



## **School trips – Terms and Conditions**

The following terms and conditions are set in order for Farmor's School to provide a broad programme of exciting and educational non-curriculum trips to our students and to keep costs to a minimum.

These are general terms and conditions and do not override specific terms and conditions which are set out in relation to a particular trip.

### **Payments**

Once a student is offered a place on a trip, any deposit paid is non-refundable. For each trip, parents/carers are provided with a ParentPay payment schedule that is set to:

- a) spread the cost of payments to support parents (for high cost trips);
- b) provide sufficient notice of when payments are required; and
- c) ensure school has collected enough payments in advance of paying provider invoices.

We request that parents/carers adhere to these payment schedules so the trip can go ahead. If payments are falling significantly behind the schedule, school reserves the right to withdraw the student from the trip unless exceptional circumstances have been communicated to us. In this instance, any non-recoverable costs will be non-refundable.

Please discuss in confidence with the Trip Leader or Head of Year if you are having difficulty making payments on time.

### **Withdrawals and exclusions**

Should a student withdraw or be excluded from a trip, it will not be possible to offer a refund unless another student takes up the place or the cost is covered by a successful insurance claim. Any non-recoverable costs resulting from the withdrawal or exclusion will be deducted from any refund available or if sufficient payments have not been received then the school will request an additional payment from the parent/carer. The school reserves the right to exclude a student from a trip on the grounds of poor conduct or that their behaviour presents an unacceptable risk. The final decision on exclusion is made by the Educational Visits Coordinator.

For overseas and residential trips, subsequent payments to the initial deposit will attract cancellation charges, usually on a sliding scale of days before departure. These charges will be laid down by the tour company with whom we are purchasing the trip from and can be made available upon request.

### **Refunds for underspends**

The school budgets to break even on trips. Should an unexpected underspend occur, refunds over £5 per student will be administered to parents/carers. If the amount is under £5 per student, and to avoid the administrative cost of individual refunds, the money will be treated as a donation to the Farmor's School Fund. This fund is used for the benefit of all students to enhance curriculum and extra curriculum activities across the school.

### **Insurance claims**

The school has a travel insurance policy that covers all students. Parents/carers wishing to submit a claim should contact the Finance office who will send you a claim form. All claims require evidence, such as a medical professional's letter. A copy of the insurance policy can be requested from the Finance office.

### **Financial support**

If a student is in receipt of financial support for a trip (e.g. Trustee Funding or 16-19 Bursary funding) and subsequently withdraws for medical reasons, then parents/carers are required to comply with the school's insurance claim process to recover the financial support contributions, and provide a medical professional's letter. Otherwise, the parent/carer will be required to reimburse the school.

### **Cancellation**

If a trip is cancelled due to circumstances outside of the school's control, the school will endeavour to secure repayments from the travel company or through an insurance claim. However, there may be circumstances where this is not possible, and parents/carers should be aware of this when committing to a trip. The school is not liable to refund amounts which are non-recoverable where the reason for cancellation is beyond the school's control. For circumstances within the school's control we will refund all costs, less the nominal processing charges.

All our overseas trips are with travel companies who are ABTA members.

By signing up to a trip you are agreeing to the terms outlined above.