

Plan and book  
with confidence -  
our promise  
to you.



EDUCATING • EXPLORING • EXCELLING



# PLAN & BOOK WITH CONFIDENCE

Your students don't have to miss out on the unique experiences that a tour can create. We want to be as open, honest and informative as possible so that we can take the next step together to work on that long awaited educational tour, whether that be for a day in the UK or beyond. Either way you can plan with confidence.

We know that you, your students and your parents & carers will have a lot of questions before deciding to travel post-Covid-19. By way of reassurance, we have included STF Travel Sure Insurance, backed by ABTA and underwritten by AXA\* into all our tour quotations (see link) <https://travelsure.abta.com/stf/> which alleviates many of the concerns regarding COVID-19 and when you are ready to book your tour this year, you will also receive the following safeguards.

## **Within 12 weeks prior to departure - Free postponement**

When you book a tour for travel and depart before 31st July 2023 if you wish to postpone for reasons linked to Covid-19 and it is within 12 weeks of your departure date, you can do so for free.

## **Within 21 days of departure - Full refund if your tour is cancelled due to Covid-19**

If your trip is affected by Covid restrictions within 21 days of travel and you are unable to postpone, we will give you a full refund.

## **Within 21 days of departure – free postponement if you are affected by a local lockdown**

Your group can postpone if a local lockdown is in place by instruction of the UK Government within 21 days of travel which effects the establishment authority and restricts the group movement and / or prevents the group from travelling.

## **Flexible Deposits**

If you need support with more flexible deposit payment terms then please contact us and we can discuss what will work for you.

## **Full Refund Applies Only:**

- If STF Travel Sure insurance / school or college RPA / Government backed indemnity insurance will not cover your claim
- To bookings made before 31st July 2022 for travel from 1st September 2021
- If you are due to travel within the next 21 days
- If the FCDO advise against travel to your destination
- Mandatory quarantine is required upon arriving in your destination or upon returning home from your destination
- If a national lockdown in the UK prevent your departure
- If you have adhered to the deposit payment schedule
- If you cancel as a group. Standard terms and conditions will apply if individual travellers choose to cancel

\*If you opt out of taking this insurance you will not benefit from the cover detailed in the policy documents and should ensure you have adequate insurance cover for all party members.

\*\*If you are considering postponement please read our Flexibility Promise on page 3 carefully for full details.

# TERMS AND CONDITIONS

Please read these terms & conditions carefully to ensure you are fully aware of all the information.

## FLEXIBILITY PROMISE

Period before departure in which you request to postpone your tour	Can I postpone?
Less than 12 weeks	Yes, you can request to postpone your tour to a later date within 12 months of your original departure date. To do this, you should initially email your main customer contact to discuss a postponement.
12 weeks or more	No, this promise will not apply to your booking and any charges or fees set out in our Booking Terms and Conditions for cancellations or amendments will apply.

**These postponement terms only apply if your booking is affected by Covid-19 and do not apply in the case of disinclination to travel.**

**\*This is not applicable to Study & Sport Experiences events that are dependent on minimum numbers to operate.**

### Will I be charged administration fees to postpone?

We will not charge your group any administration fees for changing your departure dates.

### Will my tour price change?

If you request a postponement and we are able to meet such request, the postponement will be subject to any costs and charges incurred by us and/or incurred or imposed by any of our suppliers in making this change. This may be more likely on flight tours. We will discuss with you any flexibility on your new dates in order to get the best price for you.

### What about my deposit?

Where you postpone a tour booking, the initial deposits you paid to us will be carried over to your new date of departure and we will ensure that all your arrangements are changed to this later date. If you have paid amounts additional to the initial deposits, we will be able to discuss your payments with you. Wherever possible, we will do all we can to keep your tour price the same and will not charge our administration fee.

### What if I have already postponed my trip?

If you have already postponed your tour under this promise, you will be able to postpone your rearranged trip if your new travel dates are affected by Covid-19 travel restrictions in the future. This is until the promise is no longer valid at which point we will discuss with you on an individual basis.

