



TRAVEL INFORMATION SHEET

Helping you travel with confidence

Greetings from the Visions in Education Operations Department!

We are delighted that you have elected to travel with us and hope that your upcoming trip will be your best school trip yet. This memorandum is to notify you of the items required to ensure your trip runs successfully. Please read carefully and let us know if you have any questions or need our assistance in any way.

Please be aware that the PIB has a specific due date. If documents are not submitted in their entirety with all elements completed by the due date, you will not be eligible to qualify for our cash back scheme. We very strongly urge you to collect passport copies when signing pupils up for the trip so as not to jeopardise potential benefits.

Prior to your travels, there will be documents that you will need to submit, such as the PIB. Here is a breakdown of the document with additional details:

Passenger Information Booklet

The Passenger Information Booklet (PIB) is vital and mandated in its entirety for all travelling groups. Regardless of whether travelling by motorcoach or flight, to Europe, the Americas or beyond, it must be filled in and submitted no later than the due date specified. This form is then submitted to the airlines, our resort partners, your destination manager and your Visions Ambassador.

It is vital that this form be submitted prior to or no later than the due date. If we do not have the form filled out in its entirety, you may jeopardize your booking and your airline seats if travelling by flight. We have found that the best practice is that when students are initially signing up for the trip, they submit a copy of their passport at this time, so you have all the relative information necessary. It is equally important that if anyone travelling needs to renew their passports, it is done in a timely manner to ensure that **final passports will be returned prior to the due date assigned.**

Please note airlines charge for name changes or corrections. The general fee is between £125 - £200 per change, dependent upon the airline, and you will be responsible for submitting any fees necessary prior to the re-issue of tickets. If one member of your party is delayed it can result in that party member not being able to be ticketed and therefore, unable to travel with your group.

Once opened, please read the very first tab thoroughly and note there are several tabs in the booklet. The tabs may be found at the bottom of the sheets. Simply toggle between them to input any relative information. Here is a brief overview:

TAB 1 – WELCOME

This page contains essential notes. Please ensure it is read thoroughly. If you have any questions, please do not hesitate to contact us directly.

TAB 2 – PARTY DETAILS

This is general information about your booking and also emergency contact information for a person who is not travelling with your party. For your Reference Number, please list your VIE booking number. For your tour name, please list your destination or if an educational programme, please list the actual name of the trip you will be taking.

TAB 3 – PARTY INFORMATION

This section breaks down all required information necessary for travel. There are a few key details that we need to draw your attention to:

- All names must exactly match the names shown on the traveller's passport. No nicknames please.
- If any person travelling has a middle name shown on his/her passport, this must be shown.
- The 'Age in Years' refers to the age that the person will be when travelling.

For WINTER SPORTS

- For 'Ski or Board' please list the single type of snowsport in which the passenger will be participating.

Important Note: All ski resorts require a minimum of 8 boarders of similar ability level to comprise an instruction group. If you do not have 8 members of similar ability level, please consult us but be aware that in some cases, the boarders may be required to switch to skiing.

- For 'Ability Level' please list 1, 2 or 3 (1 = beginner, 2 = intermediate, 3 = advanced).
- For Boot Size, Height & Weight, **please use the conversion charts** and links as shown on the Conversions tab. It is imperative that the measurements that are shown for your group are in the correct sizing as per your destination.
- It is important that **both pupils and adults** fill out the ski information as it is not only used for class break-outs but also used to set bindings properly. The only exception would be for an adult that is bringing his or her own equipment with them.

TAB 4 – CODE OF CONDUCT

All travelling schools are required to sign off on our Code of Conduct policy. A best practice is to review this with your students and their parents during a time when you are meeting to ensure that everyone is aware of conduct expectations.

TAB 5 – ADDITIONAL INFORMATION

Please use this tab to share any additional information you would like sent to the airlines, transportation companies, hotels, resorts, or ground information teams.

There may be additional tabs also shown for reference including due dates as well as size conversions.

