

SPECIAL REQUESTS / REMARKS

Please list any details of passengers with disabilities, or special requests due to gender fluidity, or any other remarks or special requests in the box below. Please note that we will always note and endeavour to honour any special requests. Any additional costs applicable for such requests will be confirmed prior to confirmation with the party leader.

I have read the booking conditions and understand that they govern the contract between my party and Visions in Education and confirm that as party leader I am authorised to sign on behalf of the others in my group and agree to the booking conditions set out and that our booking is made upon and subject to those terms. I understand that immediate payment in full will be required for any changes made that requires increased invoicing. I also understand that the typing of the electronic signature below equates to a full written signature and by typing my name and date, implies full agreement to the terms and conditions as stated and constitutes a legal contract. For air trips: I enclose an official passenger list as required. By signing this Booking Form, I give explicit consent on behalf of my party for Visions in Education to process any personal information, including any medical or dietary needs and to forward such information to any suppliers for the purpose of fulfilling the contractual agreement. For groups that are travelling to destinations that are not within the EEA, for the purpose of fulfilling our contractual agreement, I authorise Visions in Education to transfer such data to these countries. I understand that on receipt of the initial deposit, Visions in Education will issue travel and medical insurance for my group if this is included in the price quoted (see quotation letter for details).

If you do not wish us to issue travel and medical insurance for your group, please tick this box

Signature:

I do not wish Visions in Education to issue travel and medical insurance for our party, as we intend to use the School insurance if required.

Date:

BOOKING TERMS & CONDITIONS

A. TO MAKE A BOOKING: All bookings are made with Visions in Education, hereafter referred to as 'the Company'. For all tours involving air travel, Visions is licensed by the Civil Aviation Authority (CAA) under Air Travel Organiser's Licence (ATOL) 5889. For all tours involving travel by coach, Visions is a member and bonded through ABTOT, Member Number 5217, for the protection of your funds. (please see details under consumer protection section of these booking conditions.) (ii) No contract exists until the Company has received and acknowledged safe receipt of a signed Booking Form and the initial deposit required. The acknowledgement will take the form of a confirmation accepting your booking and it is then that a binding agreement will exist between us. It is in both your and the Company's interests that you carefully study the contents of the booking conditions as your signature on the Booking Form represents an acceptance of the contract as therein detailed. (iii) The contract is subject to English or Scottish Law and jurisdiction. (iv) No additions, deletions, changes or promises may be made relating to this agreement save in writing by a Director of the Company. (v) Bookings are accepted subject to the usual grant of licences by the Civil Aviation Authority.

B. PAYMENT: To secure your booking, the Company must receive your deposits as follows:

School parties; To non-EU destinations - First deposit of £250 per paying passenger and a signed booking form, followed by a second deposit of £250 per paying passenger plus insurance premium (if applicable) due within 6 weeks of payment of the first deposit.

If from time to-time airlines require immediate payment to secure available seats for your group, it may be necessary to require further deposits from the group. Exact amounts will be discussed with the Party Leader.

To Europe (by air) - First deposit of £200 per paying passenger, a signed booking form and a names list, followed by a second deposit of £250 per paying passenger plus insurance premium (if applicable) within 6 weeks of payment of the first deposits. Exact amounts will be discussed with the Party Leader.

To Europe (by coach) - First deposit of £100 per paying passenger and a signed booking form, followed by a second deposit of £100 per paying passenger plus insurance (if applicable) within 6 weeks of payment of the first deposits.

Adult parties: First Deposits £200 per paying passenger, Second Deposits £250 per paying passenger. Second Deposits are due within six weeks of the payment date of first deposits. Third deposits where appropriate are due within six weeks of the payment date of second deposits. The appropriate insurance premium must be paid at the same time as the second deposits. If from time-to-time airlines require immediate payment to secure available seats for your group, it may be necessary to require further deposits from the group. Exact amounts will be discussed with the Party Leader.

Adult parties: First Deposits £100 per paying passenger, Second Deposits £100 per paying passenger. Second Deposits are due within six weeks of the payment date of first deposits. Third deposits where appropriate are due within six weeks of the payment date of second deposits. The appropriate insurance premium must be paid at the same time as the second deposits. If from time-to-time airlines require immediate payment to secure available seats for your group, it may be necessary to require further deposits from the group.

Exact amounts will be discussed with the Party Leader.

(i) All deposits paid are non-refundable except in the circumstances detailed in Paragraph E

(ii) We require final details of your party 14 weeks before departure so that your invoice can be sent 12 weeks before departure. The full amount outstanding must be paid within 12 weeks of departure, in order that your tickets can be sent to you approximately 2 weeks before your scheduled date of departure. Passenger Information Forms (PIFs) fully completed, along with other required documents, must be with us no less than 12 weeks prior to departure due to current travel regulations. Failure to submit a completed list will result in loss of any VIE payment for on time incentive and possible loss of seats from the airlines which will be solely at the expense of the party. Please consult your Passenger Information Form or ask if you have any questions regarding due dates.

