

Frequently Asked Questions

Here you can find answers to the most commonly asked questions. If you have a question that hasn't been answered, please contact us and we will be happy to help.

Who makes all the arrangements for our trip?

The experienced team at First Education and School Travel manage all aspects of the booking and arrange all the different package elements with our partners. We can also arrange a mutually convenient time for group leaders to carry out a preliminary visit to the venue ahead of the trip for you to meet the on-site team and to discuss requirements.

Safeguarding, what are the arrangements?

We work with over 100 venues across the UK, all of which are designed to specifically cater for school and youth groups. As such, Safeguarding and Child Protection Safeguarding of children and vulnerable adults is paramount. Each venue has a rigorous approach to safeguarding. All staff on-site will have been DBS checked to ensure that they are suitable to work with young people and vulnerable adults.

All our partners employees receive an appropriate level of Health and Safety induction training with particular reference to Safeguarding, Child protection and Incident Management. All venues have identified the roles which fall within the definition of 'regulated activity' and to this end recruits and trains staff for such roles.

How many school staff need to attend?

You must bring at least one leader/responsible person for every 12 young people participating in activities. Your local authority may have even tighter ratios so please check with them too.

Bedrooms and security?

All venues are very different, but each comprises of single sex bedrooms of various sizes, and all are exclusively provided for your children. Teachers will always be allocated rooms close by. Every bedroom is lockable with either keys or swipe cards for security. Group leaders will be given the appropriate keys to allow access to all rooms allocated to the group in case of a need to access one of your allocated bedrooms. School groups will not share their allocated accommodation with any strangers and pupils will never share bedrooms with adults.

Fire Risk Assessments and Fire Prevention

Fire Risk Assessments are completed by each partners qualified Health and Safety Team. All assessments are reviewed annually. The Fire Safety standard operating procedures provides the required information regarding the management of Fire Safety within the organisation.

First Education & School Travel

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Registered Office: First Travel Solutions Limited, Petre Court, Petre Road, Clayton Business Park, Clayton Le Moors, Accrington BB5 5HY

What about medical and dietary information?

We provide the group leader with a dietary and medical form to complete before the visit takes place to ensure the on-site staff have all the relevant information required to make your visit trouble free.

What do we need to bring?

In most cases, you do not need to bring anything as all bedding is provided except for packages delivered in our Essex Outdoors & PGL venues, for these venues the whole group will need to take a pillowcase, bottom sheet, and duvet cover. Don't forget, you will need to take suitable clothing, toiletries, towels and any prescribed medication – we provide a detailed kit list in advance.

What's the food like?

All our packages include a full board meals service for groups covering breakfast, packed lunch, and evening meal.

Breakfast is either a traditional hot breakfast or continental style served by members of the on-site team, with guests choosing from a range of cooked food (sausage, bacon, hash brown, tomato, beans, scrambled eggs and vegetarian sausage), continental pastries, cereal, yogurt, fruit juice, along with tea and coffee.

Packed lunches consist of a pre-ordered sandwich, a piece of fruit, a biscuit bar and a bag of crisps. To reduce plastic waste, we recommend that all guests bring a multi-use water bottle to fill from the hostel water refilling station.

Evening meals are of a high standard and will vary on different days, there will always offer a vegetarian option available and catering teams can cater for most allergies and other dietary requirements with advanced notice.

Group leaders are sent meal choice forms ahead of the visit to allow participants to make their own choices. We simply ask for the choices to be returned to us with plenty of notice along with details of any special dietary requirements

How do we make payment?

We provide a straightforward, flexible, 3 stage invoicing and payment process, 10% deposit on confirmation, 25% deposit six months ahead of the visit and the final balance payment 10 weeks prior. We do our utmost to make this stage of the planning as hassle free as possible.

Are my group insured on-site and on their journey?

First Education and School Travel and all our partners are covered by relevant Public Liability insurance, any additional cover should be arranged by each individual group. **We suggest that all groups purchase their own cancellation insurance.**

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