

HELPFUL INFORMATION

ONCE YOU HAVE MADE YOUR PROVISIONAL BOOKING



WORLD-WIDE WORLD-CLASS

PLANNING YOUR TRIP

1. **Party Leader** It is our Company Policy to discuss the trip exclusively with the nominated Party Leader, or with the Deputy Party Leader as necessary. This reduces the potential for any misunderstanding or confusion arising from too many people being involved in organising the trip. We also request that you do not give our contact information to parents as we will not be able to provide them with any information.
2. **Contact** Please advise us immediately if either the Party Leader or the Deputy Party Leader changes between the time of your initial enquiry and the actual trip. For obvious practical and legal reasons it is important that we have accurate, up-to-date information on the names, addresses, e-mail addresses and telephone numbers (both home and mobile) of all Party Leaders and their deputies.
3. **Invoices** The invoice which you will receive following payment is also a confirmation of booking. Please ensure that you adhere to the payment dates given in order to avoid any surcharges which may apply in the event of late payment. If for any reason you think your payment may be late, please let us know immediately so that we can, where possible, agree a revised payment date with you.
4. **Insurance** It is the responsibility of the Party Leader to ensure that valid insurance is in place for the tour, which includes suitable medical cover. This may be included in your package and will be shown on your Confirmation of Provisional Booking. We also recommend that that party members carry a valid [GHIC](#) (Global Health Insurance Card) which entitles the bearer to access certain state-provided medical assistance while abroad; this is not always essential and you should check with your insurance provider whether they require you to obtain one before travel or not. Further health-related travel advice can be found from the [National Travel Health Network and Centre's Travel Health Pro website](#).

PASSPORT AND VISA REQUIREMENTS

5. **Passports** A passport will be required for all members of the party travelling abroad. This will ideally be an individual passport for each party member. Passports must now have at least three months' validity remaining for entry into the European Union and be less than 10 years old. Please note that British Citizens are not currently entitled to use the EU Passport holder desks at Ports and Airports, and you may be asked additional questions about your visit on arrival in your destination country; for this purpose we recommend you keep your itinerary on you when crossing the border, as it will demonstrate the purpose of your visit and provide necessary details.



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6. **Collective Passports** For British pupils, a collective passport is available for [certain destinations](#) from Her Majesty's Passport Office (HMPO). More information on collective passports, including the application process, can be found [here](#). You can also contact the HMPO by telephone on 0300 222 0000 or by e-mail durhamcollectives@hmpo.gsi.gov.uk. It is recommended that Party Leaders allow a sufficient time (at least eight weeks or longer) for the documents to be processed. Please inform us if you intend to use a collective passport as we will need to advise our suppliers.
7. **Entry Requirements for British Passport Holders** It is the responsibility of each passenger to ensure that entry requirements are met. For more information country-by-country on visa requirements, please visit the Foreign & Commonwealth Office's website [here](#). For travel to the European Union, there are currently proposals to introduce a visa waiver scheme by the end of 2026, called ETIAS. However, this has not yet been confirmed and no further action is necessary for travellers at the present time. EES (the European Electronic Entry System) will take effect from autumn 2025, but we understand that school groups will be exempted from this scheme and will communicate with affected customers once more details are known. In addition, non-European countries have additional requirements which will need to be satisfied.
8. **EU Passport Holders** EU citizens naturally do not require any further documentation for travel to Continental Europe. However, non-UK passport holders may require proof of residency to re-enter the UK. For those in possession of a visa or with Leave to Remain or Indefinite Leave to Remain, any relevant paperwork should be taken on the tour. For EU citizens with Settled Status, this is automatically linked to their passport and no further documentation is required; if, however, a passport has been updated since the initial application for settled status, then the new details should be uploaded to the UK Visa and Immigration portal. For any further enquiries relating to Settled Status, please contact the dedicated Home Office helpline on 0300 123 7379.
9. **Non-British and non-EU citizens** We understand that many of our groups will include pupils travelling on non-British passports. Entry requirements for these pupils varies destination to destination. Some countries have announced that all visa requirements will be waived for pupils taking part in British school trips; in order to qualify for this exemption, teachers should take a list of passenger names on school headed paper, signed by the headteacher, confirming that the group is a school group. The relevant exemption guidance, which you may also wish to print and take with you, can be found here for [France](#), [Belgium](#) and [Italy](#). However, for most other destinations, including Spain and Germany, a visa will be required for non-British passport holders even if they are taking part in a British school trip.



