

## GROUP QUOTE

Name: **Mike Durrington**  
 Establishment: **Biggar High School**  
 Reference: **27481**

Quote prepared by:  
**Jane Galloway**  
 Group Account Executive  
 Telephone number: **0208 016 8914**  
 Email: [jane.galloway@statravel.com](mailto:jane.galloway@statravel.com)  
 Address: St George's House  
 56 Peter Street  
 Manchester  
 M2 3NQ

**11<sup>th</sup> February 2019**

Dear **Mike**,

Thank you for contacting STA Travel for your group enquiry.

Please see the payment and trip details below. Please do not hesitate to contact me should you require further assistance, quoting your reference above.



## GROUP DETAILS

Trip Cost:	£2525 Per Student (including 10% SMP member discount on accommodation & transfers)
Destination:	<b>Malawi</b>
Dates:	<b>June 2020</b>
Number of paying passengers:	12
Number of free places:	3
Group total cost:	<b>£30,300</b>
Payment details:	£125 non-refundable deposit required per person £250pp deposit 01 <sup>st</sup> July 2019 Full payment due 12 weeks before travel
Payment deadline:	Balance payment due by 25 <sup>th</sup> February 2019

## INCLUSIONS

- Return flights to Blantyre from Edinburgh
- Itinerary as below
- Personal trip management & Pre-Departure pack in post
- 24/7 Emergency Contact in the UK

## ITINERARY

Days	Day	Location	Lodge	MEAL
Day 1	Sun	Blantyre	Grace Bandawe	BB
Day 2	Mon	Blantyre	Grace Bandawe	BB
Day 3	Tue	Zomba	Pakachere Lodge	DBB
Day 4	Wed	Zomba	Pakachere Lodge	DBB
Day 5	Thu	Zomba	Pakachere Lodge	DBB
Day 6	Fri	Zomba	Pakachere Lodge	DBB
Day 7	Sat	Lake Malawi	Mgoza Lodge (& Liwonde Day Safari)	BB
Day 8	Sun	Lake Malawi	Mgoza Lodge	BB
Day 9	Mon	Zomba	Pakachere Lodge	DBB
Day 10	Tue	Zomba	Pakachere Lodge	DBB
Day 11	Wed	Zomba	Pakachere Lodge	DBB
Day 12	Thu	Blantyre	Depart	

**Includes:** All accommodation, 12x days private vehicle, driver & fuel, all meals where stated, all project support, day safari at Liwonde National Park, 2x nights on Lake Malawi



## EXTRAS

### INSURANCE QUOTE – 7 Days cover from

Worldwide Policy Including North America Under 66 years Gold Policy				Worldwide Policy Including North America Under 35 years Blue Policy			
Premier Plus	Premier	Standard	Budget	Premier Plus	Premier	Standard	Budget
£117.00	£72.00	£64.00	£41.00	£78.00	£56.00	£42.00	£30.00

Covering any country not listed under Europe. If you are travelling to the USA, Canada or any of the islands in the Caribbean Sea including the Bahamas please select Worldwide including North America.

Please visit [grouptravel.statravel.co.uk/sta-travel-group-insurance.htm](http://grouptravel.statravel.co.uk/sta-travel-group-insurance.htm) for more information regarding levels of cover. The prices above are indicative only, based on our blue budget level of cover and may receive discounts according to group size.

### Payment details- we offer a school payment system giving you an extra 30 days to pay!

Please ask me about this – the form consists of just 2 A4 pages with a signature from your finance, we then set up an account for your school you can use to book with.

### ISIC Identity Cards – save money on your trip and afterwards!

The International Student Identity Cards (ISIC), International Teacher identity cards (ITIC) currently have 40,000 discounts on amazing products and experiences like guidebooks, music, eating out, getting around and entertainment. It is accepted in the UK & worldwide & available to full-time students and GAP year travellers.



New: STA Travel now offer the opportunity to co brand your school, college, university or company onto the ISIC card. It's a great marketing tool and brings the group together! Talk to a member of the team today for more information.

### Hoodies & T Shirts – customised for your group!

Let your students take home a souvenir from their trip for as little as £18. We supply hoodies and t-shirts printed with your chosen badge and any other message you'd like, printed on to high quality fabric.



Be safe and seen in matching uniform while abroad. They look nice and smart too!

### Fix your taxes – no surprises at full payment!

When paying a deposit for flights on scheduled airlines, the air taxes are not guaranteed until full payment has been made and names have been provided. This is due to fluctuations in exchange rates, oil prices and changes in local taxes.

