

## SCHOOL TRIPS - FAQs

### INCLUSIONS/EXCLUSIONS

#### WHAT IS INCLUDED IN THE PRICE?

##### Transportation

- Arrival and departure transfers are included on a group basis with every tour unless otherwise specified.
- Transportation to and from touring activities is also included unless otherwise specified on the itinerary.

##### Accommodation

- All accommodation is included as specified on the itinerary, ranging from basic hostels to 2-3 star hotels depending on the destination. All student accommodation is on a multi-share basis (single sex).
- All teacher rooms are on a private single basis unless otherwise specified.
- We include **1 FREE teacher space for every 8 students**, on every itinerary.

##### Meals

- Our trips range from a B&B to Full Board depending on the itinerary and destination.
- Any meals not included will be clearly specified on the itinerary, and the local guide will be able to suggest options to you that fit with the touring activities.

##### Tour Leader/Guide

- All tours include 1 English speaking tour leader throughout.
- Tour leaders are always local to the destination offering you a unique cultural insight.
- All tour leaders complete a comprehensive training course covering group dynamics, first aid, crisis management and responsible travel.

##### Touring/Activities

- Our itineraries are designed to combine cultural immersion with study opportunities that are out of the ordinary. As such there are a range of activities included on all our itineraries, and these are specified on the daily breakdown.
- All entrance fees are included for the entire group where applicable with included activities.
- You can specify when booking if you would like certain learning objectives to be met as part of an activity. Whether it's a moderated discussion or workshop, we can be flexible to your needs.

#### WHAT IS EXCLUDED FROM THE PRICE?

- Any visas that may be required.
- All drinks, and any meals not mentioned in the itinerary.
- Services or touring not mentioned in the itinerary.
- Travel insurance.
- Gratuities for tour leaders or drivers is at your discretion.

## PAYMENT, CANCELLATION AND FINANCIAL PROTECTION

### HOW LONG ARE PRICES VALID FOR?

Our tour prices are fixed from quotation, unless otherwise specified. Once you have paid a deposit, we will request the confirmation from our suppliers which will take approximately 72 hours.

### WHEN DO WE NEED TO MAKE FINAL PAYMENT AND PROVIDE NAMES?

Final payment is due 3 months before departure, and you will need to provide all the names (as per passport) for all travellers at this stage. We will send you the relevant forms to fill out and return to us with all passenger information.

### WHAT HAPPENS IF WE NEED TO CANCEL OUTRIGHT?

If you need to cancel voluntarily, then you will be subject to our standard cancellation conditions:

91 days or more prior to departure = loss of deposit/prepayments

90 days or less = 100% non-refundable

### WHAT HAPPENS IF ONE OR MORE STUDENTS NEED TO CANCEL?

Before final payment has been taken, you can deviate passenger numbers up to 10% either way without penalty, unless otherwise specified by your Travel Consultant. However, please be aware that trip costs are calculated on a per person basis and as such if your numbers decrease then the price may increase.

If there are individual cancellations after final payment (within 3 months of departure), these will be subject to full cancellation conditions. In this case, there would not be a per person price increase and we would encourage the cancelling individual to make an insurance claim.

### WHAT HAPPENS IF THE TRIP IS CANCELLED DUE TO COVID-19?

Our Peace of Mind policy means that if you are unable to travel due to FCDO advice or quarantine you will have the option to **travel as booked, change your trip to new dates or destination, or cancel and receive an immediate refund**. No other tour operator can look after your group or your money better.

### WHAT FINANCIAL PROTECTION DO YOU OFFER?

- Our financial guarantee ensures that your money is safe. We pay for your travels, keeping your money untouched in an independently operated Trust Account until you're home. Uniquely, this means that we will refund you same day if your travels are cancelled due to a travel ban.
- Trailfinders has a 100/100 Creditsafe Score – meaning we are as safe as it gets.

## THE GROUP, YOUR TOUR AND HELPFUL INFORMATION

### **IS THERE A MINIMUM GROUP SIZE?**

All our school group itineraries must have a minimum of 9 passengers. If you are trying to organise a trip for fewer than 9, please speak to one of our travel consultants who can advise whether we are able to create a bespoke itinerary for you.

### **CAN ADDITIONAL NEEDS BE ACCOMMODATED?**

Dietary Requirements: We endeavour to cater to all dietary requirements. Please highlight these to us at the point of confirmation.

Disabilities/Special Needs: Disabilities or special needs must be highlighted at the time of quoting so that we can check your requirements with our suppliers.

### **CAN I SPECIFY LEARNING OBJECTIVES TO BE COVERED ON THE TOUR?**

Yes. Please specify at the time of obtaining a quote what learning objectives you are aiming to cover as part of the itinerary and we can try to include these for you as part of the touring. Whether it's a moderated discussion at Nuremberg or a language lesson over a picnic lunch in a Valencia park, we've got you covered.