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Re-entry to the UK will then depend on their residency status, which they may be required to prove at the border. For those in possession of a visa or with Leave to Remain or Indefinite Leave to Remain, any relevant paperwork should be taken on the tour; this may also be linked electronically to their passport, but if a new passport has been issued since the initial application for residency, then the new details should be uploaded to the UK Visa and Immigration portal.

WHAT YOU NEED TO DO NEXT

10. **Advertise and Collect Deposits** We are currently holding your Provisional Booking, but in order for us to secure the arrangements for your party we will require your confirmation and payment of your initial deposit as soon as possible. Please do keep in touch with us, so that we can keep our suppliers informed about the status of your booking, and hold any relevant accommodation as necessary. Please note we are unable to confirm any arrangements until we have received your initial payment and everything is subject to confirmation.
11. **Booking Form** Enclosed with your Confirmation of Provisional Booking is your Booking Form. Please return this to us at your earliest convenience as it forms a key part of our data collection process and will help us to meet your requirements throughout the booking process.
12. **Flights Passenger List** For flight bookings only, we will also require a list of names (as shown on their passports) and ages at the time of travel in order to secure your flights. Please note that a name change fee may apply for subsequent changes.
13. **Final Specialist Information Form** When you make your initial payment, you will be sent a blank Final Specialist Information Form. While we do not require this to be returned immediately, we do require it in good time before departure, and no later than one month before. This document is what allows us to request your rooming allocation, and what enables us to communicate any specialist dietary or medical requirements to our suppliers, and the sooner we receive this form (finalised), the greater the likelihood that our suppliers will be able to meet your requirements.
14. **Passenger List** Also enclosed with your payment confirmation will be a blank passenger list which captures names, dates of birth and passport information. This must be returned to us no later than two weeks for coach bookings, and one month for flights bookings (a name change fee may still apply at this stage if your passengers change). This list has been designed to conform to Home Office requirements and must be completed as provided; we will then forward this document to the relevant agencies and airlines to ensure that all Advanced Passenger Information (API) is satisfied.



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WHAT TO EXPECT FROM US AND WHEN

15. **Itinerary** We will endeavour to send you your itinerary no later than one month before departure. This will include details and timings for all your visits, transport and accommodation. Please check this document thoroughly and let us know as soon as possible if you need to make any changes; we will do our best to accommodate any reasonable changes, subject to availability. Any additional costs will be discussed and agreed before being incurred. We will also enclose any relevant menu choices with this document, which you will need to return to us at your earliest convenience. Please do not organise any final parents information evenings without first agreeing a timeframe with us for when you might expect your itinerary as we cannot guarantee that we will be able to meet any external deadlines provided without prior agreement.
16. **Travel Documentation** Once you have been sent your itinerary electronically, a paper copy will be posted to you at school along with any relevant vouchers and tickets before departure. Please ensure that you collect this from the school reception as a number of our suppliers will not accept electronic versions of these documents.
17. **Rooming Allocation** We appreciate that pupils are understandable eager to receive their rooming allocations as soon as possible, but the vast majority of our suppliers will be unable to provide these more than two weeks before departure. In some cases this may be issued as late as one week before arrival. In order to begin the process of requesting this allocation, we will require your complete Final Specialist Information Form. We will do our utmost to accommodate any requirements, but please note that the earlier we are informed of any particular requirements, the greater the likelihood is that we will be able to cater for them. Please be aware that while we take every effort to meet rooming requirements, this is subject to availability, and we can only guarantee that groups will be in private accommodation with boys and girls separated.

We are here to support you at every stage of the planning process. If you have any questions at all, please do not hesitate to let us know and we will do all we can to help you!



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