

5 easy steps to identifying a reliable school tour operator

1 Ask the right safety questions

- Do they have a 24 hour helpline?
- Do they make frequent inspection visits?
- Are they regularly audited for their safety standards?
- Are they a member of the School Travel Forum?

2 Ask the right quality questions

- How do they deal with emergency situations?
- Do they have a proven track record in organising school tours? – look at their testimonials
- Can they supply evidence of any quality assessments?

3 Find out who their staff are

A reliable tour operator will comprise of a core team of individuals with many years experience, a passion for both travel and students whilst always looking to go the extra mile to provide outstanding customer service.

4 Check they follow industry guidelines

Look out for widely recognised accreditations on their website from organisations such as ABTA, ATOL, LOIC and STF.

5 Look for quality trademarks

They have the standard industry accreditations but do they have anything that sets them apart? Have their staff been awarded Customer Service Excellence awards and even the Investors In People award – both demonstrate a positive work environment with hard working individuals.

