



BOOKING TERMS & CONDITIONS 2023/2024

Terms & Conditions for all school/group bookings with First Education & School Travel

These terms and conditions will apply for any new booking confirmed from 1st January 2022 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 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 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 the parties in accordance with these terms and conditions.**

Cancellation Terms

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

Cancelled more than 180 days prior to commencement	Holding deposit value charged
Cancelled 180 – 90 days prior to commencement	All deposits value charged
Cancelled 90 – 70 days prior to commencement	75% of total booking value charged
Cancelled less than 70 days prior to commencement	100% of total booking value charged

Variation to 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.

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 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

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.