked for the student whose VISA has been rejected.
- There will be no refund whatsoever if the cancellation takes place after the VISA has been issued by the Embassy.



- In case of situations that are out of control like acts of God such as calamities/war/pandemic etc., the tour will be conducted at a later date and month in consultation with the school at the same cost.

**EMERGENCY CONTACTS:**

Q. Whom do I contact if there is an emergency?

- Europe: +33 6 01 36 09 96
- India: +91 98112 37050

Q. Where is your office located in Europe?

- Paris: 11, Rue De Cambrai 75019 Paris
- Lyon: 59, Rue Paul Verlaine, 69100 Villeurbanne

Q. Where is your office located in India?

- New Delhi: 331, Vardhman Banhof Plaza, Plot-10, Pocket-7 Sector -12 Dwarka, New Delhi - 110078
- Dehradun: 5, DAV College Road, Karanpur 248001