

Frequently Asked Questions

Q How much spending money should the children take?

A There is no right or wrong amount, however, we recommend that you set reasonable and affordable levels for all pupils.

Q Can we take iPads/iPhones and other electrical goods?

A You should follow your school's policy. Don't forget to check your insurance policy to ensure these items are covered.

Q Are pre-existing medical conditions covered?

A Yes, most are with WST, however some companies won't cover them. Always check with your insurance company.

Q What should we pack?

A Think about the climate, consider how long you are staying for and insist on comfy walking shoes for everyone. Other tips can be found on our packing checklist on page 22.

Q What should happen in the event of a terrorist attack?

A These attacks, whilst in the news recently, are relatively rare. If an attack happens in a destination within a week of your travel dates, your tour operator will take advice from the Foreign & Commonwealth Office. As an experienced tour operator, WST would normally advise against immediate travel (within a few days) irrelevant of the FCO guidance.

Even when FCO travel restrictions are relaxed, WST will happily work with schools uncomfortable continuing with their original plans.

WST will endeavour to keep your learning outside the classroom plans on track and where necessary look to change dates or switch destination, often at no extra cost.

Educational tour operators who are fully STF bonded are bound by high standards of safety management and must have a 24 hour emergency system in place. Should events occur whilst you are on tour, you can be assured of expert advice and support to quickly and effectively place your group in the safest place possible.

In the event that the FCO advise against travel, STF members are bound by the Package Travel Directive to offer either a full refund or an alternative tour.

Q What happens if there is a disruption to our travel plans i.e strikes at ferry ports?

A Tour operators who offer a 24 hour emergency helpline will be able to offer you support and advice around the clock. An efficient tour operator should be able to ensure you carry on with your planned tour by arranging alternative crossings or solutions, providing it is safe to do so.