# FINANCIAL PEACE OF MIND

## Where we cancel your booking

Where we cancel your tour, we will:

1. tell you as soon as possible
2. offer you the chance to postpone your booking; and
3. work with you to discuss a series of suitable alternative dates for you and your group where you would like to accept these changed arrangements.

If available and where we offer one, you will have the option to accept an offer of an alternative tour (and we will refund any price difference if the alternative is of a lower value).

## What if I can't postpone?

If you are not able to postpone your booking you will be issued with a Refund Credit Note for the full value of your tour, which is financially protected by ABTA. Alternatively, we would ask you to pursue a claim with the travel insurance company and/or the school/college RPA business insurance. We will do our best to help you where we can. We advise you to check before booking with your school business insurance whether cancellation would be covered – many policies do cover this.

## Alternatively we will provide a full refund only

- If STF Travel Sure insurance / school or college RPA / Government backed indemnity insurance will not cover your claim
- To bookings made before 31st July 2022 for travel from 1st September 2021
- If you are due to travel within the next 21 days
- If the FCDO advise against travel to your destination
- Mandatory quarantine is required upon arriving in your destination or upon returning home from your destination
- If a national lockdown in the UK prevent your departure
- If you have adhered to the deposit payment schedule
- If you cancel as a group. Standard terms and conditions will apply if individual travellers choose to cancel

## What about insurance?

Please see your travel insurance requirements in our Booking Terms and Conditions. Where we cancel your booking we would ask you to pursue a claim with your travel insurance company and/or the school/college RPA business insurance.

If you opt out of taking our included insurance you will not benefit from the cover detailed in the policy documents and should ensure you have adequate insurance cover for all party members.

# BOOK WITH CONFIDENCE FAQs

## Is it ok to start planning?

On Thursday 24 Feb 2022, DfE again updated their operational guidance to schools in light of Covid developments. The edits to the “educational visits” section are encouraging schools to follow the relevant and all the available guidance as follows:

*Educational visits should be subject to risk assessments as normal and reflect any public health advice or in-country advice of the international destination. [General guidance on educational visits](#) is available and is supported by specialist advice from the Outdoor Education Advisory Panel (OEAP).*

*For international educational visits, you should refer to the Foreign, Commonwealth and Development Office travel advice and the guidance on international travel before booking and travelling to make sure that the school group meet any entry and in country requirements especially in relation to vaccinations. More information can be found [here](#) and in the guidance on health and safety on educational visits.*

*You are advised to ensure that all bookings have adequate financial protection in place. You should speak to either your visit provider, commercial insurance company, or the risk protection arrangement (RPA) to assess the protection available. Independent advice on insurance cover and options can be sought from the British Insurance Brokers' Association (BIBA) or Association of British Insurers (ABI).*

The full text of the new document is available [here](#)

You can start planning with a tour operator at a time that suits you, whether that's now or in the future. At WST, we will discuss itinerary, accommodation and transport, along with any concerns you may have regarding safety, before providing you with a quotation. This will give you an idea of cost and content to share with SLT, students and parents. A quotation does not put you under any obligation and is a good way to gauge interest.

Once you know if you have interest and permission to travel you can provisionally hold services, still at no obligation. Now that travel is back on the agenda, interest is high for 2022 and 2023, availability of accommodation at key dates will become an issue. As transport services come on sale, demand will dictate price increases. So, our advice is to make a provisional booking as soon as possible, so you can avoid price increases and secure your preferred suppliers.

## Parents are more nervous now at the thought of sending their children on a school trip. How can we support them?

We can provide you with a power point covering all planning details that we can tailor make to your trip and your group of parents. You can then send this as an attachment on your school portal for interested parties.

Our advice is to give them as much information as possible. Gather together their questions and concerns and talk to us. We will support you in answering these concerns. The landscape of travel is changing rapidly at the moment and we may not have all the answers on the spot but we will find out and come back to you.