### **CAN THE BROCHURED TOUR ITINERARIES BE AMENDED?**

We appreciate that different age groups have different needs. Please let us know if you'd like more free time, or touring to include a specific destination or attraction. Our tours are created to maximise the experience for both teachers and students, but we can accommodate almost any request.

### **DO YOU ORGANISE TOURS ON A BESPOKE BASIS?**

Can't find what you're looking for on our website? No problem. We can create tailor-made school group tours to almost any destination. Get in touch with one of our consultants to talk through the details, and we'll create the perfect itinerary for you.

### **CAN YOU ORGANISE ARRANGEMENTS WITHIN THE UK?**

We can organise international coach travel as part of your overall itinerary if you would rather travel in this fashion rather than by air. Unfortunately, we do not organise any school trips within the UK or transportation from the school to airports.

### **WHAT SHOULD TEACHERS AND STUDENTS PACK?**

While most items are available to buy locally, not everything is, so anything essential (such as prescribed medicine) you should take with you. We suggest you take important items in your hand luggage in case of delay/loss of bags on international flights. We recommend your main luggage is

packed in one bag but that you also take a light shoulder bag with a zip for day trips and sightseeing.

In general, loose cotton clothes are recommended for most of the year with warmer clothing for the evening and during the winter months. It is also worthwhile packing a waterproof jacket. A universal adaptor plug, small personal medical kit, sun cream and sun hat will be essential. Check your itinerary carefully to understand the touring inclusions. If you are taking part in any physical activities like walking or cycling, make sure to bring comfortable clothes and footwear.

## **WHAT IS THE BAGGAGE ALLOWANCE?**

The baggage allowance for all our trips is 1 small bag/suitcase (cabin bag) and 1 piece of hand luggage per traveller. Teachers are able to take 1 large suitcase (checked-in) and 1 piece of hand luggage.

Although all flight arrangements will include checked luggage for all passengers, the coach transportation does not allow for this.

## **HEALTH & SAFETY**

### **WHAT IS YOUR HEALTH & SAFETY POLICY?**

We have extensive health and safety policies and procedures in place for all our School Trips. These are covered in more detail on our website. Please refer to the 'Health & Safety' documentation for further, more detailed information on what we do to ensure you and your students stay safe.

Our advice aims to help raise awareness of the potential risks while suggesting guidance to help manage and mitigate these risks throughout the tour itinerary.

### **DO YOU OFFER A RISK ASSESSMENT DOCUMENT?**

Yes. Closer to departure we will send you a risk assessment document that is unique to your trip, helping you to prepare effectively while reducing your workload.

### **TRAVELLING IN THE POST-COVID ERA**

As part of our auditing process, we only use accommodation and transport that follow "COVID-19 Secure" guidelines required by UK/Overseas public health agencies at the destination.

We recommend all travellers carry face masks and hand sanitiser when travelling to ensure they are as safe as can be when out and about. Social distancing measures are ever changing, but rest assured that we will follow the most up to date advice on your tour at the time of travel.

### **WHO SHOULD I CONTACT IF I NEED ASSISTANCE WHILE ABROAD?**

All our trips have a Tour Leader unless specified. They will be the first port of call, and emergency contact details will be provided at the initial trip meeting on day one.

Trailfinders are also available 24/7/365 for any urgent issues or emergencies. Contact us on [urgent@trailfinders.com](mailto:urgent@trailfinders.com).

## **TRAVEL SERVICES**

### **IS THERE VISA SUPPORT FOR UK AND NON-UK PASSPORT HOLDERS?**

All travellers must check that their passport validity matches the most up to date requirements. Visas may also be required for non-UK passports, so please check with the Trailfinders Passport & Visa Service for your particular circumstances - in the UK please call 020 7368 1504 or visit [trailfinders.com/visas](https://trailfinders.com/visas).

### **DO YOU OFFER TRAVEL INSURANCE?**

Yes. Trailfinders' tried and trusted travel insurance policy includes COVID-19 cover at exceptional value. We are delighted to extend a **10% discount** on our travel insurance to any of our Group Travel clients, while all children travelling in an organised group with an adult also receive a further **50% discount**.

### **WHAT ABOUT HEALTH & IMMUNISATIONS?**

We can provide free of charge advice on any immunisations recommended for your destination. You can also receive a 20% discount on vaccinations when you book your travel with Trailfinders. Our clinic is based at 194 Kensington High Street, London W8 7RG and no appointment is required. In the UK please call 020 7938 3999 or visit [trailfinders.com/services](https://trailfinders.com/services).

We recommend that all travellers apply for a GHIC card (replacement for EHIC) to continue to benefit from access to healthcare abroad. Apply here: <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>