

# Finland



Proposal for  
**Abingdon School**  
Winter Wilderness Adventure  
December 2016



# Contact Information

Your travel plans are being coordinated by:

**Chris Sainsbury**

The Specialist Travel Consultancy  
11-15 Dix's Field  
Exeter  
Devon  
EX1 1QA  
Tel: 01392 660056  
Email: [chris@thestc.co.uk](mailto:chris@thestc.co.uk)



*This is not Chris*

After a spell in the City, Chris realised that an office was not for him. Seasons in the Alps, expeditions all over the world and military service led him to a degree in Science and Outdoor Education from Liverpool JMU.

After ten years as a qualified teacher running outdoor education in schools, as well as operational experience in Afghanistan and Iraq, Chris made the break to small business and set up The Adventure Academy. Chris now splits his time between The STC and The Adventure Academy, as well as the odd trip of high altitude climbing or a night spent on a Dartmoor bivvi!

Chris is an International Mountain Leader, Summer Mountain Leader, Winter Mountain Leader (Trained) and Single Pitch Award Qualified.

## Objectives

*Having clear objectives makes for better and safer educational journeys and expeditions.*

We currently understand your objectives for this trip to be as follows. If these are incorrect, please advise us immediately so we can re-look at our recommendations and ensure the itinerary and approach is suitable to your requirements:

- To travel in December 2016, soon after the end of term.
- To undertake a winter activity trip in northern Scandinavia, encompassing a wide variety of adventure activities.
- To gain an insight into the environment and cultures of Lapland and Finland.

## What is / is not included

- *If the confirmed group is smaller than the above group sizes, we may have to re-quote. Price is subject to change, confirmation of services, availability and exchange rates.*

### **Included:**

- International airfares and pre-paying taxes
- 2 free teacher places
- Full board: breakfast, lunch, dinner
- All winter equipment for arctic conditions
- All transfers (e.g. airport, husky, Ruka, reindeer farm, Oulanka visiting centre)
- Accommodation:
- ATOL financial protection
- First Aid kit
- Safety management, risk assessments, 24 hour back and emergency response

**Excluded:**

- Travel Insurance
- Transport to airport in UK
- Visas if required
- Any required inoculations
- Personal spending money
- Drinks
- Tips for guides

## Trip Overview

Oulanka is always a popular destination: with rave reviews about charming accommodation and wonderful leaders, this is definitely a winter trip with a difference. Students of all ages can enjoy lots of exciting activities and wholesome home-cooked food rustled up by our small team of expert staff. Our wilderness base is located at the edge of Oulanka National Park in a truly spectacular setting, perfect for this fun-filled winter adventure. Discover the beautiful wilderness of Finnish Lapland on snowshoes, cross-country skis and dogsleds. There is also a chance to visit a traditional reindeer farm and have a ride in a Lappish sleigh. A highlight of the week will certainly be time on the husky farm, before heading out on a dogsled ride through forests and across frozen lakes. If you're lucky, and the night sky is clear, you might even catch a glimpse of the magical Northern Lights.

## Detailed itinerary

**Day 1 - Fly to Kuusamo.** Transfer to Basecamp Oulanka.

**Day 2 - Wilderness skills and snowshoeing.** After sorting out all of the equipment needed for a week in arctic conditions everyone will head down to the frozen lake to master the art of how to build a snow survival shelter, or quinzee. In teams, the group will construct 2 quinzees which will be available throughout the week for those brave enough to stay in overnight. After lunch there is a snowshoeing tuition with a walk to a beautiful old mill that is positioned next to the river. Once returned from the walk there will be a further wilderness skills tuition where the students will learn all the essential skills for life in the arctic such as making a fire, how to draw water from a frozen lake and first aid skills.



**Day 3 - Cross-country skiing lesson & survival tasks.** The morning will begin with a cross-country skiing lesson. Heading down to the nearby Juuma lake, our instructor will literally walk us through the basics of how to cross-country ski. There may be a few tumbles to start with, but in the soft snow this is half the fun. After becoming more confident on the skis we then head out onto the lake, gliding through the virgin powder. After the lesson the group will be divided into separate teams, where we will go through all of the equipment that we will use on our wilderness excursion on day 6. We then head out with the guides on an orienteering exercise through the forest trails to find the Karhunkierros Trail which will be the main route on day 6. There will be a few tasks along the way organised by the guides, with lunch prepared on an open fire using some of the skills previously used. **(Breakfast, Lunch, Dinner)**

**Day 4 - Expedition through Oulanka N.P** Early start this morning, with a transfer to the Oulanka National Park visitors centre. After reaching the Kiutakongas rapids on the Oulanka River we begin our 15k trek through the stunning silent frozen landscape to the Jussinkamppa wilderness cabin. Once we reach the cabin, everyone pitches in to make sure everything is prepared correctly for an evening in the wilderness, before settling in for dinner.



**Day 5 - Expedition through Oulanka N.P** Waking up in the forest you truly appreciate the stillness of nature. After a hearty breakfast, we head out towards the River Kitka for a 10k trek back to Basecamp Oulanka. Although slightly shorter this route is a little bit tougher due to the undulating terrain. On return to Basecamp, we hand back all of the equipment used on the expedition, after which the steaming sauna, hot tub and relaxation beckon!

**Day 6 - Ice climbing and huskies.** Today the group is once again split into two with one team enjoying a climbing tuition on the ice wall at Basecamp, whilst the other team sets off to meet the huskies. Those with the huskies will transfer to the neighbouring Riisitunturi National Park where they start with a tuition on how to ride on the sled and the importance of caring for the huskies correctly. They then head off into the woods where our teams of dogs eagerly await our arrival, ready to take us on our 10km mushing adventure. Two to a sled, our route takes us deep into the National Park and up onto the surrounding fjell where we are rewarded with a fantastic view. After lunch the teams will rotate.



**Day 7 - Reindeer farm & afternoon actives** In the morning we visit the reindeer farm and museum where everyone will have the chance to ride on a reindeer sleigh, and try lasso throwing. On the way back to Basecamp we will stop off in Ruka to have quick look around this popular ski resort. After lunch the afternoon will be spent on snowshoes and cross-country skis for further activities around Basecamp.



**Day 8 - Fly to London** Transfer to Kuusamo and fly to London.

**Important information:**

*It is important to realise that the itinerary needs to be flexible. While every effort will be made to follow the above schedule, in the event of political problems, airline schedule changes, we will do our best to make your trip as enjoyable and hassle-free as possible, but it is important to **EXPECT THE UNEXPECTED** and be prepared to accept some slight changes. Relax and have faith in your guides – he or she will want you to see their country in a good light.*



**Accommodation:**

*Basecamp Oulanka is a superb base in a wilderness location, with excellent facilities; this self-sustaining wooded complex takes immediate inspiration from the surrounding wilderness. Twin rooms (including a mezzanine accommodate up to 4 people) with ensuite bathrooms, are in two separate buildings. Double rooms are usually available on request. The third building is a cosy restaurant and bar, with a log fire, sauna and outdoor hot-tub (available at specific times every day).*



*1 night is spent in basic Jussinkämpä hut accommodation on an overnight adventure in Oulanka National Park.*



**Activity Details**

*None of the activities require previous experience. All active winter holidays involve some element of risk; from something as normal as slipping on icy pavements, to the possibility of injuries sustained as a result of the activities themselves. While we do all we can to minimize any dangers, participants must be prepared to accept some risk as part of the holiday.*

