



KNOW BEFORE YOU GO **ESSENTIAL TRAVEL INFORMATION**

What happens next?

I will still be your primary contact but my colleague **Carla Guerra**, our Administration Manager will fine tune the itinerary and will put together your travel pack. Carla will contact you if she needs any further information from you. In the meantime she can be contacted directly on 0845 026 4661 or carla@studytrips.co.uk.

When do I need to give my final passenger numbers?

Carla will contact you to give you a specific deadline date for this information. Usually, we require the final passenger names list 4 weeks before departure for coach tours and 10 weeks before departure for flight tours. If you are flying on a no-frills airline you will need to give your final passenger list at the time of confirmation. Please note that we reserve the right to charge an administration fee for any changes that we have to make outside of the deadline dates.

When do I need to pay the balance?

If you have booked a coach tour then we require the balance 4 weeks before departure. For flight and rails tours payment is due 8 weeks before you travel.

What is included in the travel pack?

We send out a comprehensive pack, including a detailed itinerary with contact and emergency numbers, hotel voucher, ferry list to be completed before you embark, maps & destination guide, tickets for shows, meals, attractions (if applicable) plus luggage labels.

Ask a fellow teacher!

We appreciate that it takes time to build up a good working relationship with your tour operator. Many of our school clients re-book with us each year and we will be glad to put you in contact with a school who has booked a similar tour to yours.

VISIT ENTRANCES AND BOOKING SERVICE

VISITS AND EXCURSIONS

When organising your tour STUDYTRIPS aims to add value to the students' learning experience. A well planned and implemented study tour can improve a student's personal, social and emotional development. There is also strong evidence that good quality learning outside of the classroom can enrich the syllabus.

Museum and technical visits are now an integral part of any study tour. With this in mind STUDYTRIPS has invested a great deal of energy into developing an extensive menu of key stage related visits throughout the UK, Europe and beyond.

STUDYTRIPS OFFERS:

- A FREE visits booking service
- In many cases we can pre-pay the visit to prevent you and your students having to carry around large sums of cash.
- Tailor-made curriculum enhanced programmes
- Cross-curricular itineraries. Combine subject groups and save money! Our programmes can be adapted to include suitable visits for both subject areas.
- A complimentary inspection visit for the Group Leader to help you risk assess and orientate yourself.

Important notes relating to visits:

- Your STUDYTRIPS Account Manager will work with you from the initial enquiry to plan a programme that is suitable for your group. However, we are not educational experts and so it is your responsibility to decide whether the individual visits are relevant to your particular syllabus. Also, visits are subject to availability and so there needs to be a certain amount of flexibility when planning the programme.
- Unless specified the group will need to pay any entrance and guide fee locally.
- It is the group's responsibility to ensure that they arrive in good time for the visit.
- If you are delayed then please call the Museum or Attraction to inform them.
- If the group fails to keep an appointment then the school/college will be liable for any cancellation charges incurred
- STUDYTRIPS will endeavour to liaise with the Attraction or Museum etc regarding its H&S policy but please note that our SMS does not cover excursions and visits. The school must make a valued judgement whether to go to a particular visit or not.

RISK ASSESSMENTS and the STUDYTRIPS SAFETY MANAGEMENT SYSTEM

STUDYTRIPS is a fully assured member of the School Travel Forum (STF). For more details about the STF please visit www.schooltravelforum.com

STUDYTRIPS is fully committed to ensuring the safety of your group whilst you are on your school tour. Our Safety Management System (SMS) covers every element of your tour, including accommodation, transport, emergency procedures, standards of conduct and risk assessment guidelines. Our transport and accommodation suppliers are vetted to ensure that they meet the criteria set by the STF in terms of health and safety and suitability for school groups. Records of our H&S audits are kept in our office. Copies of the audits and our SMS are available on request.

Inspection Visits

It makes the whole trip much easier to manage if you've already visited the destination. We are happy to arrange a complimentary inspection visit for you & a colleague or spouse for 2 nights (transport will need to be arranged by you). Please contact us for more information.

