

TERMS AND CONDITIONS

This page is designed to inform the reader (you) of Combination Languages' (we/our) Quote, Deposit, Payments, Name Change, Baggage Allowance and Cancellation/Refund Policy.

Quote (Pre-trip)

Our current Quote stipulates two terms:

- 1) the deadline, and
- 2) the minimum number of paying passengers.

For the Quote to remain valid, the school is obliged to pay the Deposit and submit the whole Group Passenger List by the Quote deadline.

If you need an extension for the Deposit Deadline, please contact us to discuss.

If airfares rise significantly during the Quote period, even if before the deadline, we reserve the right to inform the school and discuss possible options.

Deposit (Booking)

To confirm the Language Immersion trip, we require a non-refundable deposit of £250 per student for trips that include a flight and £200 for coach trips.

Upon receipt of the Deposit and Group Passenger List (teacher and student PASSPORT names and dates of birth) by the Quote deadline, we will issue Booking Confirmation detailing further information about your immersion trip.

From here on we will refer to monies as having been paid after the Deposit.

Payments (16 and 8 weeks prior to departure)

Once the Deposit is paid, we require two further equal payments for the remaining amount.

Payment 1 and Payment 2 are due 16 weeks and 8 weeks prior to departure, pending school holidays. For trips with a close departure date, the payment periods may be shorter. We will invoice at least 3 weeks before the due date.

It is at the school's discretion how and when they choose to ask their students for payments. Please do not hesitate to ask should you require any assistance in creating a parent's budget as this is something that we are happy to help with.

Cancellations and Refunds

If a student, students or whole group need to cancel the trip up to 61 days before departure, 100% of monies can be refunded.

If a student, students or whole group need to cancel the trip between 29 and 60 days before departure, 50% of monies can be refunded.

If a student, students or whole group need to cancel the trip between 15 and 28 days before departure date 25% of monies can be refunded.

We regret that any cancellations 14 days, or later, before departure will not receive a refund.

Please note that all cancellations need to be notified in writing stating the student's full name.

HOWEVER PLEASE NOTE:

If the group number falls below the number initially quoted for then the price may have to rise per remaining student or we may need to retain monies of any student(s) cancelling their trip.

If the fall in numbers is substantial and the remaining students are unable to pay the additional price then the programme may need to be altered or the trip may have to be postponed or cancelled.

Group Travel Insurance

- We do not provide Travel Insurance as part of our packages.
- However, if a school would like us to add insurance to the price of their trip, we are happy to provide a quote for this and we can add this to the overall cost per student.
- A school group must have Travel Insurance in order to travel.

Name Changes

We offer complimentary name changes, 1 per 10 paying passengers up until, and including, 15 days before departure (this includes changing an accompanying teacher's name).

Additional name changes are charged at carrier name change cost plus a £35 admin charge.

Name changes for coach trips can be made up until 2 weeks before departure free of charge.

Baggage Allowance

All of our trip prices include one checked-in case of 10kg or more (usually 15kg and sometimes 20/23kg).

Flights with EasyJet are allowed one 'cabin bag' 45x36x20cm (briefcase size; no weight limit) plus one hold bag up to 15kg, dimensions not to exceed the sum of 275cm (eg 120 by 100 by 55cm).

When we use a different airline, their baggage rules will be stipulated at time of booking.

If a passenger's case is in excess of the limit, the school and its students accept responsibility for any associated fees.

Passports and Visas

It is the Trip Leader's responsibility to ensure that all members of the group have the correct documentation for travel. The Trip Leader needs to tell parents that they are responsible for providing their child with the correct documentation for travel.

All passengers require a passport which has a 'date of issue' less than 10 years before the date you arrive – if you renewed your passport before 1 October 2018, it may have a date of issue that is more than 10 years ago and have an 'expiry date' at least 3 months after the day you plan to leave the Schengen area.



Students or teachers with non-EU or non-British passports may require a visa to travel in the Schengen area.

We are very happy to share our experience regarding passports and visas but we can not be held responsible for this as regulations are currently changing.

Please let us know if you'd like to discuss any of this at any point in your booking and we will be happy to help.

Suzie and Tom

Partners, Combination Languages LLP