(iii) If any payments are not received on the due date the Company reserves the right at any subsequent time before departure to cancel the booking and retain all deposits paid and/or to levy penalty charges of £2 per person per 7-day period or part thereof by which the payment is delayed.

C. PRICES: Exchange rates are at current market conditions at time of booking. The Company guarantees that once you have booked your holiday, the price will not be changed, except in the event that you make changes to your tour, to the numbers travelling or the composition of your party, or to any specific requirements thereof, or in the circumstances described below:

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, or changes in the exchange rate applied to your tour, which mean that the price of your travel arrangements may change after you have booked. However there will be no change within 20 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person.

If this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one or cancelling and receiving a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you.

However, please note that some apparent changes have no impact on the price of your travel due to contractual and other protection in place. On non-European air travel groups, exact airline prices are not known until a minimum of approximately 11-months prior to travel. The quotation personalized for your group is based on the latest group fares from our airline partners, and an increase budgeted in line with previous annual airline increases. Once the final fare becomes known to us, we will advise if any price fluctuation has become necessary, so you have many months to collect the additional amount. In all such cases, if an increase is unavoidable due to the released airfare, we will work with you to see what elements of the programme can be modified to avoid this increase if desired. Please discuss with your Travel Advisor the suggested text we recommend in your launch letter to cover this position.

D. CANCELLATIONS & AMENDMENTS:

(i) Any cancellations or amendments should be advised to the Company as soon as possible. A cancellation is effective only when received in writing by the Company from the person signing the Booking Form. The following scale of cancellation charges will apply: Period before scheduled departure within which written Cancellation charges per paying participant notification of the cancellation is received by the company:

After payment of First Deposit until 42 days after receipt of said Deposit: Loss of First Deposits Between 42 days and 84 days after receipt of First Deposit: Loss of First and Second Deposits

Between 84 days after receipt of First Deposit until 84 days before departure: 50% of the total invoiced price 84 Days to 21 days before departure: 75% of the total invoiced price

21 days until departure: 100% of the total invoiced price

Any changes made to your booking may incur a £25 administrative fee per change.

Note: You may be able to claim on your insurance policy if your cancellation falls within the terms of the policy. The insurance premium is in any event not refundable if you cancel your holiday.

(i) Once your Final Numbers Form has been returned 14 weeks before departure any amendments or substitutions that take place after this date will be subject to a fee of £10 per amendment.

(ii) Substitution of party members is permitted up to 14 days prior to departure without incurring cancellation charges, although any charges levied by airlines in respect of amendments or ticket re-issues will be passed on. After this date any alteration will be treated as a new booking and charges will be levied as given in the schedule above.

E. THERE IS A CHANGE OF PLAN: The arrangements in this brochure are made many months in advance and changes are sometimes unavoidable. Most of these changes (such as changes of flight times, coach pick-up times, routings, schedules, aircraft or coach types, or airports) are, however, minor but where they are significant the Company will notify you as soon as is reasonably possible before your departure. A significant change is one that involves changing your departure date or destination area or reducing the quality of your main hotel. In the event of a 'significant change' you may decide to:

(a) Continue with the booking as amended, or

(b) Accept an alternative which the Company may offer to you, or

(c) Cancel your booking.

If you choose (a) or (b) the Company will pay you minimum compensation on the scale below. If you choose (b), and the alternative that the Company offers to you is of a lower standard than the travel arrangements booked, the Company will also refund to you the difference in price. If you choose (c) the Company will refund all monies paid by you and compensate you as indicated below. You must notify us of your decision within 7 days of our offer to you of alternative arrangements. If you fail to do so, we will assume that you have chosen to accept the alternative offered. The Company will send refund monies to you within 14 days.

Period before departure which a 'significant change' is notified to you: Compensation per paying person: More than 70 days NIL

69-35 days £5

34-15 days £10

14 days or less £15

(ii) In certain circumstances the Company may have to cancel your booking and if this should occur it would return to you all the money you have paid to it, or offer you a suitable alternative. However, it will not cancel your course after the date when payment of the balance becomes due unless:

1) You have not paid in full, or,

2) Your visit is cancelled by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised.

In these cases, no compensation payments will be made.

F. THE COMPANY'S RESPONSIBILITY: The Company accepts responsibility for the acts and/or omissions of its employees, agents, sub- contractors and suppliers and for ensuring that it provides the services supplied to you as described in this brochure and to a reasonable standard. It shall not be responsible nor accept liability for death, bodily injury or illness caused to the signatory of the contract and/or any other named person on the booking form, unless caused by the negligent acts and/or omissions of its employees or agents. Any claims arising there from shall be subject to English or Scottish Law in respect of any question of liability or quantum, and all proceedings shall be within the exclusive domain of the English or Scottish courts. It is however part of this agreement that you will assign to the Company, by way of subrogation, any rights which you may have to claim against any supplier or other party and cooperate with it fully if it wishes to enforce these rights. However, should you or any member of your party have the misfortune to suffer illness, injury or death during the period of the ski course, arising out of an activity which does not form part of the Arrangement made by the Company, it shall where appropriate, give you every help that it can by way of initial assistance, up to a maximum value of £5,000 per booking form. The Company would draw your attention to the following circumstances that fall outside our direct control and where it is not prepared to accept liability. Please remember that some amenities (e.g. hotel lifts, swimming pools, etc) require servicing and cleaning and may therefore not be available at all times. Some services are also affected by weather conditions (e.g. availability of outdoor skating rinks, chair lifts etc) and the availability is at the discretion of the provider of the service.