We know our group leaders prefer a fixed price from the outset, and offer the option to fix your taxes for a one-off fee at deposit stage: £25 per person for short haul, and £50 per person for long haul flights. You would pay this fee along with your deposits and this locks the taxes in as they are at deposit stage. This fee is non-refundable.



## DON'T FORGET THE STA TRAVEL PRICE BEAT GUARANTEE

If you find a cheaper like for like quote anywhere else, simply send us a copy of the quotation and we will guarantee to beat it.

### Reasons to book with STA Travel Groups

✓ Worlds largest Student and Youth travel agent - ✓ Preferred supplier to the SUPC, NEUPC, APUC and NWUPC purchasing consortiums - ✓ Price Beat Promise - ✓ 24/7 travel support & Financial protection and peace of mind (ABTA & ATOL Bonded) - ✓ Tailor made itineraries to cater for all your needs - ✓ Dedicated Groups Executive

## WHAT NEXT

### Free spaces/ rooming

Please advise us at quoting stage if you require free places for group leaders, as they are not included unless requested. If you have the breakdown of male and female group members already, please also advise us of this, as this can also affect pricing due to number of rooms required.

### Quote stage

At this stage no reservation is being held for your group, if you would like to change some of the elements of this itinerary please let us know and we will be more than happy to get back to you with another quote. We will not be beaten on price so in the unlikely event that this happens just let us know and our **PRICE PROMISE** will come into play.

We offer support for you to promote your trip at: [grouptravel.statravel.co.uk/teacher-toolkit-see-all.htm](http://grouptravel.statravel.co.uk/teacher-toolkit-see-all.htm)

### Provisional booking

We understand that you sometimes need time to finalise your group numbers and collect deposits so we can provisionally book elements of your trip, and the good news is we can do this in most instances with no financial commitment from you. Just let us know that you need a little more time and we will help.

Please advise the gender breakdown of your group as soon as possible as this may affect your rooming requirements and therefore cost of the trip overall.

### Changes to your booking

Due to the tailor-made nature of our service we will from time to time have to book accommodation, transport or activities that have not previously been checked for their safety. Once you have confirmed your booking we will endeavour to complete all relevant checks in line with our School Travel Forum accreditation within four weeks. During this time it may be necessary to re-accommodate your group to a safer or more reliable supplier. We will look to either:

- Find a suitable alternative. Any additional costs will be covered up to 2%. Anything above this would need to be covered by the customer.
- Refund the element of the trip that is not safe to be provided. You can then either source something directly yourself or omit it from the trip entirely.
- if a part of your itinerary comes back non compliant we will offer another activity to replace or you can cancel the activity with a full refund.





# START THE ADVENTURE

## Ready to book

Please let us know when you are ready to book and we will create an invoice for your trip. Deposit or full payment are required to confirm the booking depending on the type of trip. These payments are non-refundable.

Please note we may not be able to accept bookings within 4 weeks of trip departure due to our obligation and commitment to thorough auditing of all suppliers and products involved with regards to Health and Safety.

## Payment methods

Debit Cards, Credit Cards, BACs & CHAPs Transfer (see below). Please ask your consultant about our Educational Payment System for Schools and Universities.



## IMPORTANT INFORMATION

### Complete protection reduces your financial risk

Included in the cost of the flight is an ATOL Protection cover and an Airline failure cover. In the event that the airline goes into administration, STA Travel will be responsible for arranging alternative travel for the group. In the event that STA Travel goes into administration, the group will be covered by ATOL. We are also members of ABTA so you can be sure that your group's finances have been protected. Group Leaders who book via a company not offering bonding protection or who decide to organise a tour themselves are exposed to potentially significant financial risk. Please see the link below for more details.

[http://www.caa.co.uk/docs/166/ATOL\\_Peace\\_of\\_Mind.pdf](http://www.caa.co.uk/docs/166/ATOL_Peace_of_Mind.pdf)

### Air fares

This fare quoted is only valid for group travel (minimum of 10 passengers travelling outbound and inbound on the same flight). Prices quoted are subject to availability and fares are not guaranteed until full payment is received.

### Airport taxes & fuel surcharges

UK Airport Passenger Duty, UK Passenger Service Charge, Departure Tax, security taxes and any applicable fuel surcharge are subject to change and only guaranteed once full payment and names are made and have cleared in our bank account. If you have children travelling, please advise DOB so we can quote the correct air taxes at quoting stage.

