BOOKING CONDITIONS

These Booking Conditions in conjunction with your Confirmation of Booking form the basis of your contract with IBT Travel Ltd. Please read these carefully as they explain the responsibilities and obligations undertaken by all parties when booking. All bookings are subject to these Booking Conditions. Any waiver of these conditions will not bind the Company to any subsequent waiver or otherwise affect the Company's position.

Please note that it is the "Party Leader's" responsibility to ensure that all participants are aware of the implications contained within our Booking Conditions. Party Leaders are also responsible for passing on any additional information and/or details of correspondence with us to other members of the party.

In these Booking Conditions the term "holiday" means tour, course or other inclusive arrangement. "You" and "your" are references to all persons named on the booking including anyone who is added or substituted at a later stage. The term "us", "our" or "the company" refers to IBT Travel Ltd.

August 2026

1. CONTRACT

No contract exists until an accepted quotation and deposit have been received by IBT Travel Ltd who will then issue a confirmation of booking. This contract is made on the terms of these booking conditions which are governed by Scottish law. You may however choose the law and jurisdiction of England, Wales or Northern Ireland if you live there and wish to do so.

All contracts made will offer the protection of the Package Travel and Linked Travel Arrangements Regulations 2018.

2. CONFIRMING A BOOKING, DEPOSIT & PAYMENT SCHEDULE

a) The company does not appoint agents to act on its behalf. Accordingly, any monies paid by group members to party leaders are held by party leaders solely as agents of the customer until such time as the Company has received that money.

b) The person accepting the quotation warrants to the company as a fundamental term of the contract that he or she has the authority of each party member (and when a party member is less than 18 years of age the authority of a parent or legal guardian) to contract with the company on behalf of each such member on the basis of these conditions, and that all such persons are aware of these conditions and have agreed to be bound by them.

c) To confirm your booking please return the first deposit amount stated on your quotation by the date specified along with an accepted quotation. If we accept your booking, IBT Travel Ltd will issue a booking confirmation accepting your reservation within 21 days of receipt of your deposits and accepted quotation. A second deposit is due 8 weeks later or by the date specified in your quotation.

d) The only variation to the above schedule should be by prior consent between the party organiser and IBT Travel Ltd who will issue written confirmation of such an agreement.

e) All deposits paid are non-refundable except in the circumstances detailed in Condition 7.

f) Approximately 20 weeks before departure we will send you final detail forms for your party to complete and return to our office no later than 12 weeks before departure.

g) A balance invoice will be issued approximately 14 weeks before departure (or instead of Confirmation for new bookings received less than 16 weeks before departure) and the company must receive the full amount outstanding no less than 12 weeks before departure.

h) Should your balance invoice be inaccurate due to last minute alterations to your tour, this does not permit late payment of the final balance which remains due 12 weeks prior to departure. If interim payments or final balances are not received by the due dates, we reserve the right to cancel the booking and you will lose any deposit already paid. All payments and final detail forms must be received by the Company by the due dates as stated above. The Company reserves the right to make an administrative charge of up to £15 per person should final detail forms not be received within these deadlines. If an extension to the payment date is granted by the company, we reserve the right to charge an administration fee of £50.

i) Payments can be made by cheque, bank transfer or credit/ debit cards.

j) If your payments are coming through the Local Education Authority we reserve the right to alter your payment dates to include the extra processing time for this payment method.
We shall confirm your revised payment dates in writing and ask you to confirm in writing when payments have been passed to the Local Authority and the name of the person in the Authority, we can contact to check progress of the payment through the system.

k) When you contact us to make a booking, we reserve the right to act as your agent for the relevant carrier(s), which will be disclosed as necessary on your documentation.

l) When we have confirmed your booking, a contract exists under which we accept responsibility for the provision of the services described on your invoice.

m) No additions, deletions, changes or promises may be made relating to these conditions except by one of the Directors of the Company, in writing.

n) No amendment, deletion or addition to the price or content of your tour will be binding on the Company unless confirmed in writing by the Company.

3. CANCELLATION PROCEDURE

a) We understand that circumstances may arise which can result in the cancellation of one or more members of your party. As we incur costs from the time we confirm your booking, the cancellation charges shown in the table below will be applied. All cancellations must be notified to us in writing by the person who signed the booking form and charges will apply from the date this notification is received at our office.

Date this notification is received at our office. Period BEFORE departure which written cancellation is received	Amount of cancellation charge as a percentage of tour price
After payment of 1st deposit but before due date of 2nd deposit	1st deposit
After payment of 2nd deposit but before due date of 3rd deposit (if applicable) but more than 84 days	1st & 2nd deposits
After payment of 3rd deposit (if applicable) but more than 84 days	1st, 2nd & 3rd deposits
29 to 84 days	70%
15 to 28 days	85%
14 days and under	100%

b) Any person added to the booking form at a later stage will be deemed as having accepted our Terms & Conditions.

c) Tour Supplements - Unless otherwise agreed, our tour costs are based upon the agreed number of full paying

passengers shown on your official tour quotation. If a withdrawal or cancellation(s) reduces the number of full paying pupils below the minimum number required to qualify for a particular tour price, then the tour price will be recalculated on the basis of the actual party size.

