

IMPORTANT INFORMATION

Each tour is designed to meet your exact requirements following our conversations and meetings with you. Your attention is drawn to the important information and terms and conditions below which will govern our agreement with you and which is accepted by both parties on our receipt of your deposit.

1. WHAT IS INCLUDED IN THE PRICE

- Project management support
- Activities, accommodation and meals as described in our booking proposal
- Group transfers from arrival airport to accommodation and back to airport and between all programme activities
- Entrance charges e.g. National Park entry fees.
- Free concessionary places

2. WHAT IS NOT INCLUDED IN THE PRICE

- All costs and charges incurred up to the point of arrival in country e.g. flight tickets and passport fees
- Any meals taken outside the published programme arrangements
- Group travel insurance

3. PAYMENT PROTECTION

The tours featured on our web site and any of our literature are operated by UK Educational Travel Limited. In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with UK Educational Travel Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form in the event of the insolvency of UK Educational Travel Ltd. This insurance has been arranged by [The Travel Vault in conjunction with Towergate Travel through Zurich Insurance PLC.](#)

Claims

In the unlikely event of Insolvency, you must inform Towergate Chapman Stevens immediately on +44 (0) 1932 334140 or by email at tcs@towergate.co.uk. Please ensure you retain the booking confirmation form as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond.

4. GROUP SIZE

Any publicised prices and free concessionary places will be based on minimum group sizes of full price paying members.

5. ACCOMMODATION AND MEALS

Accommodation details will be given in the booking proposal although this could be subject to change to accommodation of a similar standard. As far as possible we will give details of bed dispersal in rooms (or tent layout if you have asked for camping arrangements) so that advance allocation can be made. Accompanying adults will normally be allocated single or twin rooms, the latter being more likely. Occasionally bunk beds or alpine style dormitory accommodation is offered (for example if your itinerary includes a mountain trek or stay in a hostel). Towels and soap are provided except with camping and hostel arrangements.

Unless otherwise stated our programmes offer full board usually including packed lunches.

6. INSURANCE

Prior to travel you must have in place group travel insurance provided by the school covering all participants for the activities contained in the programme and these risks:

- Loss of Deposit, Cancellation and Curtailment
- Missed flights both outbound and inbound
- Loss of Personal Possessions
- Loss of Money
- Emergency Medical Expenses (including pre-existing and mental health)
- Personal Liability
- Organiser's Liability
- Personal Accident
- Legal expenses

7. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

All British citizens require a passport to travel abroad but do not require an entry visa for Croatia. If you or any other member of the group is not a British or EU citizen or holds a non British / EU passport you must check passport and visa requirements with the Croatian embassy in London 020 7 387 1144. Pupils who are not British/EU nationals will normally need a visa to travel unless a visa exemption has been secured for them.

Photocopies of all essential travel documents including passports should be kept by the group organiser in the event of loss

We recommend that the attention of all participants and their parents or guardians should be drawn to the Department of Health leaflet T7.1 (Health Advice for Travellers). Whilst no additional inoculations are required for travel to Croatia other than the routine vaccinations recommended for the UK, participants are strongly advised to consult their own medical practitioner who will be best placed to advise on their individual health requirements whilst abroad if they have concerns.

A reciprocal arrangement exists between the UK and Croatia for free emergency treatment of their visiting citizens on presentation of the patient's passport and a European Health Insurance Card (EHIC).

8. INSPECTION VISIT

Following a booking, we offer a free visit for a member of school staff, usually the nominated school leader to enable inspection of programme arrangements and own risk assessments in advance of their school trip. The client is required to make the necessary flight arrangements the cost of which will be refunded against the invoiced balance payment. We will cover all in country visit costs including travel, food and accommodation. Please contact us for further information and availability.

9. CONCESSIONS

Based on minimum group numbers we provide at least one free accompanying adult supervisor place. Further concessions are subject to discussion with your client account manager.

10. RESPONSIBILITIES OF PARTY LEADER

The school Party Leader is primarily responsible for all 'in loco parentis' supervision in line with our operational and safety procedures which have been made available to you and our terms and conditions. In addition the Party Leader has administrative responsibilities relating to the completion of passport and travel ticketing formalities and the keeping and production of key documentation e.g. Parental and medical consent forms as necessary.