It is extremely important that you **double-check all data for accuracy** to ensure you will not be required to pay any additional fees for changes.

If for any reason, you do need to make a change to your PIB after your due date, please notify us and we can assist you. Please be aware that all changes **must be submitted on your PIB** and highlighted.

PLEASE DO NOT SEND IN PASSENGER INFORMATION BOOKLETS THAT ARE NOT 100% COMPLETED. ONLY SUBMIT THESE ONCE THEY ARE TOTALLY COMPLETE, INCLUSIVE OF ALL DETAILS REQUESTED. UNFORTUNATELY, WE MAY NOT ACCEPT PARTIALLY COMPLETED PIBs.

Rooming List

The process for Rooming Lists varies according to your destination.

European Destinations: In Europe, hotels generally do not provide a rooming break-out until a few days prior to travel. Due to this, your Resort Manager or a member of our Operations team will send this to you as soon as received from the hotel.

Flights

If travelling via flight, please know that your specific flight details are generally available approximately 60-days prior to departure. Please also understand that although we always try to ensure your preferences are achieved, we may only guarantee that flights are ticketed as per the general itinerary noted (departure from a general area – i.e. London, not Gatwick or Heathrow specifically). Additionally, we are not able to guarantee direct flights as a standard practice. If you prefer to ensure a direct flight, please discuss this with your Travel Advisor. In most cases, if a direct flight is requested and available, additional fees will be assessed by the airlines.

Please also be aware that although airlines will give us general routes, flight numbers and timings, these are not guaranteed until approximately one week prior to travel when final tickets are issued. Airlines reserve the right to make changes to layover cities, timings and flight numbers until final tickets are issued. This said, if we are able to let you know specific flight details earlier than normal, please understand that these may change up to the time of travel as they are at the discretion of the airlines. The airlines are also responsible for deciding how long of layover times will be required in specific cities and a variety of other factors.

Ferries – UK to Europe

All passengers should be awake and with shoes on (also access to coats in case of inclement weather) 30-minutes before arrival at the port city. All passengers should be in possession of their own passports as well.

The UK Borders Agency also insists that all passengers disembark the coach for passport inspections.

EHIC/GHIC

If you have an existing EHIC, the good news is that this will remain valid until its expiry date. If your card has expired or you don't have one, then you'll most likely need to apply for the new GHIC. This is completely free via the [NHS website](#), where you'll find all the relevant information regarding EHIC/GHIC.

Passport Questions

It's important to note that some countries do require a certain period of validity on passports after your proposed date of exit from the country.

We strongly recommend visiting the website of the [FCDO website](#) for the most up-to-date information on passport requirements.

The FCDO also has a page dedicated to providing the most up-to-date information regarding [passport requirements for travel to Europe after Brexit](#).

And if you have any passengers who are not British citizens, we recommend that they contact the relevant embassy for information specific to them.

It's also advisable that you make a photocopy of everyone's passport before you travel. It might also be worth making a second copy that you can keep at school. This could help in the case of any lost or stolen passports.

Visas

With regards to visas, again, the [website of the FCDO](#) has the most up-to-date information regarding requirements – and those who are not British citizens should certainly check requirements with the relevant embassy, as with passport validity.

Dietary Requirements

Please be advised that while every effort will be made to meet specific dietary requirements, these may not be guaranteed. Please reconfirm all dietary requirements to hotel management upon arrival. Meal providers are generally able to cater to Vegetarian requests however others such as Vegan, Celiac, Organic and religious preference diets generally require that specialty food is brought by the participant. Unfortunately, dislikes may not be catered for and no discounts are available for those that require specialty foods. Please consult us if you have a specific question regarding airline or ground arrangements. We will be happy to assist in any way we are able. Please review the type of meal service that will be provided during your tour. If you are on a dine-around programme, it is always best to be prepared as select meals may not be adequate for all needs.

Thank you for taking the time to read this document. We know you want to minimize any potential issues and/or delays so appreciate your assistance. As always, if we may serve you in any way, please do not hesitate to contact us directly.