d) Flights Booked with Budget Carriers (Ryanair, Easyjet, Jet2 etc.) - As the company pays in full for all flights at time of booking, if you have a cancellation from the group without replacement and the deposits (if applicable and/or paid) do not cover the cost of the flight then the difference between the value of deposit(s) received and actual flight cost will be added as an additional cancellation fee. If you have a replacement, then the standard name change procedure applies along with any associated charges (see section 6).

e) Flight Groups - After payment of final balance or issuing of flight tickets or confirmation from a budget carrier, name changes are not always permitted by the carrier (the airline). We will do our best to help the group, but most carriers treat late name changes as cancellations and charge accordingly. These charges will be passed on to you. Once airline tickets have been issued, any changes made to the ticket may result in the group having to pay for the cancelled ticket and purchase a new ticket at the full cost. Individual members of your party may be able to reclaim some of these charges if the reason for cancellation is covered under the terms of your holiday insurance.

NOTE - The person who accepts the quotation is responsible for notifying all members of the party of their obligation in respect of cancellation. If they are under 18, you MUST notify their parent or guardian.

4. YOUR FINANCIAL PROTECTION

We provide full financial protection for our package holidays.

1. For flight-based holidays this is through our Air Travel Organiser's Licence number [5916] issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email claims@caa.co.uk. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

2. When you buy a package holiday that doesn't include a flight, The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for IBT Travel Ltd (member 5513), and in the event of insolvency, protection is provided for non-flight packages. ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with IBT Travel Ltd. You can find out more about ABTOT here: www.abtot.com

3. We are members of ABTA The Travel Association with membership number V0847. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

5. TOUR PRICES

a) Our tour costs are based upon the agreed minimum number of full paying passengers & free staff places shown on your official tour quotation.

b) At all times, adults travelling in excess of the free place ratio will be charged supplements for accommodation/travel/excursions etc. The exact supplements vary from resort to resort so we would ask that you please check your tour quotation for the specific details. If more than 20% of your party consists of adults, we reserve the right to re-cost your tour.

c) Staff family concessions – details available on application – please contact our office for details.

d) We can change your holiday price after you've booked, only in certain circumstances:

i) The price of the carriage of passengers resulting from changes to the cost of fuel or other power sources.

ii) The level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports.

iii) Exchange rates.

Changes in the above 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. If this results in an increase equivalent to 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 (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:

i) You must do so within the time period shown on your final invoice.

ii) 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 cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. 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.

e) Calculations to formulate our prices were completed on the 2nd March 2026. Exchange rates prevailing that day as quoted by the Royal Bank of Scotland were as follows: -

GBP 1.00 = EUR 1.1042; USD $1.2944;
CAD $1.7690; CHF 0.9962

f) All tours by air - Our quoted tour package and minimum number provides an idea of tour cost for budgeting purposes only and does not guarantee the provision of these arrangements. Our prices are based upon special rates and limited allocation on both scheduled and budget airlines. When these allocations are sold then flight prices can increase and affect the selling price of a tour. It is strictly first come first served for the lowest tour prices. We reserve the right to increase or decrease the prices of our tours by air at any time. The exact price of your chosen tour will be confirmed when flight availability has been established. Once your tour cost has been confirmed then, subject to correction of errors, it will not be changed except under circumstances outlined in section 5d.

g) Corrections - We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error and advise you of the changes made. Please note that changes and errors do occasionally occur. You must check the price of your holiday at time of booking.

6. CHANGES REQUESTED BY THE PARTY LEADER

If you need to make alterations to the details of your confirmed booking we will do our best to meet the request. However, if this involves a major alteration to the confirmed arrangements, such as a change in departure date or accommodation, we may be liable for cancellation charges on your behalf, and because of this we must reserve the right to treat the original booking as cancelled and apply cancellation charges as shown in section 3. Where we can meet your request, a fee of £50 per amendment will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

Additions to your party - This is usually possible at any time up to 28 days before departure. However, you must always check availability with us first.

Late Additions - If the addition is made after the balance of the tour has been paid then an amendment fee of £40 for each addition will be charged. Also, additions after the balance has been paid are subject to the availability of the services required and may attract a supplement to cover any additional payment costs incurred by IBT Travel Ltd. Please enquire with our office before accepting any additions to your party.

Name Changes - *Coach Tours:* All name changes up to 4 weeks before departure are free of charge.

Air Tours: Passenger names are normally not required at the point of flights being booked but will be necessary in accordance with the scheduled airline's terms and conditions. Party Leader's will be informed well in advance of the date by which names must be confirmed by IBT Travel Ltd to the airline. It is the Party Leader's responsibility to ensure that ALL names given are in full and exactly as shown on an individual's passport (or birth certificate). We do not accept any responsibility for the incorrect/abbreviated names submitted and any subsequent amendments will be viewed as a name change.

Party Leader's will be notified when flights have been secured and thereafter any name changes or cancellations will be dealt with in accordance with a specific carrier's terms and conditions.

Costs for amendments to passenger names may vary from one carrier to another and will be charged at the particular airline's amendment fee plus a £20 administration fee.

Please note that most airlines do not allow changes after tickets or boarding passes have been issued (usually 28 days before departure). In this instance the charge is usually the full cost of the flight. Any name changes after this time will be treated as a cancellation and will attract the cancellation charges as laid out in section 3 and the new name treated as an addition to the party.