BOOKING TERMS & CONDITIONS

1. CONTRACT

a. School's Own Croatia (**we/our/us**) is the trading name of UK Educational Travel Ltd, registered office: 71.75 Shelton Street, London WC2H 9JQ .

b . A contract between the client school party (**you/your**) and us exists once we have accepted your booking through the issue of a booking confirmation invoice and we have received your deposit. Any notice or variation of these terms relating to the booking contract between you and us will be considered effective only when it is received in writing or in email form and then acknowledged in an email or in writing.

c. The named person submitting the booking form accepts the following conditions on behalf of all party members and will be our primary point of contact for all communication and correspondence and is responsible for passing on to all party members and other involved parties (i.e. parents, school management staff) all necessary information relating to the tour.

2. BOOKING AND PAYMENTS

a. The booking offer and prices advertised by us relate only to the supply of programme services (**the programme**) in the destination country and excludes flights. Your programme booking is made once the deposit totalling 20% of the total invoice has been received by us. The deposit is not refundable in the event of any subsequent cancellation by you for reasons not provided for in the terms below.

b. We require full settlement of the final balance payment no later than 10 weeks prior to your departure. If the final balance is not received by the due date this will be a breach of contract entitling us to treat the booking as cancelled by you. In these circumstances the contract between you and us will remain in force until you receive written advice from us that we are treating the contract as having been cancelled by you. Any payment still due at this time will be subject to the cancellation terms described at Paragraph 6 below.

3. PRICES

Surcharges will only be imposed on your tour due to sudden changes in transportation costs, fuel duties, taxes and exchange rates or for any unforeseen circumstance which is beyond our control. We will not impose any surcharge within 30 days of your departure. We will also absorb up to 5% increase in the cost of your tour. If the total of any increase exceeds 20% of the total cost you will have the option to cancel your tour and receive a full refund.

The price of your tour and any qualifying discounts or free places will be based on a minimum number of full price paying participants. See paragraph 6.c. below in the event of any cancellation affecting your minimum number.

4. FLIGHT BOOKINGS BY US

a. We can on request facilitate flight bookings on your behalf for an administration fee. Flights booked by us on your behalf and payment schedules are negotiated separately from the programme booking terms at 2.a above and may require immediate payment in full. Such flight bookings known as Linked Travel Arrangements do not constitute part of the tour package and are therefore not ATOL protected and will be invoiced as a separate transaction. You will receive your flight ticketing authority within 24 hours of us confirming our receipt of your flights payment.

b. Once you have accepted your flight tickets booked by us we can accept no responsibility for any failure in booking arrangements with the airline or your own group arrangements. You will be responsible for managing all subsequent ticketing requirements i.e. changes to individual passenger details and paying any related fees.

5. FLIGHT BOOKINGS GENERAL AND CONNECTING TRAVEL

a. However flights are booked and paid for either directly by you or by us acting on your behalf it is your responsibility to accept the flight booking terms from the contracting airline on behalf of your party and also:

(1) to check the passenger and flight details are correct on receipt of your ticket/tickets including any baggage allowances and/or restrictions and to publicise the necessary flight details to your party and to make any changes

(2) to make the necessary UK travel arrangements to connect with your flights.

(3) to confirm your UK out and in bound flight arrangements prior to departure and to complete any necessary advance boarding arrangements.

b. In the event of a delay to your arrival we will do our best to reschedule your connecting transport in Croatia at no additional cost to you. We will also do our best to reschedule your programme with our suppliers to minimise any content loss.

6. INSURANCE

a. Adequate travel insurance provided by the school covering everyone in your party throughout your stay is vital for the protection of all members of your group and is a condition of us accepting your booking. (Paragraph 6 Important Information above refers). You must notify us of the policy details before travel.

7. BOOKING CANCELLATIONS BY YOU OR A MEMBER OF YOUR PARTY

a. A cancellation by party member(s) should be notified to us by email and your notice will become effective from the date it is acknowledged by us in an email. You will have to pay the following cancellation charge based on the total tour price payable by the person/s cancelling and amendment charges which are not refundable

Up to 42 days before your tour: 20%

41 - 15 days before your tour: 50%

14 days or less before your tour: 100%

b. In the event of cancellation by a paying member the place and any payments made may be transferred at no charge to a substitute party member if introduced by you in advance of 42 days before departure. If introduced within 42 days of departure a £20 amendment fee will be charged.

c. If any cancellation/s brings the number of paying participants below the minimum number required to qualify for a particular price, then the price will be adjusted accordingly.

d. Refunds will not be given by us for any part of our services booked and not used.

e. These conditions relate only to the payments made in respect of the programme services. Flight bookings remain the responsibility of the client; different cancellation, amendment and passenger substitution terms will apply in line with the airline's own terms and conditions.