**Cross-country skiing:**

*On a beginner's cross-country skiing course your instructor will choose the trails and terrain carefully, and will avoid steep slopes, however, even on the flat you should expect to fall over. Unlike downhill skiing, where falls can happen at speed, most cross-country falls happen at slow speeds or from an almost static position, and cause no injury. Although it is very rare, some falls do lead to injury, in the worst cases this may include broken bones. Overall cross-country skiing is a safe sport to take part in, if properly instructed.*



**Dogsledding:**

*while speeds rarely exceed 20 km per hour, injuries can occur if a sled tips over or leaves the trail, and participants should be prepared for this risk.*



**Low level snowshoeing:**

*This trip involves 'Low Level Snowshoeing', which is described as snowshoeing over flat or undulating terrain, where avalanche risk is non-existent, and there are no big-drops and very steep terrain is rare. There is minimal risk of injury from falls or slides on icy terrain.*



### **Ice Climbing:**

*Ice-climbing is undertaken with qualified instructors and good equipment including ropes, harnesses, helmets and ice-axes. When undertaken under proper supervision and following of instructions, the risk from injury is minimal.*



## **Further information:**

### **Weather and daylight:**

*In the regions close to the Arctic Circle temperatures during the season range from -30°C to +5°C. Christmas will normally be the coldest (usually below -20°C), but the temperatures rise as the days lengthen, and early April can see temperatures around -10°C to +5°C. Recent years have seen massive fluctuations in the space of a few weeks with lows of -40°C and highs of +7°C just a few days apart. If the thought of such temperatures scares you, then think again. When dressed in the Arctic clothing provided, with insulated boots, woolly hat and large mittens, -20°C can actually feel very pleasant. The Arctic cold is a dry cold, there is usually no wind, and remember we will keep you active.*

### **Daylight hours:**

*Remember that at extreme latitudes the days shorten and lengthen much faster. So while in mid-winter (December/January) the sun remains just below the horizon, by April there are more daylight hours than in the UK, and the midnight sun is only a matter of weeks away. Even in midwinter it is not dark, as the sun is just above the horizon and there is plenty of light reflected off the snow.*



### **END OF SERVICES**

*Please note: It is important to realise that the itinerary needs to be flexible. While every effort will be made to follow the above schedule, in the event of political problems, airline schedule changes, we will do our best to make your trip as enjoyable and hassle-free as possible, but it is important to **EXPECT THE UNEXPECTED** and be prepared to accept some slight changes. Relax and have faith in your guides – he or she will want you to see their country in a good light.*



# Trip Grading

We grade all our trips so teachers, school leaders and parents can gauge whether the trip is appropriate to their requirements and objectives.

## Physical Ratings (This trip is Graded 3)

- Grade 1** Anyone fit and healthy should be able to actively participate in this trip. There is very little physical activity although you will be expected to carry your own luggage at times. Walking around markets, city tours and such like is common and so you could be spending a few hours on your feet.
- Grade 2** Some low level physical activities included in your trip, including walking on uneven terrain, maybe a morning/afternoon trek or 2 – 4 hours. That said, no physical preparation is required to make the most of the tour. High humidity and temperatures can occur at certain times of the year.
- Grade 3** **Moderate physical activities are included in Grade 3 trips. Good health and reasonable fitness are important to get the most out of the trip. Trips of this grading are likely to include some walking at moderate altitude (up to 2,500meters) and occasional longer/harder days may be involved, with between five and seven hours of walking on certain days. The trip may contain other activities such as cycling or rafting which also require physical effort and a reasonable level of fitness. Some steady preparation and an increase in your underlying fitness levels would help you get the most from this grade trip.**
- Grade 4** Fitness is important at this grade, which compares to extended walking in mountainous terrain such as the Lakes or Snowdonia, for up to 3 – 5 days in a row. It is likely that significant sections of a trip will involve walking and trekking with some days up to eight hours. Some of the trip could be at altitudes of up to 4,500 meters, but the itinerary will be designed with appropriate acclimatisation in mind. Be prepared for significant possible variations in temperatures throughout the tour. There is not usually time to 'get fit' on these treks, so a 2 – 4 month fitness improvement programme would ensure you get the most out of the trip.
- Grade 5** A high level of fitness is required to participate on trip of this level. We recommend previous multi-day trekking experience at this level, either in the UK or internationally. You need complete confidence in your ability to trek for multiple days over difficult terrain and cope with significant variations in temperatures throughout the tour. Altitude could be higher than 4500m but good acclimatisation will be built into the programme. Longer periods of trekking could be of a sustained nature, but rest days will be planned. A pre-

travel fitness programme of 4 – 6 months is essential to ensure you are in optimal fitness to make the most of this trip.

## Cultural Ratings (This trip is Graded 2)

- Grade 1** Culturally, this is the least challenging of the STC's trip grades. English is the native language. Students are likely to find the food, customs and access to services similar to the UK.
- Grade 2** **Expect to find local life broadly familiar to that in the UK, however aspects of the trip are likely to be in remoter areas where differences are more profound. Whilst English may not be the native language, you can expect it to be widely spoken. There may be some cultural differences and although western pallets should be well catered for there will be the opportunity to try new dishes.**
- Grade 3** Students should expect some culture shock. You'll be exposed to signs of poverty. The food will be quite different to home and English, whilst still spoken will be less prevalent. Respecting the local culture will make it easier to fit in and get the most out of your trip. We're likely to visit remoter locations on this tour where access to western style services may be sporadic. Often on trips of this grading there are parts of the itinerary which are more remote, interspersed with sections which are more 'comfortable'.
- Grade 4** Students joining trips at this level will find the comforts of home are more of a rarity – or viewed another way, a welcome luxury. English is unlikely to be widely spoken and the food will be quite different to home, perhaps for extended sections of the trip. You should observe local customs so not to cause offence. You'll be exposed to signs of poverty and accommodation in some locations is likely to be basic. Whilst a challenge, destinations and trips at cultural level 4 are also a fantastic opportunity to see a very different part of the world.
- Grade 5** Students should expect extended periods in remote locations where little or no English is spoken (your Trip Leader will always be fluent in the local languages and English). Accommodation is likely to be basic with limited access to hot water or other services. Expect the food to be quite different to home. You should observe local customs so not to cause offence and large parts of the itinerary will be in poor or challenging areas. Tourism to places grade 5 is likely to be less common, so strong traditional cultures are still very much in evidence.

# Finland: Country Information

**Full Country Name:** Finland

**Area** 337,030 sq km; 130,128 sq miles

**Population:** 5.4 million

**Capital City:** Helsinki

**People** Finn 93.4%, Swede 5.6%, Russian 0.5%, Estonian 0.3%, Roma (Gypsy) 0.1%, Sami 0.1%

**Languages:** Finnish (official) 94.2%, Swedish (official) 5.5%, other (small Sami- and Russian-speaking minorities) 0.2%

**Religion(s):** Lutheran 78.4%, Orthodox 1.1%, other Christian 1.1%, other 0.2%, none 19.2%

**Time:** GMT +2 hours. Flight time from Heathrow to Helsinki approximately 3 hours.

## Country overview

Finland is a country in the far north of Europe, bordered by Norway, Sweden and Russia. Unlike their fellow-Scandinavian neighbours to the west, the Finns are not a Germanic people but rather speak a language related to Estonian, some languages of Siberia and, more distantly, Hungarian.

Despite its substantial size, Finland is relatively thinly-populated. Around two-thirds of its territory is covered by forest and about a tenth by lakes.