Late Name Changes - *Coach & Air tours:* Any name changes made by you within 4 weeks of departure will be subject to availability and an administration fee of £40 per name change in addition to any costs that may be charged by our suppliers.

General Point - Seats on board the coach or aircraft, ferry crossings, accommodation, and services in resort are only available to the people named on the passenger list issued to you by us. It is a breach of contract for anyone to sell or allocate such services to another person without our knowledge and consent.

7. CANCELLATION OR CHANGES MADE BY US

It is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant changes include alteration of your outward/ return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers.

If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below.

We will contact you and you will have the choice of:

a) Accepting the change.
b) Accepting an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value).
c) Having a full refund of all monies paid.

We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the time scale given your booking may be cancelled.

If you choose to accept a refund:

a) We will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.

b) We will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Period BEFORE departure within written notification of a significant change is sent to the person signing the booking form	Amount of compensation per person (excluding free places)
More than 70 days	Nil
70 - 35 days before departure	£5 per person
34 - 15 days before departure	£10 per person
14 - 0 days before departure	£15 per person

NOTE - If in any way your final payment is delayed you will not be eligible for compensation payment.

8. LIMITATIONS ON OUR LIABILITY

We promise to make sure that all parts of the holiday we have agreed to arrange as part of our contract are provided to a reasonable standard and in accordance with that contract. We will not, however, be responsible for any injury, illness, death, loss (for example, loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

a) The fault of the person(s) affected or any member(s) of their party.

b) The fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided.

c) An event or circumstances which we or the supplier of the service(s) in question could not have predicted or avoided even after taking all reasonable care.

d) The fault of anyone who was not carrying out work for us (generally or in particular) at the time.

In addition, we will not be responsible

e) Where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday.

f) Where any problems you suffer did not result from any breach of our contract or other fault of ourselves.

Please note we cannot accept responsibility for any services, which do not form part of our contract. This includes, for example, any additional services or facilities, which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure or on our website and we have not agreed to arrange them.

The promises we make to you about the services we have agreed to provide or arrange as part of our contract – and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature, which might lead a reasonable holidaymaker to refuse to take the holiday in question.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is limited to the excess amount payable under the insurance policy. You are assumed to have taken out adequate insurance at the time of booking.

Where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on and off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention which applies to the travel arrangements or hotel stay in question. When making any payment, we are entitled to deduct any money, which you

have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

You must provide our insurers and ourselves with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in condition 9.
If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with our insurers and us if our insurers or we want to enforce any rights, which are transferred. It is a condition of our acceptance of liability that you notify any claim in accordance with condition 9 "If You Have A Complaint".

Many of the services, which make up your tour, are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 7. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount.

If your airline does not comply with these rules you should complain to the UK Civil Aviation Authority (CAA): 0330 022 1916. email passenger.complaints@caa.co.uk

9. IF YOU HAVE A COMPLAINT

If a problem arises you should report it as quickly as possible to our Representative or Agent and the Supplier so that efforts can be made to rectify it to your satisfaction. Our Representative or Emergency Contact can deal with most problems on the spot, so please do not wait until you get home before reporting a problem. If we are unable to resolve matters the Party Leader must write to our Head Office within 28 days of return, explaining the problem fully. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort, we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. Please also see clause 10 below.

10. DEALING WITH COMPLAINTS

We are a Member of ABTOT, membership number 5513.
If, despite our best efforts and having followed the procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled, we recommend that it is referred for arbitration under the ABTOT Travel Industry Arbitration Service. An Independent Arbitrator will review the documents relating to any complaint and deliver a binding decision to bring the matter to a close. A fee is payable by each party when an application for arbitration is submitted.

Details of this scheme are available from The Travel Industry Arbitration Service, administered by:

Dispute Settlement Services,
9 Savill Road,
Lindfield,
West Sussex,
RH16 2NY.
E-mail: admin@disputesettlementservices.co.uk

This scheme cannot however decide in cases where the sums claimed exceed £5,000 per person or £10,000 per booking form, or not solely or mainly in respect of physical injury or illness or the consequences of such injury or illness, or solely or mainly in respect of a discrimination claim or any claim under the Equality Act.

We are also a Member of ABTA, membership number V0847. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com

11. ADDITIONAL ASSISTANCE

If you are in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

12. PERSONAL PROPERTY

Your personal property, including baggage, is your own responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibility.

13. SUPERVISORY RESPONSIBILITIES OF THE PARTY LEADER

Once our quotation has been accepted, the Party Leader accepts responsibility for the good conduct of all participants. Furthermore, it is the Party Leader's responsibility specifically to ensure that:

a) No participant under 18 years of age consumes alcoholic drinks unless written permission from a parent or guardian can be produced.

b) All local laws relating to the consumption of alcohol are at all times obeyed.

c) No participant smokes in a hotel bedroom or at all in apartments, or in any way causes a fire hazard.

d) Participants act in a responsible fashion and do not behave in a way likely to cause damage to property or offence to other people. You accept the responsibility for any damage or loss caused by you or any member

of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

e) If the behaviour of any member of any party is causing or is considered likely to cause offence, danger, damage or distress to others, we reserve the right at all times, to cancel or terminate a booking completely. If for example any coach driver, accommodation owner or manager, or senior member of our staff considers that the behaviour is unacceptable they are authorised to terminate a booking wherever and whenever necessary. If this situation arises, our responsibility for your tour will cease including any return travel arrangements and we will not be obliged to cover any expenses which may be incurred on the part of the party and neither will we consider or accept any claims for compensation whatsoever.

f) All passport formalities and any other personal arrangements that may be necessary such as visa, currency and medical requirements are completed.

g) Ensure that all members of the party receive a copy of any insurance documentation including a breakdown of the complete coverage, inclusions and excess details.

h) Ensure that all members of the group reach the starting point of the tour at the allocated time.