FINANCIAL PROTECTION FOR YOU AND YOUR STUDENTS

STUDYTRIPS offers you and your students complete financial security because we are fully bonded with ABTA and hold an ATOL licence.

What is ATOL?

ATOL is a protection scheme for flights and air holidays, managed by the Civil Aviation Authority (CAA). ATOL is the only scheme for flights and air holidays sold by tour operators in the UK.

How does ATOL protect you?

The scheme protects you from losing money or being stranded abroad when a tour operator goes out of business. All licensed firms have to lodge bonds with the CAA. The CAA gives refunds and arranges for people to finish their holidays and fly home. A Government-backed fund, the Air Travel Trust, steps in if any ATOL bond isn't enough to look after everyone affected.

But you will NOT be ATOL protected if you:

- only buy a scheduled flight and receive a ticket within 24 hours of payment
- book direct with an airline.

The [ATOL website](#) has more info about the scheme and a list of firms with a licence.

What is ABTA?

ABTA represents over 5,500 travel agencies and 900 tour operations, throughout the British Isles. It maintains a Code of Conduct which aims to ensure that the public receive the best possible service from Members, and to maintain and enhance the reputation, good name and standing of ABTA and its Members.

What protection does ABTA give you?

Many of the travel arrangements provided by ABTA Members are protected in case of the financial failure of the travel company. You should, however, always ask your travel company if protection applies to your travel arrangements. Where travel arrangements aren't already protected, your travel company may be able to offer suitable insurance to cover you.

To take full advantage of the protection available under any financial protection scheme or the ABTA Code of Conduct, it's important that you have the correct documentation when making your booking. See the [financial protection page of ABTA's website](#).

YOUR GROUP TRAVEL INSURANCE

You should have already returned the list of passengers who require our insurance. **If you add any extra passengers or replace passengers please notify us immediately otherwise it may affect any claims made.**

Our fully comprehensive Insurance is with Endsleigh Insurance and covers Medical, Accident, Luggage, and Personal Liability etc. This insurance is **FREE** to all students who return their initial deposit **within four weeks** as requested. (All teachers and helpers who have free places on the tour will receive free insurance).

Your Endsleigh Insurance **Policy Number is ADS 9903035** a copy of which is sent with each booking or available on request. **We strongly recommend that each member of the group has adequate insurance cover before your departure.**

SUMMARY OF COVER

Medical & related expenses up to £1 000 000

Personal Liability up to £2 000 000

Personal accident up to £30 000

Luggage and Personal Effects up to £800

Cancellation up to £1 500

Curtailed £1 500

There is an excess of £30.00.

Claims:

There is 24-hour medical assistance from AXA Assistance. Tel: +44 (0) 845 271 4472 or +44 (0) 203 060 9671 and state that you are insured with Endsleigh Insurance

Standard claims:

Endsleigh Insurance Services Ltd

PO Box 432

Cheltenham Spa

Gloucestershire, GL50 3YD

Tel: +44 (0) 870 241 3070

EHIC CARDS:

The European Health Insurance Card (EHIC) is the replacement for the E111. As of 1 January 2006, E111s are not valid. Persons who are normally resident in the United Kingdom (UK) are entitled to a UK issued EHIC. The EHIC can be used to cover any necessary medical treatment due to either an accident or illness within the European Economic Area (EEA). The EHIC does not cover persons who are visiting a country with the main intention of receiving medical treatment. The EHIC may not cover persons for all medical costs incurred so *you are strongly advised to also arrange travel insurance* to ensure that you are covered for all possible eventualities. The EHIC is valid within the EEA, which consists of the European Union (EU) plus Iceland, Liechtenstein and Norway. Switzerland also operates the same arrangement. For helpful and convenient information on how to obtain a **European Health Insurance Card** in the United Kingdom you can telephone EHIC Information on **090 7707 8370**. **CARE!** Calls cost £1.50 per call from BT Landlines. Calls from mobiles and some networks may be higher and you must have the bill payer's permission.