## Geography

Finland is the eighth largest country in Europe. It is 10% is water, 69% forest, 8% cultivated land and 13% other

The most predominant influences on Finland's geography were the continental glaciers that scoured and gouged the country's surface. When the glaciers receded about 10,000 years ago, they left behind moraines, drumlins, and eskers. Other indications of their presence are the thousands of lakes they helped to form in the southern part of the country. The force of the moving ice sheets gouged the lake beds, and meltwaters helped to fill them. The two Salpausselkä Ridges, which run parallel to each other about twenty-five kilometres apart, are the terminal moraines. At their greatest height they reach an elevation of about 200 metres (660 ft), the highest point in southern Finland.

As a whole, the shape of Finland resembles a figure of a one-armed human. In Finnish, parallels are drawn between the figure and the national personification of Finland – Finnish Maiden (Suomi-neito) – and the country as a whole can be referred in the Finnish language by her name.

## Climate

Because of Finland's northern location, winter is the longest season. Only in the south coast is summer as long as winter. On the average, winter lasts from early December to mid March in the archipelago and the southwestern coast and from early October to early May in Lapland. This means that southern portions of the country are snow-covered about three to four months of the year and the northern, about seven months. The long winter causes about half of the annual 500 to 600 millimetres (19.7 to 23.6 in) of precipitation in the north to fall as snow. Precipitation in the south amounts to about 600 to 700 millimetres (23.6 to 27.6 in) annually. Like that of the north, it occurs all through the year, though not so much of it is snow.

## Cultural considerations

Finland is an easy country to visit. Finnish customs and manners are clearly European, with only a few national variations, and attitudes are liberal. There is very little chance of a visitor committing fundamental social gaffes or breaches of etiquette that would fatally damage relations between himself and his hosts. Codes of behaviour are fairly relaxed, and reputations - good or bad - are built up over time as the result of personal actions rather than conforming to norms or standards. It is difficult in Finland to make or break a reputation with a single social blunder.

See [www.guide.culturecrossing.net](http://www.guide.culturecrossing.net) for more information.

## Regulations, Red Tape & Departure taxes

### Foreign Office Advice

Your passport should be valid for the proposed duration of your stay; you don't need any additional period of validity on your passport beyond this.

The Finnish authorities have confirmed they will accept British passports extended by 12 months by British Embassies and Consulates under additional measures put in place in mid-2014.

UK Emergency Travel Documents

UK Emergency Travel Documents are accepted for entry, airside transit and exit from Finland.

Visas

You don't need a visa to enter Finland. As a British national, you can stay as a visitor for 3 months. After that, you should contact the local Finnish police to register your right to live in Finland.

You should familiarise yourself with up to date Foreign Office advice for travel to Finland. This is available on their website: [www.gov.uk/foreign-travel-advice/finland](http://www.gov.uk/foreign-travel-advice/finland) and contains useful information regarding safety and security, health and entry requirements.

## Health Information

*The information on this page has been provided by 'fitfortravel' ([www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)) - a public access website provided by the NHS (Scotland). It gives travel health information for people travelling abroad from the UK. Remember that you should always discuss your particular needs with your doctor or nurse.*

### **Advice for All Destinations**

The risks to health whilst travelling will vary between individuals and many issues need to be taken into account, e.g. activities abroad, length of stay and general health of the traveller. It is recommended that you consult with your General Practitioner or Practice Nurse 6-8 weeks in advance of travel. They will assess your particular health risks before recommending vaccines and /or antimalarial tablets. This is also a good opportunity to discuss important travel health issues including safe food and water, accidents, sun exposure and insect bites. Many of the problems experienced by travellers cannot be prevented by vaccinations and other preventive measures need to be taken.

Measles occurs worldwide and is common in developing countries. The pre-travel consultation is a good opportunity to check that you are immune, either by previous immunisation or natural measles infection

## Health Advice for Finland

If you're visiting Finland you should get a free European Health Insurance Card (EHIC) before leaving the UK. The EHIC isn't a substitute for medical and travel insurance, but it entitles you to state provided medical treatment that may become necessary during your trip. Any treatment provided is on the same terms as Finnish nationals.

Ensure you are fully insured for medical emergencies including repatriation. The 'T7' leaflet (from Post Offices) gives details of health care agreements between countries and is accompanied by an application form for the European Health Insurance Card (EHIC). The completed form must be submitted about 6 weeks before you plan to leave to allow the card to reach you on time. The EHIC entitles travellers to reduced-cost, sometimes free, medical treatment in most European countries. For Travel Safety Advice you should visit the UK Foreign and Commonwealth Office website ( [www.fc.gov.uk](http://www.fc.gov.uk) )

# The STC: About us

## *Why are we different?*

*We believe that every student signing up for a tour or expedition should have an eye-opening and life enhancing experience. We believe these trips should be attainable, organised easily, have maximum educational value and be ethical to both those taking part and the communities in the destination being visited.*

## *Adding Value*

*As a niche independent travel company, our knowledge of the marketplace helps us advise schools on all aspects of arranging overseas educational travel. We add value to your experience through the wealth of ours.*

## *ATOL Financial Protection*

*The School Travel Consultancy is financially protected by the ATOL scheme. When you pay you supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you (flights, hotels and other services) is listed on it. Please see our booking conditions for further or for more information about financial protection and the ATOL Certificate go to:*

*[www.atol.org.uk/ATOLCertificate](http://www.atol.org.uk/ATOLCertificate) Our ATOL membership number is 11054.*



*will be  
booked  
information*

## *Independence and Reputation*

*We remain fiercely protective of our independence and will always give you honest advice on how best to approach your trip. Our reputation rests on the quality of this advice and recognising that your requirements may differ from year to year.*

## *Flexibility*

*When planning a trip abroad every school's requirement is different. We tailor-make travel experiences to suit your needs. With the wide variety of destinations and styles of trip we work with, we are able to design adventures appropriate to your needs, year after year, whatever the destination or style of trip you have planned.*

## *Safety*

*Safety is our highest priority when advising schools. We work with highly respected companies in adventure travel and employ strict standards that our suppliers must adhere to. We only ever recommend tours and expeditions that we can deliver with the safety, understanding and attention to detail that is so obviously required when planning such trips.*

## *Quality Itineraries & Expert Guides*

*We pride ourselves on the quality of the itineraries we arrange. For us, it's the small things and attention to detail that make all the difference between a mediocre itinerary and a truly great travel experience. Experienced and well trained professional guides and expedition leaders are integral to this and bring the destination alive through their detailed knowledge of local flora, fauna, history, politics, geography and more.*

## *Environment & Ethics*

*Responsible tourism is at the heart of what we do and we believe our clients have a better travel and educational experience because of this. We are committed to only working with companies that have sound environmental and ethical policies in place, so you can travel safe in the knowledge that your money is doing as much as possible to have a positive effect on the environment and communities you visit.*

# Safety Management

*Safety is our number one priority and we take the welfare of our clients and those who work on our trips extremely seriously. We have comprehensive safety management systems in place, including areas details below. If you would like to know more, please ask for a copy of our Safety Management System.*

## **Trip selection:**

*Each journey and expedition has been tailor-made and thoroughly researched with school groups in mind.*

## **Leaders:**

*Each trip is accompanied by a full time professional leader, comprehensively trained in first aid, critical incident management and the complex art of managing logistics.*

## **Risk Assessment:**

*Country and itinerary specific risk assessments are provided prior to departure. In addition, your leader has the training to dynamically risk assess your journey when on the road. Group management risk assessments are provided to assist you as group leader.*

## **Crisis response:**

*24 hour emergency back-up and critical incident support is on hand in the unlikely event of an incident whilst overseas.*

## **Communication:**

*Each group carries satellite, radio and/or mobile communications as your itinerary and terrain demands, ensuring communication is possible in all situations.*

