



Trip Planning and Booking Guide

INITIAL ENQUIRY

Please provide us with the following information; preferred dates, arrival & departure times, estimated numbers, age of group, residential/non-residential, any specific activities and whether your group has any special needs or requirements



AVAILABILITY

We will then check availability and put together a provisional cost/booking form based on your requirements. This will be valid for **4 weeks**.

If your original dates are unavailable, we will suggest alternatives



DEPOSIT PAYMENT

If you wish to go ahead with the booking, you are required to pay a **25% non-refundable deposit** based on your provisional numbers. This will secure your booking.

If we do not receive a payment within **10 weeks** the dates may be offered to another group



FINAL NUMBERS

We require final numbers **12 weeks** prior to arrival. We will then send you a balance invoice based on these numbers. Final payment must be received at least **6 weeks** prior to arrival.

Once the balance invoice has been sent any cancellations/amends are subject to our Terms and Conditions



SCHOOL PACK

A school pack will be sent to you along with the balance invoice. This must be completed and returned to us **6 weeks** prior to your arrival. The school pack includes Parental Consent Forms requesting age, medical conditions, and any special dietary or access requirements we need to be aware of.



DESIRED LEARNING OUTCOMES

If you have any specific learning outcomes you want your pupils to complete, please let our bookings team know or complete the Desired Learning Outcomes form available online and send it back to us asap, as this will help us in planning your activity programme.

PLEASE NOTE: Any person under the age of 18 years without a parental consent form completed and signed, will not be permitted to take part in any activity.