14. TRAVEL ARRANGEMENTS - COACH TOURS

a) All coach tours are operated by executive coach (unless otherwise stated the original quotation). We only use reliable operators offering modern, comfortable coaches with excellent back up and break down cover. All coaches will be fitted with a PA system, dvd/video and toilet. The party leader should confirm the satisfactory operation of these facilities before departure (a coach condition questionnaire will be issued with your final information pack). If any system is not operational it should be noted on the questionnaire, countersigned by the driver and returned to our office at the end of the tour. Upon receipt compensation will be issued for the inoperable item(s). The level of compensation is dependent upon your tour duration, details are available on request. Please note that no compensation will be offered if a signed coach condition form is not returned. After departure occasionally these items become inoperable. The coach operator will endeavour to rectify the problem where possible, but if they are unable to, no compensation will be paid for the lack of these facilities.

b) Drivers' hours - All itineraries are agreed with coach companies prior to departure and adhere to strict EU driving regulations.

c) Seat Belts in Coaches - Following government legislation, British coaches transporting young people under 16 years of age are required to be fitted with lap belts. Coaches contracted by the Company will conform to this requirement. Please note that Continental coaches are not yet subject to the same legislation.

d) All Cross-Sea arrangements are based on a car ferry service via Dover – Calais, Dover – Calais/Dunkirk, Hull – Zeebrugge, Hull – Rotterdam or Newcastle – Amsterdam routes or Euro-tunnel service. All crossings are subject to availability. It should be remembered that on peak dates there is huge pressure on limited cross-channel capacity. While we attempt to meet each party's preferences in terms of ferry or shuttle and timings, such arrangements must, for operational reasons, be entirely at our discretion.

e) Conditions of Carriage - All tours are subject to the conditions of carriage, which the carrier may apply, and will conform with National and International conditions.

f) Timings and Itineraries - All itineraries, journey times and timings of ferry crossings/routes specified are given as guidance only and may be subject to change upon final confirmation.

AIR TOURS - IMPORTANT INFORMATION

a) Air Tour Cost & Minimum Number - See section 5f.

b) Flight Routes - Preferred routes and airlines are subject to availability and budgetary constraints at time of booking. If the allocation of seats at the rate we have applied is not available, we will offer you the following options:

i) Paying the appropriate supplement to travel on your preferred route and date.

ii) Offer alternative airport and flight options for the preferred date of travel.

iii) Offer alternative dates of travel for the preferred route and airline.

iv) Offer alternative dates and flight options.

v) If viable offer an alternative package using coach travel

c) Dates of Travel - Please note that to secure your preferred route and airline at the budgeted rate it may be necessary to alter your departure date by a day or two either side of your preferred travel date. Please take this possibility on board when promoting the tour. It may also be necessary to change your departure date, airline and/or route to suit flight availability.

d) In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. You will be advised separately in writing of the name of your carrier once your flights have been booked. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard.

e) Your transfer to resort will be handled by a coach company conforming to all of the relevant transport legislation in the country concerned.

f) Flight Times - Any flight timings given on booking are for general guidance only and are subject to change. The latest timings will be shown on your confirmation of booking. However, the actual flight times will be those shown on your tickets, boarding passes or e-ticket confirmation, which will be dispatched to you approximately two weeks before departure. You must accordingly check your tickets carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been issued - we will contact you as soon as possible if this occurs. We are not always in a position to confirm the airline, aircraft type and airport of destination, which will be used in connection with any flight included in your arrangements. When this information is provided at the time of booking or subsequently, it is subject to change. Any such change will not entitle you to cancel or to change other arrangements without paying our normal charges.

g) Baggage Allowance - All flights will be in economy class. Baggage allowance differs between carriers. Please refer to your chosen carriers' individual terms and conditions for details of your luggage allowance and restrictions. Please note that, unless specifically stated in your confirmation of booking, any excess baggage charges are to be paid by the client at the airport. For oversized baggage (including sports equipment and musical instruments) please check your carriers terms and conditions for full details on these items before flying.

h) Airline Conditions of Carriage - You will be issued with the conditions of carriage from the relevant carrier as soon as your flights are confirmed.

i) We will ask you to confirm certain Advanced Passenger Information that we must pass to airlines before departure and it is essential that information is accurate. We therefore ask for your fullest cooperation for the prompt return of these details. Any delay could jeopardise your travel arrangements, and we are unable to accept any liability for any failure in service caused by late or incomplete lists.

DELAYS AT PORT, INTERNATIONAL RAIL TERMINAL OR AIRPORT

In the event of a delay at the port, international rail terminal or airport of departure, your carrier should ensure that you are informed of the reasons for and the extent of the delay as early as possible. Please refer to our Flight Cancellation Procedure, Coach Breakdown Procedure & Ferry Delay Procedure documents available on our website at: https://www.ibt-travel.com/downloads and in your Tour Handbook on your Vamoos app.