## **Accommodation & transport**

*All accommodation and transport are risk assessed and checked by local operations teams. Minimum requirements for vehicle standards and driver hours are strictly enforced.*

## **Insurance:**

*Comprehensive public liability insurance is in place and personal travel insurance is compulsory for all those travelling.*

## **Pre-travel screening**

*All travellers are medically screened to ensure they are fit and healthy to undertake your chosen journey.*

## **Foreign Office Advice:**

*All tours and expeditions are run within Foreign and Commonwealth Office (FCO) travel advice. FCO advice is monitored daily and tour operators have the resources to react quickly should that advice change.*

## **Pre-trip training**

*Students and staff are given the necessary training and skills to safely undertake each journey. Some of this training is provided by us, some by external companies as necessary.*



## Testimonials

Just a quick email to say we arrived home all safe last night. The trip was absolutely INCREDIBLE. A life-changer for a lot of kids and a dream come true for me. Our guide was a total God. So sad to come home. Thanks to everything you did in the planning, none of us staff felt as though we were on a school trip - probably the biggest compliment I can give! Thank you so much! **Adrienne McCrea, North London Collegiate School, Nepal**

We returned last night from India, at the end of an outstanding 4-week expedition to the Himalayas. For all who went from Exeter School, it was both very challenging and immensely rewarding. The work of Adrian at The STC was integral to the success of our expedition, with his untiring support and guidance priceless in the build up to departure. I, and 32 other expeditioners and staff, are most grateful to him. **Will Daws, Exeter School, India**

The guide and local operator were excellent as ever. The itinerary was good and had been adapted well. The wedding in Aguersioual was a particular high point and attested to the level of familiarity that we have built up over the last three years. The students loved the experience, notably the cultural interaction in the village and sense of how a simple, more co-operative way of living can be contrasted to our society and its stresses. **Martyn Aldridge, Bridgwater College, Morocco IB CAS Expedition**

Taking 32 boys walking in the Sinai desert was initially a daunting prospect. However, it turned out to be a truly amazing experience for pupils and the staff. STC chose the perfect travel partner and I was amazed how smoothly everyday ran. There was the right balance of trekking and relaxation, the scenery changed each day and being able to sleep under the stars was fantastic. The chef produced some amazing meals with the limited foods available and the boys always went for seconds. At the end of the trek it was great to relax in a hotel on beach and then snorkel in crystal clear waters. STC took the stress out of finding the right company and then helping with paper work (reminding and checking) and risk assessments! I am using STC again this year and will recommend to anyone organising expeditions. **Nick Stokes, Abingdon School, Sinai Expedition**

The month long trip to Venezuela had all the ingredients to be very special indeed and we were not disappointed. The variety of rainforest trekking, tepui climbing, tribal visits and beach exploration was, in itself, one of the most successful elements of this tailor-made itinerary. When this is coupled to the remoteness of the destinations (the tepui was three different plane journeys away) and the adventurous nature of the challenge, it really was a trip of a life time. Climbing an isolated mountain in complete solitude for 10 days made you feel at one with the 'lost world', whilst joining in with festivities in the Shirian highlands, a tribe rarely visited by outsiders, was something that will, doubtless stay with the boys for the rest of their lives. Chewing on grasshoppers, flying in Cessnas, avoiding tarantulas and coral snakes, gazing at Angel Falls, sleeping in hammocks right on the edge of the explored - I have led countless trips and expeditions but I would rate this as one of the very best. It was adventure tourism at its very best and is to be recommended wholeheartedly. **Nick Hewlett, Magdalen College School, Venezuela Expedition**

I rate the services of The Specialist Travel Consultancy as excellent and would highly recommend them to anyone trying to organise a group trip. Every concern, inquiry, etc was handled with great care, professionalism and expediency. I will certainly use their services for any future trips. Thank you very much for all your hard work! I'm not sure there is anything that could be done better. **Alan Hammons, Graveney School, Egypt Archaeology**

### Current and previous clients include:

St. Paul's Girls School, Stratford Girls Grammar School, Alleyn's School, Magdalen College School, Abingdon School, Dulwich College, North London Collegiate School, Charterhouse, International School Nice, Rijnlands Lyceum Oegstgeest, Portsmouth Grammar School, Exeter School, Berkhamsted Collegiate School, Orley Farm School, ACS Egham, Warminster School, Cameron House, Hautlieu School, Queen Margaret's School York, Stoodley Knowle School, Harrodian School, King's School Worcester, Francis Holland School, Ashton Park School, Bridgwater College, Newcastle College, Chamberlayne College for the Arts, St. Nicholas RC High School, Gordano School, Kingsfield School, Alcester Grammar School, Ormskirk School, King Edward VI Five Ways, Parmiter's School, Dame Alice Owen's School, Chipping Norton School, Yate International Academy, Manningtree High School

# Launching the trip to parents / students

We want your tour or expedition to be a success and that means getting students to sign up. Parents need to be assured; and having the support of other staff, senior managers and governors will mean that you are able to use your time more effectively. There are various ways we can help you to promote your trip as part of our service.

## Summary Itineraries

Our Summary Itineraries have proven to be a great tool to help publicise trips and expeditions to students and parents. We base the summary on this in-depth proposal, with any amendments you may wish make prior to launch.

The Student/Parent Summary is designed to clearly communicate your planned trip in a professional, but interesting format. We include many photos on a two-sided A4 sheet as well as an overview of the tour or expedition, and the day-to-day planned itinerary. We send these summaries to as a pdf for you to then email to parents or print as you see fit.



you

## Parental Information Packs

In addition to the summary itineraries, we provide detailed information pack for parents to ensure they have all the necessary information by which to make an informed decision on the trip and all that it entails.

## Assemblies and Parents Evenings

Once you have the necessary authorisation for your trip, contact us to discuss a range of options we would be able to help you with such as assemblies and parents' evenings. Coming in to give a presentation is an important part of everyone understanding the trip. These are purely information evenings and not a sales tool. If you would prefer to do some initial marketing yourself, then we also have a library of destination images and promotional PowerPoint presentations to assist you.

## Posters

We can help you with posters and possibly other advertising media as required.



# Pre-departure planning & preparation

We pride ourselves on our comprehensive pre-departure advice and assistance.

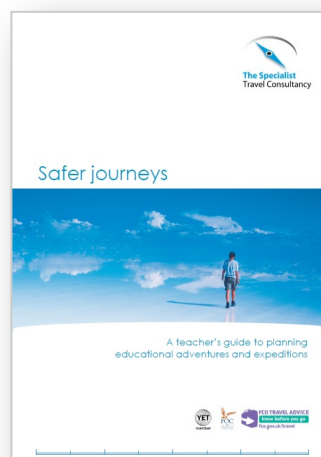
Ensuring that you and your students are well prepared for your adventures is of prime importance to us. Not only does it help ensure your safety, but it also means teachers and students are able to get the most out of the adventure experience.

## Teacher documentation

### **Safer Journeys**

On booking, you will receive a free copy of our 'Safer Journeys' guide. This has been specifically written for teachers planning adventure travel and expedition overseas and includes advice, tips, best practice guidelines and a useful set of resources. It is a comprehensive source of information to assist you in the run up to your adventure. Topics covered in this guide include:

- Pre-trip Planning & Preparation
- Communications and Crisis Management
- Maximising Educational Opportunities
- Marketing & Fundraising
- Whilst you are away
- Responsible Tourism,
- Sources of Information
- Sample Forms and risk assessments



### **Leadership team operations manual**

Closer to departure, we provide all teachers on the trip with a copy of our Leadership team operations manual. This covers operational guidelines, points of policy and emergency procedures for the trip.