Resort Development: There are many resorts where development is in progress and therefore there may be building work taking place in the vicinity of your holiday accommodation. The Company cannot advise you in advance of all development work taking place in your resort, however should it become aware of work taking place that will create noise or other inconvenience and in its opinion will adversely affect the overall enjoyment of your holiday, it will pass such information to you.

Peak Holiday Periods: All members of your party should be aware that at certain peak periods in the USA, hotel facilities are heavily utilised and it may, on occasion, be necessary to wait longer than normal to use the facilities.

Your Health Abroad: The Company makes every effort to ensure your holiday meets your expectations and feels it important to make you aware that the general standards of hygiene, safety, public services and local amenities in countries abroad may differ from those offered in the UK. The DSS has produced leaflets SF40 and SA41 which are available from your local DSS office. It is recommended that you check with your doctor which inoculations the DSS considers necessary for specific areas.

The European Health Insurance Card is available to all EU nationals and we recommend that all party members carry one whilst abroad. The card entitles holders to the same basic level of healthcare as a national of the country in which they are travelling. It does not replace fully comprehensive travel insurance and it does not cover any pre-existing conditions currently being treated at home. We recommend that all passengers travelling with Visions to Europe carry an EHC alongside their travel insurance policy.

G. WHAT HAPPENS TO COMPLAINTS: If you have any complaint about your school trip, you are required by law to bring it to the attention of the relevant supplier, in the first instance, and then to your resort representative who will make every effort to achieve a satisfactory solution. If this is not possible, you should contact our 24 Hour emergency service whose details will have been provided to you with your final documents. You should then write in upon your return (within 28 days) detailing your complaint. The Company undertakes to acknowledge any written complaint within 14 days of receipt and to write to you in full within 28 days or to explain any delay. In any event you will receive a full reply within a maximum of 56 days. The Company would expect to agree an amicable settlement of the few complaints it might receive.

H. HOTELS: All the accommodation featured in this brochure has been inspected and chosen as representing fair value in its particular category for our clients. We would suggest that you compare carefully each hotel with the cost of the holiday before making your final choice. Please note that many hotels make a charge for the use of optional facilities. Single rooms are not normally available in any of our contracted hotels. Where accompanying staff cannot be accommodated in twin or three bedded rooms the Company will normally arrange for the Staff member to share a twin with a Party Leader of the same sex from another group. Pupils normally share bedrooms accommodating 3-5 persons, although some hotels reserve the right to use larger rooms where necessary. The company reserves the right to use rollaway beds where there is an odd number of male or female pupils in a group.

I. PARTY LEADER'S RESPONSIBILITIES - STUDENT GROUPS ONLY: In signing the Booking Form the Party Leader also accepts responsibility for the good conduct of all participants during the school trip and warrants that at least one responsible adult will be on active duty at all times to ensure that all participants behave well. Furthermore, it is the Party Leader's responsibility specifically to ensure that:

- (i) No participant under 21 years of age consumes alcoholic drinks unless written permission from a parent or guardian can be produced.
- (ii) All local laws relating to the consumption of alcohol are at all times obeyed by participants.
- (iii) No participant consumes alcohol to excess. No participant smokes in a hotel bedroom (or at all in apartments) or in any other way causes a fire hazard.
- (iv) Participants act in a responsible fashion during the trip and do not behave in a way likely to cause damage to property or damage or offence to other people.

J. ADULT PARTY MEMBERS OF STUDENT GROUPS ONLY: Student prices when quoted are valid and applicable for those up to 18 years of age in full time education. An adult supplement is applicable for clients who are 18 years and over at the time of travel. Should the party comprise more than 15% adults then the tour price for all members will need to be re-costed. If adults in excess of the free place ratio accompany the group, a supplementary charge is payable above the juvenile price of the tour.

K. CONSUMER PROTECTION: Our air holidays and flights are ATOL protected, since we hold an Air Travel Operators Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5889. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money that you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk. For all our non-air tours (travel by coach/self-drive) As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), Visions Holiday Group has provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 2018. In the event of insolvency, protection is provided for non-flight packages commencing in and returning to the UK and other non-flight packages excluding pre-arranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with Visions Holiday Group. In

the above circumstances, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your non-flight package.

L. FORCE MAJEURE: We cannot accept liability, provide any refund, or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss, injury, death, inconvenience or damage as a result of circumstances amounting to "force majeure". "Force majeure" means any event or circumstances which we or the supplier of the services in question could not foresee or avoid. Such events and circumstances may include, acts of God, actual or threatened, war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity or the threat thereof, industrial action, natural or nuclear activity, epidemic, pandemic, illness, physical injury, quarantine, medical or customs or immigration regulation, delay, or cancellation, adverse weather conditions, fire and all similar events outside our control.