



# ACADÉMIE AQUITAINE

## TERMS AND CONDITIONS

### **Enrolment and payment**

On receipt of the deposit and enrolment form you will be sent a letter of confirmation and a medical and consent form and details for the final payment for the course. You will also be given details of a briefing meeting to be held no less than 4 weeks before departure.

Payment is by cheque made payable to 'Académie Aquitaine'.

### **Cancellations**

Any cancellation before the payment of the balance will only result in loss of the deposit. Any cancellation after this will mean that 80% of the course fees are payable up to 14 days before departure. Cancellation after this will be subject to 100% payment.

### **Programme and Itineraries**

The programme outline details what is included in the trip and students will be given a more detailed itinerary on arrival. It may on occasion be necessary to make small changes eg due to weather conditions but this will be avoided wherever possible.

### **Special requests**

If you have a special request this must be confirmed in writing and although every effort will be made to comply with the request we cannot guarantee that the request will be met.

### **Travel documents and pocket money**

Students are responsible for their own travel documents and individual valid passports.

Students need to have their own European Health Insurance Card.

Students are responsible for their own pocket money.

### **Student Welfare**

All students will be issued with a Travel Safe booklet which they are advised to read before the trip and to complete the Personal Safety Card. Should any student be in breach of the rules of conduct of the household parents may be financially responsible for repatriation.

It is parent's responsibility to ask questions that will seek to ensure their child's safety and welfare.

### **Complaints**

If there is any problem with the trip this will be put right as soon as possible and must be brought to the attention of the accompanying staff. Any further complaints must be put in writing within 28 days of the end of the course.

### **Pricing**

Changes in costs and exchange rates may mean that the trip is subject to a price increase of up to 10%. If this situation arises you will be notified in writing more than 30 days before the trip departs.

### **Insurance**

Travel insurance is included on a single trip travel insurance policy. A copy of the policy document will be sent to you.

Please note that the insurance company must be informed of any pre-existing medical conditions and that personal effects are not covered under the policy.

### **Data Protection**

Académie Aquitaine complies with the eight data protection principles of the Data Protection Act 1998.