## Trip Notes / Pre-departure information

Well in advance of your departure we will provide a detailed pre-departure information pack for students, parents and teachers. This will include more detailed information on the trip, along with a full kit list, advice on staying healthy, photography advice, sources of information, fitness guidance, essential travel advice, money management, safety advice, code of conduct, visa and passport information and much more.

## Pre-departure preparation evenings

Four to six months prior to travel, we usually arrange for a parent and student information evening to be held at the school. This is a chance for us to prepare the students for the trip and ensure that everyone is happy, with questions answered and minds put at ease.

At this evening we cover the following elements:

- Passports and Visas
- Safety approach and attitude
- Being open about problems
- Health & Hygiene
- Personal safety
- Specific Hazards related to your itinerary e.g:
  - Sun and dehydration, Altitude, Cold weather injuries, Animals
- How to travel more responsibly
- Money management
- Packing and Kit



## THE SCHOOL TRAVEL CONSULTANCY: BOOKING TERMS AND CONDITIONS

The following booking conditions form the basis of your contract with **The Specialist Travel Consultancy Ltd (also trading as The School Travel Consultancy)**, a company registered in England and Wales (Company number 5700491) whose registered office is at **11-15 Dixs Field, Exeter EX1 1QA** ('The STC' 'we' 'our'). Please read them carefully as they set out our respective rights and obligations. These booking conditions only apply to arrangements which you book with The STC in the UK and which we agree to make, provide or perform (as applicable) as part of its contract with you.

### 1. INTERPRETATION

**1.1** In these booking conditions the following terms and expressions are used:

**"Booking Receipt"** means the electronic document showing receipt of deposit

**"Code of Conduct"** means the set of rules and guidelines that the Participant shall abide by whilst on the Trip

**"Contract"** means the agreement made between the Participant and The STC in connection with a Trip incorporating these terms and conditions

**"Departure Date"** means the pre-booked date of departure from the United Kingdom of the Trip

**"Deposit"** means the non-refundable booking fee payable upon booking the Trip

**"Interim Payment"** means any payments made towards the cost of the Trip between the Deposit Payment and the Balance payment

**"Balance Payment"** means the payment of all outstanding monies related to the cost of the Trip.

**"Training Day"** means a training course or session provided by The STC at a school or other venue for Participants

**"Due Date"** means the due date for payments of the Trip price as set out in the final payment plan

**"Trip"** "Programme" or "Trip Programme" means the planned tour or expedition as described in the pre-booking information and any included training and services which may be associated with that Trip and supplied prior to departure from the UK.

**"Trip Information Documents"** means documents that outline the offered Programme content and which forms part of the Contract

**"Trip Leader"** means the person employed or contracted by The STC who has the responsibility for making final decisions within the Leader Team

**"Force Majeure"** means any event which We or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riot, civil strife, industrial dispute, actual or threatened terrorist activity and its consequences, natural or nuclear disaster, fire, acts of God, adverse weather conditions, flood, epidemic or pandemic illness and all similar events.

**"Group"** means all Participants, Teams and Leader Teams from one School

**"Leader Team"** means the Trip Leader; the Head Link Teacher, any nominated Link Teacher and any Trip Assistants

**"Head Link Teacher"** means the nominated person employed by the Local Authority or School assigned to direct the Link Teachers who will be a member(s) of the Leader Team during the Trip

**"Link Teacher"** means the nominated person employed by the Local Authority or independent school and assigned to a particular team, who will be a member of the Leader Team during the Trip

**"Local Authority"** means the local authority responsible for the school from which the Participants on the Trip are recruited

**"Minor Change"** means any change to the Trip that is not a Significant Change including changes to itinerary elements or confirmed flight time changes of 24 hours or less

**"Participant"** means all persons named on the Booking Receipt (including anyone who is added or substituted at a later date) or any of them as the context requires and, where they are aged under 18 years, their parent or guardian.

**"Final Payment Plan"** means the payment schedule referred to in your booking confirmation which sets out the final and / or interim payments of the Trip Price

**"School"** means the school, college or organisation responsible for initiating the Trip

**"Significant Change"** means a major amendment to an essential term of this Contract.

**"Trip Assistants"** means additional supporting staff employed, directly or otherwise, by The STC

**"Application Process"** means the application that is required by The STC to enrol a Participant on a Trip Programme that includes contact and personal details and constitutes a signed declaration of acceptance of these terms and conditions

**"Team"** means the Participants and members of the Leader Team participating in a particular Trip

**"Travel Insurance Company"** means such insurance company that provides Trip travel insurance either direct to the Participant, School or to The STC from time to time

**1.2** Where the expression "Participant" includes two or more persons, the obligations expressed or implied relate directly to each Participant.

**1.3** Any reference to a statute shall include any statutory extension or modification or re-enactment of such statute and any other instrument plan, regulation, permission or direction made or issued there-under or delivering validity there-from.

**1.4** Wording importing the singular meaning shall include the plural meaning and vice versa. All wording within the booking conditions is generalised to the Participant, referring to the masculine, feminine and neuter genders.

**1.5** The clause and paragraph headings are for convenience only and shall not affect the construction of this document.

**1.6** The expressions used in the Application Process and other documents issued by The STC to the Participant and the School shall have the same meanings as used in these terms and conditions.

### 2. MAKING A BOOKING

**2.1** To make a booking each Participant must complete the application process. By completing the online process (whether paper or on-line), the Participant confirms that they have had the opportunity to read and have read these booking conditions and agree to them.

**2.2** The Participant understands there are the risks associated with adventure travel and that those risks will be managed through stringent risk assessment and health and safety procedures. The Participant also acknowledges that risks associated with an activity or activities can never be completely eliminated and that the enjoyment and excitement of adventure travel is derived, in part, from the inherent dangers and risks associated with the Trip. Risk assessments for this trip are available to be viewed if required. By entering into the Contract the Participant undertakes the Trip voluntarily and at their own risk and that they have researched the Trip destination using such resources as [www.nathnac.org](http://www.nathnac.org), [www.fifortravel.nhs.uk](http://www.fifortravel.nhs.uk) and [www.fca.gov.uk](http://www.fca.gov.uk).

**2.3** By entering into the Contract, the Participant accepts The STC's and the Leader Team's authority to make decisions affecting the Team or the Participant. The Participant acknowledges that, whilst on the Trip, the Leader Team will act in loco parentis.

**2.4** The Participant declares they are in good psychological and physiological health and unaware of any reason why they may be unsuited to taking part in the planned Trip. The participant agrees to disclose any current or past illness or injury that may affect the Participant's ability to safely complete this venture, and they acknowledge that failure to declare any medical condition may invalidate a claim under an insurance policy and that the failure to declare information requested in the Application Process might jeopardize the participant's ability to participate in the planned Trip (and possibly the viability of the venture itself). Failure to disclose any information that is required may result in The STC terminating the Contract and withdrawing the Participant from the Trip.

**2.5** Any changes to the information provided by the Participant (whether as part of the Application Process or otherwise) must be notified to The STC as soon as reasonably practicable.

**2.6** The STC must receive a completed "Parental Consent Form" (either on-line or on paper) confirming that the Participant will adhere to all The STC policies and procedures during the Trip and that the Participant's place on the Trip cannot be confirmed until this Consent has been received.

### 3. PASSPORTS, VISAS, AND EQUIPMENT

**3.1** Participants must hold a valid passport. Please note that for the majority of the destinations we operate in, passports must be valid for a minimum of 6 months after the Trip return date.

**3.2** Participants are responsible for acquiring the necessary visas for all countries visited during the Trip (including any transit visas). The STC can accept no liability for the failure of any Participant to obtain the necessary visas and in the event that a Participant cannot obtain any necessary visa (or any visa proves to be invalid) the Participant will be withdrawn from the Trip.