8. ALTERATIONS AND AMENDMENTS BY YOU

a. Should you wish to make any changes to your confirmed booking and/or itinerary you must notify us as soon as possible. Providing we receive these no later than 6 weeks prior to departure we will make every effort to do so at no cost to you unless charges are imposed by our suppliers. These will be passed on to you. Any changes requested and made within 6 weeks of departure will incur an administration charge of £20 per amendment plus any additional charges imposed by our suppliers. If we are unable

to make the requested change in your booking and you are unwilling to proceed with your original booking we will treat this as a cancellation by you.

b. Additions to your party can usually be approved by us at any time up to 6 weeks prior to departure. For additions made within 6 weeks of departure there will be an administration charge of £20 for each amendment.

9. SPECIAL REQUIREMENTS

a. We and our supplier partners will always do our best to meet any reasonable requests but cannot promise to comply with such requests. Where we cannot meet your requirements we will let you know and where we can we will confirm it in writing.

b. If any member of your proposed party has any medical condition, disability or dietary requirement which may affect the programme arrangements and that member's safety or comfort you must notify us in advance of your booking or as soon as possible so we can advise on the suitability of the programme arrangements. We reserve the right to decline/cancel a reservation or amend an activity if we feel unable to safely or properly accommodate a person's particular need.

10. IF WE CHANGE OR CANCEL YOUR TOUR

a. The information and arrangements on our website and in subsequent proposals are given to you and made in good faith. Occasionally we or our suppliers may have to make changes to our published information and to your arrangements either before or after your booking has been confirmed and we and our suppliers reserve the right to do this at any time. Most changes will be minor and all will be notified to you at the earliest possible date.

b. In the unlikely event of a change to the programme deemed by us to be a significant change or cancellation we will offer a suitable alternative if available. If we are not able, in our opinion, to offer an alternative that is sufficiently comparable you will be refunded 100% of the programme monies paid.

b. Compensation will be paid as below, per full price paying party member affected, if we have to make a significant change to the programme within 42 days of its commencement:

More than 42 days: Nil

15 - 41 days: £10

14 days or less: £15

c. The above options and compensation do not apply to scheduled cultural or school exchange activities which are usually not part of any commercial contract and which may be significantly changed or cancelled at short notice by the participating schools or communities.

d. Very rarely we may be forced by 'force majeure' to change or terminate your tour after departure.

11. FORCE MAJEURE

In these Booking Conditions '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 avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural disaster, epidemic, adverse weather conditions, fire and all other similar conditions outside our control.

Except where otherwise stated in these Booking Conditions we cannot accept liability or pay any compensation or meet any resulting costs when the performance or prompt performance of our contractual obligations is prevented by, or you otherwise suffer any damage, loss or expense of any nature whatsoever as a result of, 'force majeure'.

12. LIABILITY

a. Subject to these booking conditions we undertake to provide your tour arrangements using reasonable skill and care. We will accept responsibility for any injury, illness, death loss, damage, expense or other claim of any description only where this arises from the negligent acts or omissions of any employee, servant, agent or supplier working on behalf of us whilst acting in the course of their employment or carrying out work we have asked them to do.

b. We and our suppliers will not be responsible or pay you compensation for any injury, illness, death loss, damage, expense or other claim of any description which results from:

(1) Negligent act(s) and/or the omissions of the person(s) affected

(2) The act(s) and/or the omissions of a third party not connected with the provision of the services contracted for and which were unforeseeable or unavoidable; or

(3) Force Majeure as defined in paragraph 10 above namely unusual or unforeseeable circumstances outside our control the consequences of which could not have been

avoided if all due care had been exercised; or

(4) An event which either ourselves or our employees, servants, agents or suppliers could not, even with all due care, have foreseen or forestalled.