15. ACCOMMODATION AND ROOMING

All the accommodation, (sometimes described for example as hotels, hostels, centres, pensions, gasthofs, chalets and apartments), are well known to IBT Travel Ltd and have been inspected by a senior representative of IBT Travel Ltd or an agent acting on behalf of the Company and chosen as representing fair value in its particular category. We would suggest that you compare carefully each type of resort and accommodation with the cost of the tour and discuss your exact requirements with our experienced sales team before making your final choice. Hotel Classification or grading, where stated, are those awarded by the local Tourist Board. Please bear in mind that some countries' local standards will not be the same as in the UK and it is not always within our control to impose our own standards. Where accommodation has no official grading (such as centres, apartments, chalets) we have given our own grading based upon comparable accommodation in the nearby area. Not having an official grading does not necessarily reflect on the standard of comfort or the facilities provided. Accommodation brochures and more detailed information are available from our office by calling: 01292 477 771

SPECIAL ACCOMMODATION NOTES

a) Some of our accommodation providers do not provide towels or soap in the bedrooms. If this affects your group we will notify you in writing.

b) Some hotels now require visiting groups to pay a damage (caution) deposit on arrival. All monies are fully refundable at the end of the tour provided no damage has been done to the hotel. We will, wherever possible, notify you of this prior to the commencement of your tour. It is not within IBT Travel Ltd.'s power to stop any hotel or hostel charging this caution.

c) The cost of using leisure or sports facilities e.g. swimming pools, sauna etc. at our hotels is not always included.

d) Rooms are normally available from 16.00hrs on the day of arrival and have to be vacated by 10.00hrs. If you arrive before this time you may be able to check into your accommodation, but we cannot guarantee that all of your rooms will be available. There may be a variation to these times and party leaders should confirm check out time in resort.

e) Noise - It should be remembered that in many cities and towns accommodation may be situated in a busy urban or industrial area and therefore some noise is likely. Please bear this in mind when choosing your accommodation.

f) Youth Hostel Accommodation - We are pleased to offer a number of youth hostels throughout our programme. Whilst pupils are not expected to get involved with the day-to-day chores, they will be responsible for making their own beds. Our tour costs for youth hostels include sheet hire.

g) Rooms for Pupils - On European tours pupils will normally be accommodated in rooms of 3 - 6 persons, however larger rooms are sometimes allocated in both hotels and youth hostels. Specific details can only be given when your accommodation is confirmed. Due to the operational nature of group travel and the contractual terms of preferential group accommodation rates, room allocations are determined solely by the

aggregate gender breakdown of the traveling party. Consequently, room configurations must maximize occupancy efficiency and cannot be customized to accommodate specific year groups, age compositions, or social pairings. Group leaders must ensure that students are prepared for room assignments based strictly on these requirements to maintain the validity of the group booking tariff. IBT will make reasonable endeavours to accommodate specific rooming requests submitted by the Tour Leader. However, if fulfilling these requests requires securing additional rooms beyond the standard allocation, any resulting supplementary costs will be charged directly to the tour account.

h) Rooms for Staff - Wherever possible, we will always accommodate adult leaders in twin or triple bedded rooms and request rooms with en-suite facilities. Single rooms are always limited, and we cannot normally provide these free of charge. In some hotels, it may be possible to reserve a twin-bedded room for sole occupancy in which case a supplementary charge will be payable.

i) We ask party leaders to note that in Austria and Italy "Matrimonial" style twin beds are used. These consist of two single mattresses on a double frame with separate bed linen. Separate twin beds in Austria & Italy are rare and cannot be guaranteed.

j) Single rooms are not normally available in any of our contracted accommodation. If available, a 'single room' supplement will be applied to your tour. Single rooms must be requested as early as possible.

k) North American Tours - our prices are based upon 4 or more pupils sharing a room with 2 king- or queen-sized double beds and or sofa beds. Under occupancy supplements will apply at all times and will be given on your tour quotation. Staff will be issued twin or triple rooms as standard with any single rooms attracting a supplement.

l) Meals - Our tour prices are based on the meal arrangements detailed in your tour quotation. Full board is usually dinner, a basic continental breakfast and a packed lunch. In some resorts there is the option to upgrade to a full buffet breakfast and / or hot lunch; if available the supplement will be shown on your original quotation. Our Hoteliers, and other food suppliers, are usually happy to deal with special dietary requirements and we ask that you provide us with details of specific dietary needs as early as possible and we shall confirm if your requests can be met. All dietary requests are subject to availability and possible additional cost. If we do not receive your request(s) until after confirmation of your tour, then we shall investigate your request. However, if our suppliers cannot guarantee to accommodate the particular need(s) of the person(s) concerned, we must reserve the right to decline their reservation(s) or, if full details are not given at the time of booking, cancel when we become aware of these details and impose cancellation fees as per Section 3. We regret we cannot accept any conditional bookings as stated in section 2.

m) Allocation of Accommodation - In resorts where we feature more than one accommodation, we ask you to note that our allocation for a specific accommodation is not made until the group size is confirmed with 1st and 2nd deposits and that the group meets the minimum number required on your tour quotation. If you have a specific accommodation request, please inform us as early as possible and we shall do our best to meet your requirements, but this cannot be guaranteed. It should also be noted that we will use additional accommodation not featured in our brochure or website. In such cases the accommodation will be of an equivalent standard as that advertised, and will of course, be inspected and approved by our senior members of staff and / or agents acting on our behalf.