**3.3** It is the Participants responsibility to make themselves aware of all recommended vaccinations and health precautions in good time before departure. Details are available from GP surgeries and from the National Travel Health Network and Centre [www.nathnac.org](http://www.nathnac.org) or [www.fifortravel.nhs.uk](http://www.fifortravel.nhs.uk). Vaccination and other health requirements / recommendations are subject to change at any time for any destination. Participants should therefore check with a doctor or clinic not less than six weeks prior to departure. Participants must ensure that they have the necessary vaccination certificates required for entry to destination or transit countries. All costs incurred in obtaining such documentation must be paid by the Participant. The STC cannot accept any liability if the Participant is refused entry onto any transport or into any country due to failure on your part to carry all required documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty, costs or expenses being imposed on or incurred by The STC, the Participant will be responsible for reimbursement accordingly.

**3.4** The STC provides certain equipment for the Trip and the Participant is required to take reasonable care of any such equipment. Where the Participant deliberately or recklessly causes damage to any such equipment, the Participant will be liable for any losses arising from such damage.

**3.5** The STC provides a mandatory equipment list for each Trip. It is the Participant's responsibility to source and procure this equipment. The Participant must ensure that such equipment is of suitable quality and accompanies them on the Trip.

### 4. CHANGES TO THE TRIP

**4.1** The STC makes every effort to ensure the accuracy of its literature. However, changes can occur and The STC reserves the right to change any aspect of the Trip as set out in this paragraph 4.

**4.2** While every effort will be made to follow the confirmed Trip, in the event of political problems, airline schedule changes, environmental or other factors outside of control of The STC, the Participant acknowledges that The STC cannot accept responsibility for any changes made to the Trip whilst outside the United Kingdom. In addition, due to the adventurous nature of these Trips and the often long lead time between date of booking and the Departure Date, the Participant accepts that the following may change prior to the Departure Date and that such change will not constitute a Significant Change:

**4.2.1** Destination: Due to the unpredictability of the world over the potentially long Trip Programme period, The STC may be

required to change the destination of the Trip as a result of being unable to guarantee the safety of the Team in the planned destination. This may be due to an external factor such as the security situation or natural hazard. In this case, The STC will, in its contract with the school, have in place a secondary Trip destination as a back up which fulfils as many of the Trip objectives as possible. If the secondary trip destination is also unviable, The STC will consult with all Participants and will substitute one or more other destinations that offer similar opportunities;

**4.2.2** Departure: The STC will endeavour to adhere to the School's first choice of departure date. Occasionally, as the booking of flights may not be possible at the date of Trip booking and planned carriers and schedules may change, the Departure Date and return dates may be amended to accommodate the most appropriate flights.

**4.3** Most changes will be Minor Changes.

**4.4** If a Significant Change to the Trip is proposed, The STC will inform the School in writing as soon as is reasonably practicable and offer the School the choice of either:

**4.4.1** accepting the change; or

**4.4.2** purchasing an alternative Trip from the STC, of a similar standard to that originally booked if available. If The STC offer the School an alternative Trip of equivalent or higher standard the Participant will not be asked to pay any more than the price of the original Trip. If this Trip is in fact cheaper than the original one, The STC will refund the price difference.

**4.4.3** cancelling, in which case the Participant will be offered a full refund of any monies paid.

**4.5** The STC reserves the right to split the Group of Participants into Teams of up to 16 Participants, in order to ensure the safety of the Team and maintain quality of the Trip.

**4.6** Large Groups: where the number of Participants in the Group exceeds 25, The STC reserves the right to split flight bookings for each Team. This may mean that Teams depart on different flights and at different times due to flight seat availability. If this is unacceptable to the School then, the School should inform The STC at the time of, or as soon as possible after, booking.

### 5. MEDICAL CONDITIONS, RISK AND INSURANCE

**5.1** If the Participant has ever had any medical condition or disability, they must inform The STC so that The STC can advise them of the suitability of the Trip. The STC reserves the right to decline a booking if, under the advice of a medical advisor, such a medical problem or disability is likely to endanger the Participant's health and safety and / or the health and safety of anyone else participating in the Trip. The Participant must keep The STC informed of any change in their condition.

**5.2** Many Trips operated by The STC are physically and mentally challenging by the very nature of their content and environment. It is the sole responsibility of each Participant to ensure that they are in good mental and physical health and physically fit enough to embark on their Trip itinerary.

**5.3** Within 1 month of confirmation of booking the Participant must declare any significant medical condition they have ever had to The STC (so that any risks that exist as a result of the condition can be identified and mitigated).

**5.4** If any known medical conditions are not declared to The STC then the Participant may be withdrawn from the Trip Programme and the provisions of paragraph 8.2 apply.

**5.5** If the Participant contracts or develops a medical condition or suffers an injury between the date of booking and the Departure Date, the Participant must declare the condition or injury to The STC.

**5.6** In order to assess the risks to a Participant and the Team as a result of a medical condition, The STC reserves the right to seek information and advice from the Participant's GP and/or our medical advisor. Where there is a charge for information from a Participant's GP, this will be at the Participant's expense.

**5.7** All Participants must have adequate travel insurance for the Trip, including emergency medical, repatriation and personal liability cover. The STC will liaise with the School as to the provision of Travel Insurance. Details of the Travel Insurance Company and policy must be provided to The STC prior to departure.

**5.8** Should The STC not be able to practically reduce the risks that exist due to a medical condition (whether pre-existing or not) to an acceptable level, the Participant will be withdrawn from the Trip. The Participant may be able to claim under the insurance policy provided by the Travel Insurance Company.

**5.9** In the event of a medical incident requiring withdrawal and / or repatriation of the Participant, a member of the Leader Team will, for so long as it is reasonably practicable, accompany the Participant whilst the Team members continue with the Trip Programme. During this period, The STC may cover all reasonable expenses of the Participant and the Leader Team member, but such reasonable expenses shall be repayable to The STC in full by the Participant (and may be re-claimed under the insurance policy provided by the Travel Insurance Company).

**5.10** In the event of an insurance claim, any charges made for information required by the Travel Insurance Company, such as doctors' certificates, will be borne by the Participant.

**5.11** Participants acknowledge they have a duty of care to the rest of the Group and must act accordingly and in line with local and UK law, school and Local Authority policies, and the Code of Conduct. Participants must act so as not to prejudice the good order, discipline or safety of the Trip and refrain from any conduct that may give offence, cause damage to any person or property or

detract from the enjoyment of the Trip. The Participant agrees to accept the authority of the Trip Leader, the School Leadership Team and STC suppliers whilst on the Trip. If, in the opinion of any such person(s), or any other person in a position of authority (such as, for example, an airline pilot or hotel manager), the behaviour of a Participant is likely to contravene any of the above terms, The Trip Leader may at its sole discretion withdraw the Participant from the Trip and the Participant shall be responsible for all costs associated with such withdrawal and, if abroad, their repatriation costs back to the UK.

## 6. CONTRACT, PAYMENT, AND PRICE REVISION

**6.1** The Participant is responsible for payment of the total Trip price.

**6.2** The Participant will pay to the School the Trip price and any additional costs for arrangements made by the school (such as, but not limited to, additional pre-Trip training not provided by The STC, transport to UK airports). Payment for the Trip will be collected by the School and forwarded to The STC.