c. The services and facilities included in the package will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when they are compared to the local standards in practice. The fact that services or facilities fail to comply with local or UK guidance or advice shall not of itself mean that the services or facilities in question have not been provided with reasonable care.

d. The amount of compensation School's Own Croatia may have to pay if we are found to be liable for any loss and/or damage to any luggage or personal possessions and money is limited to the excess amount payable under your group travel insurance policy.

e. The maximum payment School's Own Croatia may have to make in respect of claims not involving injury, illness or death and not falling under (d) above will be twice the total price paid by or on behalf of the person(s) affected. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from the booking.

f. It is a condition of acceptance of any liability by us that you notify us of any claim strictly in accordance with the complaints procedure set out in these conditions

g. Where any compensation payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to us or our insurers any rights they may have to pursue any third party and must provide us and our insurers all assistance we may reasonably require.

h. We will not accept responsibility for any services or facilities which do not form part of our agreement or where they are not advertised on our website. For example, any activity arranged by you which does not feature in our agreed and published programme.

13. CONDITIONS OF SUPPLIERS AND SAFETY STANDARDS

Most of the services which make up the programme are provided by independent suppliers who provide these services in accordance with their own terms and conditions. Note their performance requirements and regulatory standards are

those of Croatia. They are not those of the UK and may sometimes be lower.

13. PRIVACY POLICY

a. Our Privacy Policy sets out what information we collect, how we collect it, and what we do with it including who we share it with and your rights in respect of it. Our Privacy Policy is available on our website and through other channels. In all your dealings with us you must ensure that others you represent are aware of the content of our Privacy Policy and consent to your acting on their behalf.

b. Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to provide you with our services, cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent.

c. If you do not agree to our use of information as set out in our Privacy Policy we cannot engage/do business with you or accept your booking.

d. We have taken reasonable steps and have in place appropriate security measures to protect your information from unauthorised access and/or misuse.

14. COMPLAINTS PROCEDURE

If you have a complaint or there is a problem with arrangements whilst you are on the programme the school party leader is immediately to inform the supplier of the service(s) in question and our programme leader. If the supplier or our programme manager is unable to resolve the situation

to your satisfaction or you wish to raise the matter directly with us you are to contact our Schools Own Croatia duty manager (contact details will be given to you before departure) at the earliest opportunity. If we are unable to find a satisfactory solution at the time and the situation gives rise to a complaint you are required to notify us in writing within 28 days of the date on which the programme ended whereupon we will investigate the complaint

15. BEHAVIOUR AND SUPERVISION

a. As a condition of your booking you accept full responsibility for any damage or loss caused by any member/s of your party. Full payment for any such damage or loss must be paid at the time directly to the owner or manager of the accommodation, vehicle or equipment. If you fail to do this you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your party member's actions.

b. School party leaders agree to act 'in loco parentis' at all times and will adequately supervise all members of the party. It is the party leader's responsibility to ensure that:

(1) No party member under the age of 18 consumes alcohol and no accompanying adult does so to excess

(2) No party member smokes on coaches, in any sleeping accommodation, in any smoke-free places or in any way which may cause a fire hazard

(3) All party members wear seat belts if fitted for all journeys by coach or minibus.

(4) All party members behave in a considerate manner towards other people.

(5) No party member breaks a UK or Croatian law

c. If in our reasonable opinion or in the reasonable opinion of any other person in authority (for example accommodation manager, coach driver or senior member of our staff) any member of your party behaves in a manner which is likely to cause danger, upset or distress to any third party or damage to property or deliberately contravenes rules or procedures set out to ensure the safe enjoyment of the programme by themselves and others, we reserve the right within our reasonable discretion to terminate the programme of the person/s concerned. In this situation the person(s) concerned will be required to leave the accommodation or other service and we will have no further responsibility toward such person(s) including any return travel or interim accommodation arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

d. If a party member's programme arrangements are terminated because of inappropriate or dangerous behaviour it will be the responsibility of the school to make interim safeguarding arrangements and the safe return of that individual to his or her normal place of domicile.

16. PUBLICITY AND PHOTOGRAPHS

By booking with School's Own Croatia you consent on behalf of your group, unless you otherwise instruct, for photographs to be taken of participants during your tour and for any photographs to be used in our publicity material.