PASSPORTS AND VISAS

All passengers are themselves responsible for ensuring that they have a valid passport, appropriate visas & confirm to the health regulations regarding vaccinations. Please note that some countries require passports to be valid for up to 6 months after the date of return to the U.K. A collective passport is accepted in the majority of European countries and further detailed information on passports is available at <http://www.ips.gov.uk/passport/collective.asp>

For travel to the United States most British Citizens visiting the US for less than 90 days do not require a visa as they qualify for visa free entry under the US Visa Waiver Programme (US VWP).

However, exclusions apply and you should check whether you qualify well in advance of travelling (www.passport.gov.uk). For entry into the US passengers must also ensure they have a machine readable passport, see <http://london.usembassy.gov> or www.passport.gov.uk for more information.

COLLECTIVE PASSPORTS:

A collective passport is issued to approved groups of students, scouts, guides or other recognised youth organisations who plan to travel together on a trip overseas. There can be between five and 50 children and young persons on a collective passport. Everyone on the collective passport must be under 18 years old upon return to the United Kingdom and must also be a British national, which means one of the following:

- British citizen*
- British overseas territories citizen
- British overseas citizen
- British subject
- British protected persons
- British national (overseas).

*Note: Children born in the UK on or after 31 December 1982 may not have British nationality

For more information or to check nationality or for any exceptions to the above please contact the 24-hour Passport Adviceline on **0300 222 0000** ([see terms and conditions](#)).

Each group must have a named adult Group Leader to accompany them when they travel. We also recommend that groups name a Deputy Leader who could take over should the Leader become ill, for example, and was unable to travel*. This would avoid delays while the name of a new Leader was added to the collective passport.

*Note: The collective passport would become invalid if the Leader was unable to travel and a Deputy Leader had not been appointed.

Group Leaders and Deputy Leaders must be over 21 years old and hold a valid 10-year British passport.

A collective passport costs £39.00. Please ensure that you apply in plenty of time (at least 6 weeks before departure). For detailed information, including details on how to apply, supporting information required etc please visit the Home Office web-site www.ips.gov.uk/passport/collective.asp

VISA REQUIREMENTS

SPAIN

http://www.maec.es/subwebs/Consulados/Londres/en/MenuPpal/Servicios/Visados/Paginas/visaappointment_services.aspx

IMPORTANT UPDATE

Spain is now demanding advance information on passengers arriving from most other countries. Airlines need to provide the Spanish authorities with key pieces of data on every passenger.

This information is compulsory and is required for the purposes of ensuring aviation safety and security.

Information required: Full given names; Surname; Nationality; Date of birth; Travel document number, e.g. passport number

FRANCE

<http://www.consulfrance-londres.org/spip.php?article322>

NETHERLANDS

http://www.minbuza.nl/en/welcome/comingtoNL,visas_x_consular_services/when_you_require_a_visa.html

GERMANY

http://www.london.diplo.de/Vertretung/london/en/06/Visabestimmungen/Do_you_need_visa_seite.html

CZECH REPUBLIC

For European nationals:

<http://www.mzv.cz/wwwo/default.asp?id=31981&ido=15718&idj=2&amb=153&ParentIDO=15414>

For the rest of the world:

<http://www.mzv.cz/wwwo/default.asp?id=31971&ido=15718&idj=2&amb=153&ParentIDO=15414>

HUNGARY

http://www.mfa.gov.hu/kulkepvisolet/UK/en/en_Konzuliinfo/visa_information.htm

BELGIUM

<http://www.vfs-be-uk.com/exemption.aspx>

IRELAND

<http://www.dfa.ie/home/index.aspx?id=8777>

ICELAND

<http://www.utl.is/english/visas/no-visa/>

USA

http://london.usembassy.org.uk/cons_new/visa/niv/vwp.html

***IMPORTANT UPDATE (updated sept 08)**

From 12 January 09 all visa waiver passengers will be required to obtain electronic travel authorization prior to travelling. Passengers can register on-line up to 72 hours before departure but we strongly urge you and your students to register early. Travellers who do not receive authorization may be denied entry! For more details and to register please visit

