



Booking Conditions

Thank you for choosing GLO-ED! We strongly advise you to read the full terms & conditions but as a very brief summary:

You enter a contract with us when you have confirmed the booking details on your online booking proposal or sent and confirmed via email. From this point onwards, if you then decide to cancel for any reason, there will be cancellation charges.

You can make changes to your booking in certain circumstances, and this may carry a charge. We may have to change or cancel your booking, and we'll pay you compensation in certain circumstances.

We are responsible to you for providing your groups trip but there are legal limits.

In accordance with "The Package Travel, Package Tours Regulations" all passengers booking with Glo-Ed Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation. Your money is fully protected and is held within an independent Trust Account, managed by Protected Trust Services Ltd. For flight-based trips, this is through our Air Travel Organiser's Licence (licence number 12213).

NB read the full terms below for more information and for other important rights and obligations.

YOUR CONTRACT IS WITH GLO-ED LTD t/a GLO-ED.

1. Our details

Glo-Ed Ltd, 13 Upper High Street, Thame, OX9 3ER, England
+44 01865 900 501
hello@glo-ed.com

2. Your booking

A booking will exist as soon as you have confirmed the booking details via your online proposal document and/or we issue a confirmation invoice (whichever comes sooner). This booking is made on the terms of these booking conditions. When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions.

3. Paying for your trip

When you confirm your booking, you must pay a deposit as below:

Coach	£200 per student
Eurostar/Rail	£225 per student
Flight (within EU)	£275 per student
Flight (Long Haul)	See below

For Long Haul trips the deposit is dependent on flight costs. The deposit will be based on the amount it costs to hold seats with the specific airlines and/or flight agents. The details of the deposits will be provided before confirming your booking.

Flight /rail seats will only be booked on receipt of deposits. If deposits are not received as required above, the trip price will be subject to availability and it may not be possible to maintain the price originally quoted to you. Once a deposit has been paid, any changes made by you to the programme will be subject to an administration charge (this includes but is not limited to student pairing changes, passport details, excursion requests, and meal requests).

The balance of the price of your travel arrangements must be paid at least 10 weeks before your departure date. If the deposit/balance is not paid in time, we hold the right to cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

4. If you cancel your trip

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the school or person who made the booking must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows:

<i>Period before departure in which you notify us</i>	<i>Cancellation charge</i>
More than 12 weeks	Deposit only
Within 12-10 weeks	60% of trip cost
Within 10-8 weeks	80% of trip cost
Less than 8 weeks	100% of trip cost

Your deposit and other payments for a member of the group who subsequently cancels may be transferred to a replacement member who satisfies all the conditions that apply to this booking by giving us written notice no later than 8 weeks before departure. Where airline tickets have already been booked and issued this arrangement may not apply and may incur further charges.

Note: If you have chosen to include Glo-Ed travel insurance (Aviva Travel Insurance) or have your own insurance policy, you may be able to reclaim these charges if the reason for your cancellation is covered under the terms of the policy.

You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking

to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign & Commonwealth Office.

Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

5. If You Change Your Booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be in writing from the school or person who made the booking. You will be asked to pay an administration charge of £50 for each amendment, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: Certain travel arrangements (e.g. Apex Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

6. If we cancel your booking

As we plan your trip arrangements many months in advance, we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time. We will not cancel your travel arrangements less than 30 days before your departure date, except for unavoidable and extraordinary circumstances, failure by you to pay the final balance, or because the minimum number required for the package to go ahead hasn't been reached¹.

The minimum number required will be provided to you with your online booking proposal¹.

If your trip is cancelled, you can either have a refund of all monies paid or accept an alternative trip of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).

In the event a refund is paid to you, we will:

1. 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.
2. pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

Period before departure in which we notify you

<u>Period before departure in which we notify you</u>	Amount you will receive from us
More than 14 days	£5.00 per person
14 days or less	£10.00 per person

This does not exclude you from claiming more if entitled to do so.

7. If we change your booking

(a) Changes to the price

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

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or

fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports, or exchange rates 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 trip 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.

