

BOOKING TERMS & CONDITIONS 2026/2027

These terms and conditions will apply for any new booking confirmed from 1st July 2026 onwards.

These terms and conditions supersede any previously published versions.

A provisional booking shall be made by the school/group leader via the bookings team at First Travel Solutions Ltd, trading as First Education & School Travel. This provisional booking will then be held for 10 days without penalty. At which time, the school/group leader will have the option of confirming, cancelling, or asking for an extension on the provisional booking period, if an extension is possible. It is accepted that if confirmation or otherwise is not made in writing by the school/group leader by this point then the provisional hold will be released without notice.

Once a booking is confirmed in writing by a school representative/group leader, the group will then be bound by the cancellation terms which are set out below – **IMPORTANT: Confirmation is accepted either by email or in writing advising us that you wish to confirm. Once confirmation has been received, it is accepted that a binding contract exists between parties in accordance with these terms and conditions.**

Standard Cancellation Terms *(excludes bookings that include City tours or PGL Travel services)*

If a **CONFIRMED** booking is cancelled by the school/group leader, the following charges will apply.

Days prior to commencement	Charge
180 days or more	Holding deposit value charged
180 – 90 days	All deposits value charged
Less than 90 days	100% of total booking value charged

Standard activity residential bookings

You may reduce your number of participants by **up to 10% of your original numbers** with no cancellation charges up until **90 days** before the trip commences. Any changes to numbers or cancellations must be confirmed in writing or will not be valid. Any variation to original booked numbers **greater than 10%** will be treated as a cancellation and charged as per above on a per participant basis. To ensure that a “variation to booking” penalty is avoided, group leaders should try to reserve a realistic number of places at the time of booking. **No refunds will be allowable for reduced group numbers after the 90 day from commencement date.**

Cancellation Terms on City Tour bookings

If a **CONFIRMED** booking is cancelled by the school/group leader, the following charges will apply.

Days prior to commencement	Charge
180 days or more	Holding deposit value charged plus any non-refundable purchases that require advanced purchase to secure services – e.g. theatre tickets.
Less than 180 days	100% of total booking value charged

City Tour residential bookings

When booking a City Tour you may reduce your number of participants by **up to 10% of your original numbers** with no cancellation charges up until **6 months** before the trip commences. Any changes to numbers or cancellations must be confirmed in writing or will not be valid. Any variation to original booked numbers **greater than 10%** will be treated as a cancellation and charged as per above on a per participant basis. We will require your **full and final** group numbers **no later than six months** prior to trip departure, or on confirmation if your booking is within 6 months from the date of travel. **No refunds will be allowable for reduced group numbers after the 180 day from commencement date or for any services we have procured on your behalf that require advance booking to secure. Please be sure of your group numbers as far as possible before confirming your booking.**

Cancellation Terms on bookings including PGL Travel services

If a **CONFIRMED** booking is cancelled by the school/group leader, the following charges will apply.

Days prior to commencement	Charge
From confirmation	Holding deposit value charged
From 8 weeks after confirmation	All deposits value charged
Less than 100 days	100% of total booking value charged

Bookings including PGL Travel services

You may reduce your number of participants by **up to 20% of your original numbers** with no cancellation charges up until **8 weeks** after your booking confirmation. Any changes to numbers or cancellations must be confirmed in writing or will not be valid. Any variation to original booked numbers **greater than 20%** will be treated as a cancellation and charged as per above on a per participant basis. To ensure that a "variation to booking" penalty is avoided, group leaders should try to reserve a realistic number of places at the time of booking. **No refunds will be allowable for reduced group numbers after the 100 day from commencement date.**

Payment Schedule

Non-Refundable Holding Deposit – The holding deposit (10% of the total cost) becomes due on confirmation of your booking. A booking is accepted as **fully confirmed** on receipt of an email instruction or in writing by a representative of the school/group. Once this confirmation has been received then it is accepted that a binding contract exists between the two parties and in accordance with these terms and conditions.

Non-Refundable Second Deposit – The secondary deposit (25% of the total cost) is due **NO LATER THAN** 180 days prior to arrival (or on confirmation of your booking if commencement date is less than 6 months in advance).

Balance Payment – We should receive the final balance payment **NO LATER THAN** 56 days prior to arrival.

Insurance

Insurance First Education & School Travel strongly advises its clients that they should make necessary arrangements to insure themselves against losses in the event of cancellation. First Education & School Travel DO NOT offer or promote for sale any insurance policies either internally or with third parties; and as such each school/group should take out their own insurance to cover against cancellation or variation in numbers between the time of confirming the booking and the visit taking place.



Financial Security Statement

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, you will benefit from all rights applying to packages; First Travel Solutions Ltd will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, First Travel Solutions Ltd have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that they become insolvent. First Travel Solutions Ltd are members of the Bonded Coach Holiday Group, overseen by The Association of Bonded Travel Organisers Trust Limited. This is a government approved consumer protection scheme. This ensures that in relation to the coach package holidays described in this brochure (or website) that a Bond, which may be called upon in the unlikely event of the members' Insolvency, protects the clients' monies. Clients are recommended to inspect the current membership certificate at our registered office or alternatively go to <https://www.abtot.com/bch-abtot-members-directory/> or telephone 0207 7065 5316 to confirm current membership.

Your attention is also drawn to the Bonded Coach Holiday Group Trading Charter that will apply to these coach package holidays.

Details of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at [The Package Travel and Linked Travel Arrangements Regulations 2018 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukreg/2018/1000)