### Surcharges

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] and [exchange rates] mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 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, together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% 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 (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel: 1) you must do so within 14 days from the date on your final invoice 2) We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

### Amendments/ refunds

Please speak to your educational group executive if you need to cancel a space or make any amendments as soon as possible. Our standard amendment fee is £75 per person plus any airline fees. Please be aware that due to all trips being tailor made specifically for your group, change amendments are not always possible and our suppliers are unable to refund any payments that have been made to them.

### Deposits

Deposit payment is the minimum requirement to secure the trip for your group. Once paid, these deposits become non-refundable. If a member of your group decides not to travel, you can usually replace them with another passenger before you have to make the full payment and / or provide names for your group. Please speak to your consultant for further detail.



## Flight information

The airline has the right to alternate the schedule of the flights after the booking is made. In this event, the passenger will be informed before the departure date in regards to the new flight times. It is the passenger's responsibility to re-check the flights schedule directly with the airline 72h before flying. Check in for an International flight is recommended at 3 hours before departure.

## Visa & health requirements

It is the passenger's responsibility to check visa and health requirements for the countries visited and transited. Anyone from a country belonging to the Visa Waiver Programme who is travelling to, or changing planes in, the USA must also have completed an online application called the ESTA (Electronic System for Travel Authorisation) at least 72 hours BEFORE travel. The ESTA is a compulsory requirement and without it you will not be allowed to board your flight to the USA. Please speak to your travel consultant for more information on how to apply. We can quote you for visas you might require for your trip, please speak to your consultant.

## Risk assessments

Please advise if you require any assistance with the completion of your risk assessments. We are members of the STF (School Travel Forum) and also 'Learning outside the classroom' (Lotc) badge holders so you can be sure we take safety seriously. Please request a copy of our Customer Safety Matters policy for more details, or our 'Demystifying Risk Assessments' guide. We can also provide copies of our H&S audits if required.

## Emergency out of hours number

A dedicated 24/7 Emergency line is available for any urgent issues relating to your booking outside of the normal office hours (9am-5.30pm Mon-Fri). For any urgent assistance please call 0161 830 8577.

## Rooming

Please advise us at quoting stage the breakdown of male and female students and staff, especially if you wish to have rooming split by gender. The breakdown of male and female can affect pricing if advised at a later stage.

## Travel guidance

The FCO website includes the latest travel advice, news, country profiles and cultural advice for travellers on:

<https://www.gov.uk/government/organisations/foreign-commonwealth-office>

## Itinerary amendment deadline

Please note we are unable to facilitate amendments to trip itineraries in confirmed bookings (deposit/ full payment stage) within 4 weeks of trip departure due to our obligation and commitment to thoroughly auditing all suppliers and products with regards to Health and Safety. This does not affect any name changes on air tickets you may request which the airlines involved will decide upon on a case by case basis.

## Excursions

Additional excursions booked in situ are outside of our Health and Safety Management System. This includes activities which are listed under 'Optional Extras', as these have not been subjected to Health and Safety audits.

## Security deposits

Increasingly hotels and hostels are requesting refundable security deposits upon arrival to cover potential damages during a groups stay. This is normally no more than £10-£20 per guest and is usually paid in cash though some hotels/hostels may also accept a credit card.



## City taxes/ local taxes

Please note, some cities such as Barcelona or Rome amongst others, charge a small tourist tax payable locally. This is usually in the region of EUR2 - EUR6 per adult per day. In US hotels it is common for a Porterage fee or Handling fee to be charged, this is approx. \$10 per person. If you are unsure whether your destination has a tourist tax in place, please ask your group travel consultant.

## Health & safety audit

If this property has not been used by an educational establishment before, then it will be subject to a full health and safety audit and comply to our contractual purchase order T&Cs. If they do not comply, we will offer you an alternative, or you are entitled to a full refund on this element of your trip. Additional costs in sourcing alternative accommodation will be covered up to 2%. Any increase above this amount would need to be covered by the customer.

For full terms and conditions please refer to our website: [grouptravel.statravel.co.uk/terms-and-conditions.htm](http://grouptravel.statravel.co.uk/terms-and-conditions.htm)

## PTR

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations. Therefore, you will benefit from all EU rights applying to packages. STA Travel will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, STA Travel has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that they become insolvent.

More information on key rights under the Package Travel and Linked Travel Arrangements Regulations 2018 can be found here:

<http://www.legislation.gov.uk/ukdsi/2018/9780111168479/contents>