www.usembassy.org.uk/cons_new/visa/niv/esta.html

COACH & FERRY INFORMATION

DRIVERS

Not all drivers will know the destinations or hotels that you are travelling to. You may be required as a Group Leader to assist in map reading. Please also be prepared for delays caused by traffic problems which are outside our control and may affect timings. A good relationship with your driver will pay dividends, always consult them before making any changes to the tour, as their driving hours are strictly adhered to for the safety of the group.

Please note that most Coach Companies have strict rules regarding drivers socialising with the passengers. Generally speaking drivers should not accept alcoholic drinks from clients or indeed drink alcohol during the tour.

Most coaches are now fitted with hands free mobiles. Your driver should never use a mobile phone unless it is hands free while he/she is driving.

SEATBELTS

It is now the law for all coaches in the UK to provide full seatbelts and so if you are on a coach tour with a UK coach then each passenger will have a seatbelt. However, the seatbelt law is not enforced in other European countries. For example, in Spain only the front two seats behind the driver and the middle seat in the back row must be fitted with seatbelts. We will always endeavour to find a coach that is fully seatbelted in Europe but we can not guarantee this type of coach. Your LEA should already be aware of this.

PICK-UP POINTS AND TIMES

The Coach Company and the driver will have exactly the same itinerary that you have been given. Please pay careful attention to the pick-up points and times. If you can locate the coach then please contact the driver directly on his mobile or call the **coach company** on the office or emergency numbers given on the itinerary. If you can not get hold of the Coach Company then please call the Studytrips emergency number.

FERRY CANCELLATIONS AND DELAYS

Many of you will use the P&O ferry's Dover-Calais route. Occasionally, the sailing may be delayed because of adverse weather conditions in the channel. If your ferry is cancelled or delayed the P&O staff at the port will inform the driver. Usually, the delay is no longer than a couple of hours and P&O will put you on the next available crossing. In extreme circumstances P&O may transfer the booking to Eurotunnel (the shuttle train from Folkestone) at no extra cost because both companies have an agreement. STUDYTRIPS may be able to transfer the group to the Eurotunnel at your request but please note that your school **will** be liable for any extra charges incurred.

UK AND EUROPEAN COACH TRANSFERS

The name and telephone number for the coach company will be indicated in the itinerary along with instructions about where the coach will be located. If you can not find the coach please follow these procedures:

- 1. Keep the group together in the arrivals hall and one or two teachers do a detailed search of the coach park. Please look out for the STUDYTRIPS or ISIS sign in the windscreen and the name of the coach company on the coach's livery**
- 2. If you still can't find the coach then call the Coach Company directly on the telephone numbers given in the itinerary. If you do not speak the language then ask someone at the information desk or Tourist Information in the airport to call on your behalf**
- 3. If in the event that you can not get hold of the Coach Company then please call the STUDYTRIPS/ISIS emergency phone.**

FLIGHT INFORMATION

PASSENGER LISTS

Please ensure that the name on the passport corresponds exactly with the name on the passenger list. The airline will charge an administration fee for any errors.

SPECIAL DIETS

Please advise if any of the group members are vegetarians or have allergies. We will notify the hotel and/or airline (if applicable). Please note that we have no control over ingredients used in meals both on the flight and also in the accommodation. Those with allergies must be responsible for their own health and ensure that any medicines are carried and the teacher informed.

LESS ABLED PASSENGERS

Please inform us as soon as possible if there is a less-abled group member. We may need to notify the airline. Some airlines (eg Ryanair) will only allow a limited number of disabled passengers on any one flight.

