



## **The Cowplain School Trips & Visits Terms and Conditions**

The following terms and conditions are set in order for The Cowplain School to provide a broad programme of exciting and educational trips to our students.

These are general terms and conditions and do not override specific terms and conditions which are set out in relation to a particular trip.

### **Payments**

Once a student has secured a place on a trip, any deposit paid is non-refundable. For overseas or residential trips, we can offer parents a payment plan to pay in instalments via our online payment system, SCOPAY.

SCOPAY payment plans help to:

- a) spread the cost of payments to support parents (for high cost trips).
- b) provide sufficient notice of when payments are required.
- c) ensure the school has collected enough payments in advance of paying provider invoices.

We request that parents/carers adhere to these payment schedules so the trip can go ahead. If payments are falling significantly behind the schedule, the school reserves the right to withdraw the student from the trip. In this instance, any non-recoverable costs will be non-refundable.

Please discuss in confidence with the Trip Leader if you are having difficulty making payments on time.

### **Withdrawals and Exclusions**

Should a student withdraw from a trip, it will not be possible to offer a refund unless another student takes up the place, or the cost is covered by a successful insurance claim. Any non-recoverable costs resulting from the withdrawal will be deducted from any refund available or if sufficient payments have not been received then the school will request an additional payment from the parent/carer. The school reserves the right to exclude a student from a trip on the grounds of poor conduct or that their behaviour presents an unacceptable risk. The final decision on exclusion is made by the Principal.

For overseas and residential trips, subsequent payments to the initial deposit will attract cancellation charges, usually on a sliding scale of days before departure. These charges will be laid down by the tour company with whom we are purchasing the trip from and can be made available upon request.

## **Insurance Claims**

The school has a travel insurance policy that covers all students. Parents/carers wishing to submit a claim should contact the Finance Office. All claims require evidence, such as a medical professional's letter. We are insured by the Department for Education under the Risk Protection Arrangement for Academy Trusts (RPA).

## **Financial Support**

If a student is in receipt of financial support for a trip and subsequently withdraws for medical reasons, then parents/carers are required to comply with the school's insurance claim process to recover the financial support contributions, and provide a medical professional's letter. Otherwise, the parent/carer will be required to reimburse the school.

## **Cancellation**

If a trip is cancelled due to circumstances outside of the school's control, the school will endeavour to secure repayments from the travel company or through an insurance claim. However, there may be circumstances where this is not possible, and parents/carers should be aware of this when committing to a trip. The school is not liable to refund amounts which are non-recoverable where the reason for cancellation is beyond the school's control. For circumstances within the school's control we will refund all costs, less the nominal processing charges.

All our overseas trips are with travel companies who are ABTA members.

By signing up to a trip you are agreeing to the terms outlined above.