



## School residential trips

### Booking terms and conditions

The following terms and conditions are set in order for Walkwood Church of England Middle School to provide a broad programme of exciting and educational non-curriculum trips to our pupils and to keep costs to a minimum.

#### Payments

Once a pupil is offered a place on a trip with an 'Offer of a Place' letter, any deposit paid is non-refundable. All payments should be made using ParentPay – please contact the Finance Office if you are unable to use ParentPay.

For each trip, parents/carers are provided with a payment schedule that is set to:

- a) provide sufficient notice of when payments are required; and
- b) ensure school has collected enough payments in advance of paying travel company 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 pupil from the trip unless exceptional circumstances have been communicated to us. Please discuss in confidence with the Trip Leader or our Finance Office if you are having difficulty meeting the schedule.

#### Oversubscription

There are specific criteria that apply if there are more applicants than there are spaces. These are listed in the Educational Visits policy which is available on the website or from the Finance Office. The places for pupils will be selected using a random number generator.

#### Withdrawals and prohibitions

Should a pupil withdraw or be prohibited from a trip, it may not be possible to offer a refund unless the cost is covered by a successful insurance claim. Any non-recoverable costs resulting from the withdrawal or prohibition 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 if the school has already paid these monies.

#### Insurance claims

The school has a travel insurance policy that covers all pupils. Parents/carers wishing to submit a claim should contact the Finance Office who will discuss this with you and ask you to submit the details in writing. All claims require evidence, such as a medical professional's letter or receipts. A copy of the insurance policy can be requested from the Finance office and is available on the school's website.

#### Refunds

Weather can affect the provision of certain activities or conditions that are pertinent to our suppliers which are beyond the school's control. Refunds will not be given in these circumstances, nor in cases where the pupil goes home during the time of the trip, or for matters where the pupil elects not to participate.

#### Financial support

If a pupil is in receipt of financial support for a trip and subsequently withdraws for medical reasons, and the school suffers financial loss as a result, evidence of the medical condition is required (such as a medical professional's letter) so that the school can make a claim to its insurers.

#### 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 the school's insurers. 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.**