16. ITINERARY PLANNING & EXCURSIONS

The provision of excursions varies from tour to tour. All excursions and services organised by us on your behalf and included in the tour cost will be detailed in your tour quotation. After receipt of your accepted quotation and deposits we will contact the relevant excursion providers for availability.

a) Excursions included within your original tour cost are usually pre-paid prior to your departure. Where it is not possible to pre-pay an excursion, payment (or currency) will be enclosed with your final information pack. Additional excursions highlighted by the party leader on their excursion response form will be pre-booked on your behalf and, where appropriate, the group will pay on arrival.

b) Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

c) IBT Travel Ltd can offer a pre-payment service for certain excursions not included within the tour cost. Due to the charges involved in arranging bank transfers and other forms of electronic payment there will be an administration charge of £50 per excursion for this service.

d) Groups will be informed of the current entrance fee for their chosen excursions, but these fees are subject to change. Also, in some cases the cancellation of pre-booked excursions (whether pre-paid or not) may be subject to cancellation charges and / or administration fees.

e) All preferred excursions are subject to availability and cannot be guaranteed by IBT Travel Ltd. Where possible we will advise party leaders of visits which are not available prior to the group's departure allowing time for the party leader to choose a suitable alternative.

f) Some of the state-owned galleries and museums are free to school and youth groups or operate on reduced tariffs. IBT Travel Ltd recommends that all school parties carry a letter on school headed paper confirming the ages of the group members, and the educational purpose of the visit, as well as a copy of the group passport and/or individual passports or identity cards as proof of age.

g) Prepaid theatre visits - please note that prepaid theatre tickets are non-refundable.

h) Concerts (music tours only) - All concerts organised by us on your behalf and included in the price of your arrangements will be detailed in your itinerary. Where we agree to organise concerts on your behalf, we cannot guarantee concert arrangements requested for particular venues or on particular dates. This is because we are dependent on the goodwill of the individuals that agree to provide facilities for these concerts. Because these providers are not our suppliers and we do not have contracts with them for the supply of their services, they may choose to withdraw any offered facilities at any time, and this is outside our control. In these circumstances we reserve the right to substitute alternative concert arrangements to those requested. For certain groups, concerts may be organised outdoors and in the event of bad weather these concerts may have to be cancelled. In this event we will supply you with ideas for alternative activities or excursions.

i) Advice for excursions and visits - we operate a Safety Management System which is consistent with industry best practice. Whilst it is not practical to inspect all visits and excursions, we will use reasonable endeavours to evaluate the level of risk to our groups and, where appropriate, bring to the attention of our group leaders any advice that we consider is necessary to help them make informed decisions and manage their own responsibilities for the safety of their group. Additionally, the DfE, Local Authorities and, in some cases individual schools issue guidance on all aspects of school trips and outside activities including planning, risk assessment, organisation and supervision. If you are in any doubt, you can and should always seek specific advice in advance from your employer, Local Authority or the DfE.

Your final itinerary - Once the components of your itinerary have been agreed, your final itinerary will be checked by IBT Travel Ltd and your allocated coach company prior to travel as per EC transport regulations.

IMPORTANT POINTS - Changes to your itinerary after your final documentation has been issued - If you wish to make any alteration to your itinerary after your final information pack has been issued then a minimum cost of £50 per alteration (plus any additional or cancellation costs required from the supplier) will be applied. You will be notified of the total cost of the change and payment must be received before any change is instigated. For more details on this policy please contact our Prestwick office on 01292 477 771

17. PASSPORTS & VISAS

a) Your specific passport, visa, and other immigration requirements together with any health/vaccination requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates including requirements for any member of the party who is not a British citizen or does not hold a British passport. **We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.** If failure to have any necessary travel or other documents results in fines surcharges or other financial penalties being imposed on us you will be responsible for reimbursing us. For more information, please visit the government websites at www.gov.uk/travelaware and www.gov.uk/foreign-travel-advice for your destination country.

18. INSURANCE

It is a condition of booking with us that you have adequate insurance in place for the duration of your booking. Please refer to your Quote, Provisional Booking and/or Booking Confirmation which will detail whether insurance is included in the package provided by us. Please familiarise yourself with the cover provided, you must also provide a copy of the policy to each member of your group, accompanying staff and parents/guardians of the students. If insurance is not included in the package provided by us, it's your responsibility to ensure that you have adequate insurance cover to protect you and your group against the need to cancel your tour and/or provide assistance if group members are injured or ill, and that the insurance cover you purchase is adequate for your needs.

19. HEALTH MATTERS

Reciprocal Health Agreement UK GHIC and New UK EHIC - Please remember to ensure that each member of your party has a UK GHIC or New UK EHIC card. This should be recognised in hospitals throughout the European Union. UK GHIC and New UK EHIC information, and application procedure, can be found on-line at: https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/

20. SPECIAL REQUESTS, MEDICAL PROBLEMS & ADDITIONAL NEEDS

If you have a special request, you must advise us in writing at the time of booking. Although we endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your booking confirmation, invoice or any other documentation is not confirmation that the request will be met. Unless, and until specifically confirmed, all requests are subject to availability and possible additional cost. If our suppliers cannot guarantee to accommodate the particular need of the person(s) concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of

booking, cancel when we become aware of these details and impose cancellation fees as per Section 3.