**6.3** A binding contract between The STC and the Participant comes into existence when The STC issues its confirmation Booking Receipt to the School. The parties agree that English law (and no other) will apply to the contract and to any dispute, claim or other matter of any description which arises ("claim") except as set out below. The parties both also agree that any claim must be dealt with by the Courts of England and Wales only, unless, in the case of Court proceedings, the Participant lives in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of the Participant's home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, the Participant may choose to have their contract and any claim governed by the law of Scotland/Northern Ireland as applicable (but if they do not so choose, English law will apply).

**6.4** The STC must receive any payment(s) by the Due Date(s) given to the School. If The STC or the School does not receive each payment within 30 days of the Due Date, The STC reserves the right to withdraw the Participant from the Trip Programme and treat this as a voluntary cancellation and the charges specified in paragraph 7.2 will apply.

**6.5** Once the price of the Trip has been confirmed at the time of booking, then subject to the correction of errors, The STC will only increase or decrease the price in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, in the event of any change in the Trip transportation costs or in dues, taxes or fees payable for services such as airport departure and landing taxes or embarkation or disembarkation fees at ports or in the exchange rates which have been used to calculate the cost of the Participant's Trip. In such instances The STC will be responsible for the amount up to 2% of the trip price and the Participant will be responsible for the balance. If any surcharge is greater than 10% of the cost of the Participant's Trip (excluding insurance premiums and any amendment charges), the Participant will be entitled to cancel their booking and receive a full refund of all monies they have paid to The STC (except for any amendment charges).

**6.6** Any applicable surcharge must be paid with the balance of the cost of the Trip or within 14 days of the issue date printed on the surcharge invoice, whichever is the later.

**6.7** Trip arrangements are not always purchased in local currency and some apparent changes have no impact on the price of the Trip due to contractual and other protection in place.

**6.8** A refund will only be payable if the decrease in The STC costs exceeds 2% of the total cost of the Participant's Trip as set out above. Where a refund is due, The STC will pay the Participant the full amount of the decrease in our costs.

**6.9** The STC will not to levy a surcharge within 30 days of departure. No refund will be payable during this period either.

## 7. WITHDRAWAL

**7.1** In addition to the provisions of paragraph 5, if after The STC has used reasonable endeavours to try to resolve any issues with a Participant and failed to resolve the issue, The STC may use its discretion reasonably and sensibly and withdraw a Participant from the Trip Programme at any time (including during the Trip) if The STC is of the opinion that the Participant is likely to prejudice the good order, discipline or safety of the Trip, fails to adhere to the Code of Conduct, or if the Participant has failed to provide complete and accurate information to The STC, or has failed to comply with the provisions of paragraph 3.

**7.2** If the Participant wishes to voluntarily withdraw from the Trip programme prior to the Departure Date, the Participant must inform The STC in writing. If a Participant wishes to voluntarily withdraw from the Trip after the Departure Date, they must inform the Trip Leader who will contact The STC. In either case, the provisions of paragraph 8.2 shall apply.

**7.3** If the Participant requires to return from the Trip outside of the itinerary pursuant to paragraphs 7.1 or 7.2 the Participant will be responsible for any costs incurred by The STC as a result and for making their own travel arrangements.

**7.4** In the event that a Participant is withdrawn from a Trip by his/her School, or with regard to paragraph 5.11 at any time, this will be treated as a voluntary withdrawal by the Participant and the conditions of paragraph 7.2 will apply.

**7.5** In the event that the Participant or School fail to pay the full Trip price, this will be treated as a voluntary withdrawal from the Trip and the provisions of paragraph 8.2 shall apply.

## 8. REFUNDS AND CHARGES

**8.1** Where the Participant withdraws from the Trip or is withdrawn from the Trip pursuant to paragraph 7, the Participant shall reimburse The STC all reasonable costs, losses or expenses that The STC suffers or incurs as a result of the withdrawal, including but not limited to, all costs incurred in connection with

the Programme and the return of the Participant to the UK if abroad.

**8.2** In the event that the Participant withdraws, or is withdrawn from the Trip pursuant to paragraph 7, no refund will be given for any unused services and the Participant will be liable to pay to The STC the cancellation charges specified in the table below, in addition to a £50.00 administration charge:

Time between Departure Date and confirmed receipt of notification	Percentage of the Trip Price
30 days or less	100%
Between 31 days and 70 days	85%
Between 71 days and 120 days	50%
Between 121 days and 180 days	30%
The Deposit is 100% non-refundable	

**8.3** The STC reserves the right to ask the Participant to purchase any necessary international flights at the time booking. For certain travel arrangements (such as, but not limited to, Trips containing flights with a low-cost airline or non-changeable, non-refundable flights) the cancellation charge may be higher than those shown in 8.2 as services may be non-refundable once committed to. The School will be advised of different cancellation charges at time of booking, or at the time when your flights are being confirmed. Participants are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation fees.

## 9. IF THE STC CHANGES OR CANCELS THE TRIP

**9.1** The STC reserve the right to cancel the Trip. We will not cancel the Trip less than 4 weeks before the Departure Date, except for reasons of Force Majeure.

If The STC are unable to provide the Trip for any reason the provisions of paragraph 4.4 shall apply. If it is necessary to cancel the Trip for reasons other than Force Majeure, The STC will also pay the Participant compensation as set out in the table below.

**9.2** If the Trip is cancelled The STC will not be liable for any indirect or consequential loss suffered by the Participant such as, but not limited to, onward travel arrangements, subsequent tours or onward flight arrangements.

**9.3** In all cases of Significant Change, except where the Significant Change arises due to reasons of Force Majeure, The STC will pay compensation as detailed below:

Time between Departure Date and confirmed receipt of notification	Amount the Participant will receive.
More than 42 days	£Nil
41 - 28 days	£20.00
27 - 14 days	£30.00
13 days - date of travel	£40.00

## 10. FINANCIAL PROTECTION

**10.1** When you buy an ATOL protected flight inclusive tour of expedition from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

**10.2** We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

**10.3** If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

## 11. THE STC'S LIABILITY

**11.1** The STC's obligations, and those of our suppliers providing any service or facility included in the Trip, are to take reasonable skill and care to arrange for the provision of such services and facilities. The Participant must show that reasonable skill and care has not been used if the Participant wishes to make any claim. Standards of, for example, safety, hygiene and quality vary throughout the transport and destinations that the Trip may involve. Sometimes these standards will be lower than those which would be expected in the UK. The suppliers of the services and facilities included in the Trip should comply with local standards where they are provided, however, The STC do not make any representation or commitment that all services will comply with applicable local laws and regulations and failure to comply does not automatically mean The STC have not exercised reasonable skill and care.

**11.2.** We shall have no liability where the cause of the failure to provide, or failure in, the Trip or any death or personal injury suffered is not due to any fault on our part or that of our agents or suppliers, because it is either attributable to the School Leader or another member of the Group, or attributable to someone unconnected with the Trip and is unforeseeable or unavoidable, or is due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which neither we, nor our agents or suppliers could have foreseen or forestalled.

**11.3.** Except in cases involving death, injury or illness, any liability is limited to 2 times the price paid. In the case of damaged property the liability is limited to a maximum amount equal to the amount paid by or on behalf of the owner of the property. In all cases The STC specifically excludes all liability for indirect or consequential loss or expense including loss of profits and in all cases our liability will be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements.

**11.4** The timings of air, sea, road or rail departures are estimates only. These timings may be affected by operational difficulties, weather conditions or failure of passengers to check in on time.

**11.5** Excursions or other tours that the School or Participant may choose to book, pay for or choose to optionally undertake whilst overseas which do not form part of the pre-arranged Trip programme, are not part of the Trip provided by The STC. For any excursion that the School or Participant book, his/her contract will be with the operator of the excursion or tour and not with The STC. The STC shall not be responsible or accept liability for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator. In the event of cancellation or alteration of the Trip, The STC shall have no liability for any losses the School or Participant(s) may incur relating to such excursions or tours.