FLIGHT CANCELLATIONS & DELAYS

Occasionally, a flight may be cancelled or delayed because of adverse weather conditions or strike action. If this happens then in the first instance please follow the airline staffs' instructions. If your flight is cancelled or the delay results in you requiring overnight accommodation then Travel Experiences will help source a hotel and if necessary make a booking on your behalf but please note that your school **will** be liable for any extra charges incurred. We recommend that you contact your insurer at your earliest opportunity to check what you are covered for. Usually, insurers do not cover for strike action or adverse weather conditions but it is at the insurers' discretion.

YOUR ACCOMMODATION

HEALTH AND SAFETY

We audit all of our accommodations to ensure that they meet the necessary H&S criteria expected by the School Travel Forum's guidelines (www.schooltravel.com). Copies of the audit are available on request.

DAMAGE AND GOOD BEHAVIOUR DEPOSITS

The majority of hotels in Europe now insist on a damage and good behaviour deposit on arrival. The deposit amount is usually around 20 euros (or £15.00) per student. The deposits will be returned on departure once the rooms have been checked. Sometimes the hotel will be happy to take a copy of a credit card to cover the amount.

ROOMING

We endeavour to accommodate the whole group on the same floor. However, because of the layout of the hotel this may not always be possible. We always request that at least one teacher is situated on the same level as the group but again we can not guarantee this.

The room allocation will be indicated on your hotel voucher. Students will usually be accommodated in multi-bedded rooms. Multi-bedded rooms will have 3 or more beds. Most hotels allot 3-5 students to a room and hostels usually allot 6-12 students to a room. Rooms may have bunk beds.

MEALS

Half-board accommodation will consist of an evening meal and a continental breakfast (for your applicable board basis please refer to your tour quotation pricing sheet). Meals en route are not included. Meals usually begin with evening meal on day of arrival & end with breakfast on day of departure.

Special diets and allergies

With the increasing number of vegetarian requests and food allergies we must advise that every effort will be made to cater for those with special requirements. However it is not widely catered for in Europe. If special ingredients are required you may have to take items with you. We have no control over ingredients used and those with allergies must be responsible for their own health and ensure that any medicines are carried or with the teacher in charge.

STUDENT CONDUCT AND SAFETY TIPS

STUDENT CONDUCT

In making a booking the group leader accepts responsibility for the good conduct of all participants during the tour and warrants that at least one responsible adult will be on active duty at all times to ensure the good behaviour of all participants. It is the group leader's responsibility specifically to ensure that participants act in a responsible manner during the tour and do not behave in a way likely to cause damage to property or damage or offence to other people. No-one under eighteen years of age consumes alcoholic drinks unless with prior permission from a parent or guardian, no participant consumes alcohol to excess, all local laws relating to the consumption of alcohol are at all times obeyed by the participants. If the behaviour of any group member causes distress, damage, danger or annoyance to other persons or property, our suppliers of accommodation and transport services, reserve the right at all times to cancel arrangements immediately or to eject the person(s) responsible. In such circumstances, our responsibility will cease and we will not be obliged to cover expenses, which may be incurred on the part of the party. Similarly we will not consider or accept any claims for compensation.

SAFETY TIPS FOR CHILDREN

1. Continental drivers drive on the RIGHT so please ensure that you look both ways. Oncoming traffic will come from the LEFT.
2. Listen carefully to instructions and ask for clarification if necessary
3. Please take extra care during "free" periods. Always go out as part of a group.
4. Only take the necessary amount of money needed for that day and ensure that your valuables are kept in the hotel's safe.
5. Put all valuables, including passports in the hotel safe.
6. Do not use a taxi or public transport unless you have the teacher's permission
7. Keep appointments and meet at the designated place at the correct time.
8. At refreshment stops stay close to the teacher and do NOT wander off alone.
9. On the ferry or plane please listen carefully to the safety instructions
10. Report any illness or injuries to the teacher immediately
11. No swimming without permission
12. Respect the hotel rules. The Hotel Manager has the right to eject you if you cause a disturbance. If this happens your parents will be financially responsible for your travel home.
13. Do not use bad language. You are representing the school and Travel Experiences Ltd (and your country)
14. Always take the teachers telephone number and the hotel address and number with you.
15. Get to know the fire drills