If you would like to talk through with a member of our team face to face, we can arrange a video call with you so we can cover your requirements and questions in more detail.

## I usually take a trip to a city but I'm worried about the safety issues in this destination.

We can discuss with you a range of destinations that are less busy and can provide smaller hotels, visits with more open spaces etc that can minimise risk, but where you will still get the same level of education value balanced with bonding and well-being.

## I usually take a trip abroad that supports our learning objectives, but I'm worried about safety issues around leaving the country

We have developed new learning experiences in a range of locations around the UK that can still support learning objectives whilst not travelling too far away from home. Ask us for more information.

# BOOK WITH CONFIDENCE FAQs

## Will our money be insured if we are no longer able to travel due to travel restrictions with Covid-19?

If your trip is affected by Covid restrictions within 21 days of travel and you are unable to postpone, we will give you a full refund.

### Full Refund Applies Only:

- If school/college RPA / Government backed indemnity insurance will not cover your claim
- To bookings made before 31st July 2022 for travel from 1st September 2021
- If you are due to travel within the next 21 days
- If the FCDO advise against travel to your destination
- Mandatory quarantine is required upon arriving in your destination or upon returning home from your destination
- If local or national lockdowns in the UK prevent your departure
- If there are local restrictions in your destination that will impact on the main purpose of your tour
- If you have adhered to the deposit payment schedule
- If you cancel as a group. Standard terms and conditions will apply if individual travellers choose to cancel

We advise that you check your school RPA business insurance cover before booking a trip as in many instances they will provide cover for this.

T&Cs apply- please see [here](#)

## What will happen if a pupil or teacher develops symptoms on tour?

We provide 24 hour emergency support so, if you contact us should this happen we will work with you to agree the best solution for you. Our current travel insurance covers contraction of Covid-19 whilst on tour. If you have your own travel insurance we advise you to check this prior to travel.

## How will we know the rules on social distancing in our destination?

We are in regular contact with our suppliers in all our destinations who are keeping us updated with their local regulations. We are also following the FCDO and government advice closely. As the social distancing rules are evolving, we can give you information on an ongoing basis with final confirmation on social distancing in your destination closer to your departure date.

## What safety measures are airlines and airports taking?

All airports are working hard to ensure all travellers are informed of regulations. See this example from [London Heathrow](#).

We will keep you updated with their procedures throughout your booking process, with final confirmation on social distancing in the UK and your destination airport closer to your departure date.

# BOOK WITH CONFIDENCE FAQs

## **What safety measures are Eurotunnel and ferry companies taking?**

Eurotunnel and P&O are working hard to ensure all travellers are informed of regulations. As an example please see the latest information from [Eurotunnel](#) and [P&O Ferries](#).

We can give you information from them on an on going basis with final confirmation on social distancing whilst travelling with Eurotunnel or ferry closer to your departure date.

## **What will be the safety rules on board a coach?**

Instructions for safety on board coaches for schools are evolving at the moment. We will be ensuring that all our coach suppliers comply with the guidelines set out by the DfE prior to departure and will keep you informed of this. We will issue you in advance with the safety rules of the coach company taking your tour.

# INSURANCE INFORMATION

We now have a new insurance policy for customers contacting us from 1st September 2021. This new, bespoke policy **Travel Sure** has been developed exclusively for schools and youth groups, is backed by **ABTA** and the **School Travel Forum** and underwritten by AXA.

Please see <https://travelsure.abta.com/stf/> for more information on how this policy will support you when planning and travelling in these new times. Highlights include:

- Covid-19 cancellation cover- if passengers test positive for Covid-19 or have come into contact with someone who has tested positive for the virus
- Free travel app providing all the advice you need about your destination before and during travel, plus information you may need in the case of an emergency
- Dedicated telephone number for all group leaders

If you have an existing booking that was made with Next Generation Travel before 1st September 2021, please contact your Tour Consultant for more information.