(b) Changes other than the price

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 as soon as reasonably possible and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative trip, where we offer one (we will refund any price difference if the alternative is of a lower value). 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 timescale given your booking may be cancelled.
- If you choose to accept a refund:
 1. 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.
 2. we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances.

The compensation does not exclude you from claiming more if entitled to do so.

Period before departure in which we notify you

<u>Period before departure in which we notify you</u>	Amount you will receive from us
More than 14 days	£5.00 per person
14 days or less	£10.00 per person

Host families - Because of the complex arrangements relating to this type of educational tour and the large number of host families used, some changes are possible but generally are minor and not subject to compensation according to the above scale.

8. Our Liability to You

You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or 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.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and

b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions by emailing hello@glo-ed.com. 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 will be publicised at EU airports and available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your trip cost from us. Your right to a refund and/or compensation from us is set out in these booking conditions. If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your trip.

NB this entire clause 8 does not apply to any separate contracts that you may enter into for excursions or activities whilst on the trip.

9. Financial Protection

1. Glo-Ed Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all passengers booking with Glo-Ed Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. Your money is fully protected and is held within an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD.

2. We provide full financial protection for flight-inclusive packages, by way of our Air Travel Organiser's Licence number 12213, 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 package 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.

Optional insurance

As an Appointed Representative of Aviva Travel Insurance Services, Glo-Ed are able to offer optional travel insurance especially tailored for our tours. If you would like to include this insurance for your trip, or require further information, please contact your Glo-Ed travel specialist.

10. Complaints

If you have a complaint about any of the services included in your trip, please inform the relevant supplier (e.g. Local Organiser, hotel Manager) and our resort representative immediately who will endeavour to put things right. This information can be found under 'contacts' on the final travel details document. If your complaint is not resolved locally, please contact the Glo-Ed office (+44 01865 900 501) or the 24 hour emergency number +44 (0) 7718 651221.

If the complaint is still unresolved, please follow this up within 28 days of your return home by writing to Glo-Ed, 13 Upper High Street, Thame, England, OX9 3ER, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. It is strongly recommended that you communicate any complaint to the supplier of the services during your stay as well as to our representative without delay. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

11. Additional assistance

If you're in difficulty whilst on the trip 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. Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

For general visa, passport & health information, please visit <https://www.gov.uk/foreign-travel-advice> or <https://www.thevisamachine.com/>

13. Covid testing

Specific covid testing requirements vary on destination. Documentation may differ on your outbound and inbound journey. Documentation and testing requirements are your responsibility. Any expense for testing must be covered by the group. Glo-Ed can provide guidance on covid testing requirements, but do not accept any responsibility if incorrect testing arrangements have been made by the group.

For updated entry and testing requirements, please visit:

- <https://www.gov.uk/foreign-travel-advice>
- <https://apply.joinsherpa.com/travel-restrictions?affiliateId=sherpa&language=en-US>

14. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on trip are not part of your package 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.

15. Travel Agents

Monies you pay to the travel agent in respect of trips that include flights are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

However, monies you pay to the travel agent in respect of trips that don't include flights are held by him on our behalf at all times.

16. Law and jurisdiction

This contract is governed by English Law, and the jurisdiction of the English Courts.

17. Exchange rate used

The price of your travel arrangements, if in currencies other than GBP, is calculated at the time of booking.

18. Prices

We reserve the right to alter the prices of any of the trips shown in our brochure. You will be advised of the current price of the trip that you wish to book before your contract is confirmed.

The printed brochure and online brochure are our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used during your travel arrangements.

19. Data protection

Please be assured that measures are in place to protect the personal booking information held by us. For our Privacy Policy and Terms of using our website, please visit:

<https://glo-ed.com/privacy-policy>

20. Useful information

- For general visa, passport & health information, please visit Website: <https://www.gov.uk/foreign-travel-advice>
- For Foreign and Commonwealth Office advice, please visit Website: <http://www.fco.gov.uk/knowbeforeyougo>