**11.5.** Where the Trip arrangements involve travel by air, rail or sea, or hotel accommodation, the compensation is limited by the following international conventions respectively: Warsaw Convention as amended 1955, Bern Convention 1961, Athens Convention 1974 and Paris Convention 1962. The STC is to be regarded as having all benefit of any limitation of right to claim or compensation contained in these or any conventions.

**11.6.** Flight Notice, Flight Information and EU Blacklist. This is a notice required by European Community Regulation (EC) No.889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of the Regulation or the Montreal Convention, and it does not form part of the contract between the carrier(s), The STC and the Participant, nor part of a claim. No representation is made by the carrier(s) or The STC as to the accuracy of the contents of this notice.

**Air carrier liability for passengers and their baggage:** This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

- **Compensation in the case of death or injury:** There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (approximately £80,000 / €120,000) the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.
- **Advance payments:** If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16000 SDRs (approximately £13,000 / €19,300).
- **Passenger delays:** In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4150 SDRs (approximately £3,300 / €5,000).
- **Baggage delays:** In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1000 SDRs (approximately £800/€1,200).
- **Destruction, loss or damage to baggage:** The air carrier is liable for destruction, loss or damage to baggage up to 1000 SDRs (approximately £800) In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.
- **Higher limits for baggage:** A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.
- **Complaints on baggage:** If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.
- **Liability of contracting and actual carriers:** If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.
- **Time limit for action:** Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.
- **Basis for the information:** The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.
- In accordance with EU directive (EC) no. 2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community list' which contains details of air carriers that are



subject to an operating ban within the EU Community. The Community list is available for inspection at [http://ec.europa.eu/transport/air-ban/list\\_en.htm](http://ec.europa.eu/transport/air-ban/list_en.htm). In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used on our website. The airline may use wide and narrow-body jets. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

## 12. TRANSFER OF BOOKING

**12.1** The Participant may, with the consent of The STC, transfer its booking to another Participant. Such transfer is subject to:

**12.1.1** that Participant accepting the terms of the Contract and providing to The STC all necessary and requested information;

**12.1.2** the replacement Participant being fit to travel and insured in accordance with these terms and conditions and the terms and conditions of the Travel Insurance Company;

**12.1.3** the payment by the Participant of an administration fee of £50.

**12.1.4** Payment of any non-recoverable services paid for prior to the date of the transfer of booking (such as, but not limited to, non-refundable, non-changeable flights), as per clause 8.3.

**12.1.5** The availability of services at the time of transfer (e.g. flights)

## 13. EXCURSIONS

Excursions or other tours that the School or Participant may choose to book, pay for or undertake whilst the Participant is on the Trip, are not part of the Trip arrangements provided by The STC. For any excursion or other tour that the School or Participant books, his/her contract will be with the operator of the excursion or tour and not with The STC. The STC shall not be responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator. In the event of cancellation or alteration of the Trip, The STC shall have no liability for any losses the School or Participant may incur relating to such excursions or tours.

## 14. FLIGHT CARRIERS AND DELAYS

**14.1** The STC is required to advise of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate the Participant's flight(s) at the time of booking. Where The STC are only able to inform the Participant of the likely carrier(s) at the time of booking, they will inform the Participant of the identity of the actual carrier(s) as soon as they become aware of this. Any change to the operating carrier(s) after a booking has been confirmed will be notified as soon as possible.

**14.2** Any change in the identity of the carrier, flight timings, and / or aircraft type (if advised) will not entitle the Participant to cancel or change to other arrangements without paying The STC's normal charges except where specified in these conditions.

**14.3** Where information provided by the Participant and used by The STC is found to be incorrect and incurs charges to correct information already provided to airlines and other suppliers, The STC reserves the right to recover the cost from the Participant and charge an administration fee of £50.

**14.4** Under European law (European Community Regulation (EC) No. 261/2004), the Customer has rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding of the Participant, cancellation of and delays to flights. Full details of these rights are publicised at EU airports and are also available from affected airlines. However, the Participant should note that reimbursement of the cost of a flight that forms part of the Programme is the responsibility of the carrier airline and will not automatically entitle the Participant to reimbursement of the cost of the Programme from us. The right to a refund and/or compensation from us is set out in this clause 7. If any payments to the Participant are due from us, any payment made to the Participant by the airline will be deducted. If the airline does not comply with these rules the Customer should complain to the Air Transport Users' Council on 020 7240 6061 [www.auc.org.uk](http://www.auc.org.uk).

## 16. EQUAL OPPORTUNITY/DISABILITY STATEMENT

It is the policy of The STC to ensure equal opportunity to Participants without regard to race, gender, sexual orientation, colour, ancestry, religion, national origin, disability or parental status.

## 17. COMPLAINTS AND DISPUTES

**17.1** If there is a problem or complaint during the Trip, the Participant must report it to the Leader Team or a Director of The STC immediately in order to enable prompt and effective efforts to resolve the problem. In the unlikely event that the problem cannot be resolved at this time, and the Participant wishes to raise a complaint, The STC must receive full written details of the complaint within 28 days of the date that the Trip returns to the U.K. The full Participants name, destination of the Trip, daytime and evening telephone numbers should be included. Failure to take these steps may prejudice The STC ability to resolve any problem and/or investigate it fully and any right to compensation may be lost or reduced.

**17.2** Where there is any dispute between the Participant and a member of the Leader Team, the dispute will be determined by The STC, whose decision will be final (usually after consultation with the School and/or Participant).

## 18. DATA PROTECTION

**18.1** The STC takes full responsibility for ensuring that proper security measures are in place to protect the Participant's information. When the Participant makes a booking, he/she consents (and, where he/she is making the booking on behalf of the

Participant who is under 18 years of age, confirms that the Participant gives his/her consent) to all the information he/she provides being passed on to The STC suppliers, wherever they are based. The Participant consents to The STC processing data relating to them for administrative, legal and management purposes and in particular the processing of any 'personal data' (as defined in the Data Protection Act 1998) relating to the Participant including, without limitation:

**18.1.1** information regarding the Participant's physical and mental health or well-being so as to assess and monitor the Participant's ability to participate on the Trip, and

**18.1.2** information about the Participant's dietary requirements and swimming ability

**18.2** The STC reserves the right to make the above information available to third parties that provide services to The STC, regulatory authorities and governmental or quasi-governmental bodies (whether inside or outside the European Economic Area).

## 19. PROMOTIONAL MATERIALS

By agreeing to these terms and conditions, the Participant consents (unless otherwise stated on the Student Application Form) to The STC's staff taking photographs and or video footage of the Participant during the programme and that these images, or any images supplied to The STC by members of the Group may be used by The STC for, including but not limited to, publicity (including brochures, websites, marketing material and in the media) and training purposes.

## 20. SEVERABILITY

If any of these terms and conditions is found by any Court or other competent authority to be wholly or partly unfair or unenforceable the validity of the rest of these terms and conditions and the rest of the term or condition in question shall not be affected and shall remain valid and enforceable to the extent permitted by law.

## 21. THIRD PARTY RIGHTS

A person who is not a party to the Contract or these terms and conditions has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract or these terms and conditions but this does not affect any right or remedy of a third party which exists or is available apart from this Act.

## 22. ENTIRE AGREEMENT

These terms and conditions together with the Trip Information Documents form the entire agreement between The STC and the Participant and supersede all prior representations, communications, negotiations and understandings, whether verbal, written or otherwise.