Additional Support Needs

At IBT we are continually working to enable all guests to enjoy the many benefits of our educational tours. Most educational objectives can be met at a variety of locations and we request an open and flexible approach to help us meet your needs. If a participant has additional support requirements, relating for example to disability, culture, diet etc, we will be pleased to discuss these with you. We need you to provide us with full details as soon as possible to ensure that a fair assessment of service provision can be made, and appropriate resources identified with reference to such considerations as access, programming, successful participation and health and safety. Properly accommodating additional needs requires advance notification, assessment, agreement and planning. All requests for additional needs must be confirmed in writing to and by your IBT Travel Consultant. Please note that we can only take responsibility for arrangements that have been discussed and agreed with us as soon as possible and before we confirm your booking.

Behavioural difficulties

We recognise that there is a full spectrum of behavioural traits and that most needn't concern us at all. Teachers are reminded that group management is primarily their concern, but we can help by providing advice on suitable accommodation and visits. Where the situation necessitates it, we will consider increasing the discounted adult places available to a group to ensure that supervision is not compromised. On IBT tours, we require all participants to conform to our Code of Conduct and reserve the right to exclude anyone whose behaviour is unacceptable.

Disability

The main questions to resolve with disability are: suitability of transport arrangements; access to all necessary domestic facilities; access to sufficient activities (where relevant); and physical ability to participate safely and enjoyably in as much as possible of the programme. Early notification and exact details are essential to help us meet your needs correctly. Coaches with lifts for wheelchairs are scarce, so advance booking is vital. Coach companies usually charge more for these vehicles. Accommodation and visits world-wide do not always include good access features for disabled visitors. We can advise on suitability and make specific enquiries on your behalf. Where a disabled participant requires the services of a personal carer, we cannot provide an additional person ourselves, but will be pleased to consider providing an extra place at a discounted rate for a carer you provide.

Additional Costs

We will notify you of any additional costs as soon as possible, these costs will be added to your tour account.

21. SAFETY STANDARDS

We take the safety and security of our customers extremely seriously. If the Foreign, Commonwealth & Development Office advises that people should not visit a particular destination and we reasonably believe this is going to affect your holiday arrangements, we will act on this and we reserve the right to cancel your holiday.

We sell school holidays to a number of different destinations outside the UK, some of which may not have the health and safety standards in place that we have come to expect in the UK. However, we ask all our suppliers to confirm that they comply with the local and national health and safety regulations applicable in their country. We reasonably expect travellers to take the same responsibility for their health, personal safety and that of their possessions as they do at home and ask that you undertake reasonable precautions to protect your travelling companions and yourself whilst on holiday.

To make the most of your trip abroad, check out the Foreign, Commonwealth and Development Office website at www.gov.uk/foreign-travel-advice this website offers a wealth of country-specific information that only the FCDO can provide.

22. BROCHURE / WEB SITE INFORMATION

The information contained in our brochure(s) / web site is accurate and correct as far as can be reasonably ascertained on the publication date of the brochure / website, April 2026. If we ascertain ourselves or are notified of subsequent changes to the details contained herein, we will advise you as soon as is reasonably possible. There are however circumstances beyond our control, such as religious festivals, local holidays, periods of maintenance (e.g. to ski lifts) and adverse weather conditions for which we cannot accept responsibility. To create the "atmosphere" of a certain type of holiday, occasionally photographs used on resort pages are general photographs and may not be specific to that resort.

23. SPECIAL NOTES FOR SKI TOURS

a) Students with Special Needs / Behavioural difficulties / Disabilities – As outlined in section 20, we work hard to accommodate all participants in our snowsports programme and, as such, party leaders MUST inform us of any conditions that may affect the enjoyment and learning of all students in a ski class. In particular any additional support needs that may require special equipment, training or knowledge from the ski school or instructor to deal with the pupil. In all cases we will require a member of staff from the school to accompany the ski class to offer support to the instructor when dealing with student(s) with additional support needs. Please discuss your requirements with our office in full before confirming your tour as additional costs may be required.

b) Ski Instruction – Our ratio of ski instructors to pupils will range between a minimum of 1:10 and a maximum of 1:12. For example, a group of 40 to 44 full paying passengers will be allocated 4 instructors.

We allocate dedicated instructors to your group and do not use 'pool' instruction groups where we combine pupils from two or more different groups (unless they are designated

small groups sharing a coach or flight package and have agreed to share the instructors in advance). Please note that persons who have a free place, or are travelling at a reduced rate, will not be included when calculating the number of instructors required. If you feel that your group may need additional instructors please contact our office to discuss your requirements and for cost supplements.

c) Snowboarding – There has been a large reduction in the number of students opting to snowboard over the past few years. Ski Schools no longer allow the mixing of skiers and snowboarders in the same class for the following reasons:

   i) Snowboards have a different side-cut radius to skis and this means that they turn in a different way and as such traverse the slopes in a different manner to skiers. Snowboarders on a prepared piste tend to slide more and stay closer to the fall line (i.e. straight down!) which anyone other than an advanced skier would find very difficult to follow. This means that from a practical side of things skiers and snowboarders get down the slope in a different way and this makes it very difficult for an instructor to monitor and supervise both sets of students as it is difficult for all the students to follow the same tracks as the instructor during the lesson. This means that the instructor will have his attention split between the two groups and as such will not be in full control of the situation. Therefore, we must insist that snowboarders have their own group and their own specific instructor.

   ii) We do not use 'public' instruction classes for snowboarders - we can't put the pupils into an uncontrolled environment where we don't know who else will be in the class.

The only way to offer snowboarding as part of your ski tour is to have a cost to have a separate snowboard instructor & snowboard equipment hire for the pupils that wish to take part. Class sizes are from a minimum of 4 students to a maximum of 8 to 10 students depending on resort. All students MUST be of the same ability level as they will be sharing the same instructor. It may be possible to use an instructor from your group allocation to help reduce the snowboard supplement.

Please do not offer snowboarding to your students before discussing the cost implications with our sales staff.

d) Lift Pass Key Cards – This is a credit card sized lift pass with a 'chip' and means that it is not necessary to take the card out of your pocket each time you access a lift. The key cards carry a unique number which means that if the key card is lost or damaged then the person need only pay another deposit rather than purchase a full new lift pass. There is a deposit for each key card (from free to €8 per person), which is paid in advance to allow preparation of the lift passes before the group arrives. The key card deposit is included in your tour cost and is refunded in resort when the students return their key card to any lift pass desk. Please note that IBT Travel cannot refund any key card deposits if the group forget to return them in resort.

e) Ski Equipment – Standard ski equipment is included in the cost of your trip. Every attempt is made to satisfy your equipment requirements. However, we would highlight that we cannot guarantee to supply ski or snowboard boots in sizes above a UK 12. We therefore recommend that anyone in this situation make their own arrangements in the UK with a specialist ski hire shop. Insurance for accidental equipment breakage is covered within our travel insurance policy (if taken). Please refer to the policy document for the conditions that apply. If members of your group (pupil or adult) have their own ski equipment or do not wish to participate in the ski classes, we regret that there will be no reduction made to the tour price.

f) Ski Helmets - Unless otherwise specified we include the cost of ski helmet hire in our tours. In Italy it is now law for all ages to wear a ski helmet & in Austria it is now law for all children under 15 years of age whilst on the slopes. Those who violate this rule could get a financial penalty.

g) Après Ski Activities (evening entertainments) - If we have included après ski activities in your tour cost then the activities included will be detailed on your tour quotation and in your final tour information. If not included in your tour cost, we will be happy to pre-book and pre-pay evening activities on your behalf and add the cost of these activities to your tour account. If you choose not to pre-book any après ski activities, then anything you wish to do will be subject to availability when you arrive in resort. Please note that if we have pre-booked (and pre-paid) activities on your behalf and you decide not to go for any reason, the provider will retain full payment as a cancellation fee and no refund or alternative will be offered.

h) Ski Bus Transfers for Flight Groups & Coach Groups - Please note that, where required, flight groups (plus coaching groups on their last ski day) will use the public ski bus system. Your ski lessons will be planned around specific ski bus transfer times and you will be informed of these in resort. Resort ski buses use a combination of seating (no seat belts) and standing places and can carry up to 80 people. The ski buses are regulated by the appropriate authority in each country. You are likely to be sharing the ski bus with members of the public or other groups. If you wish a dedicated ski bus transfer for the sole use of your group this may be possible subject to availability and a cost supplement – please ask your travel advisor for details.

i) Skis/Snowboards on flights – One pair of skis or snowboard per person may be carried at an additional charge and at the discretion of the airline. The number of sets / boards required to be carried must be notified to IBT as soon as possible. The Company will then ascertain the exact cost of carriage. We reserve the right to decline carriage if you fail to indicate your requirements at time of booking. Carriage of skis / snowboards is at the discretion of the airline and subject to availability and possible extra cost.

j) Snow Guarantee – Obviously, we cannot predict or control snow conditions, but we have selected resorts with excellent snow records and first-class snow making facilities. However, we cannot guarantee snow or that skiing will be possible. If due to insufficient snow or avalanche, all the lifts in your resort are closed for one full day or more you may be able to claim on your travel insurance policy.

Please note that the insurance may not be applicable

when lifts do not operate due to mechanical malfunctions or adverse weather conditions such as high winds or blizzards.

24. DATA PROTECTION

We are committed to protecting and respecting your privacy and, as such, comply with the UK GDPR. Please read our Privacy Statement a copy of which can be found at https://www.ibt-travel.com/for-trip-organisers/privacy-policy/

This privacy statement explains what personal data we collect about you, how and why we use it, who we disclose it to, and how we protect your privacy.

Marketing - We will hold your information, where collected by us, and may use it to inform you of offers in the future. If you do not wish to receive such communication in the future, please contact: info@ibt-travel.com

IBT may use your written feedback in promotional materials. If you do not wish to be quoted, please inform us in accordance with our Privacy Policy.

BIGGER PRINT

If you would prefer this information in large print, please contact our office and we will send a copy in whichever format you require.

ANY FURTHER INFORMATION

If you require any more details, please do not hesitate to give us a call. We are certain we will be able to answer any questions you may have and we would be delighted to calculate a special quotation to suit your particular needs. Booking Conditions are correct at time of print and maybe subject to change.