Frequently Asked Questions: Residential School Trips

1. **My child has secured a place on the trip. Is the deposit refundable?**

   Please refer directly to the initial launch letter, which clearly outlines the specific refund terms and conditions for that deposit payment.

2. **What happens if my child decides later on that they no longer wish to attend?**

   Once the deposit is paid, you are financially committed to the trip. While we will do our best to help find a replacement student from our waiting list, this is not always possible. We kindly ask that you discuss this carefully with your child before paying the deposit.

   The school enters into a legally binding contract with the tour operator based on initial numbers. If a replacement cannot be found and a place must be cancelled, the operator's cancellation fees will apply and will unfortunately have to be passed on to you.

   If your child must withdraw due to a medical condition or exceptional circumstances, we will gladly assist you in making an insurance claim. Parents/carers will need to provide the necessary medical documentation requested by the insurance provider.

3. **Is it essential to stick strictly to the payment schedule?**

   Yes, please. The school is required to pay fixed instalments to the tour operator between the launch date and three months prior to departure. Keeping to the schedule ensures we can meet these commitments. Please note that if payments fall behind and your child subsequently withdraws, the school will still need to recover any outstanding committed costs from you.

4. **How does the selection process work when a trip is oversubscribed?**

   We do not operate a 'first-come-first-served' basis on residential trips. If a trip is oversubscribed, we will use a random number generator to allocate places.
   To reduce all opportunities for bias, we do not look at other factors when randomly allocating places (e.g. behavior record, attendance on other trips or attendance). If siblings/twins both apply for a trip, if one of them is randomly selected, the other sibling/twin will also be allocated a place.

5. **Whom should I contact if I am experiencing difficulties making a payment?**

   We warmly welcome open communication and understand that financial circumstances can change unexpectedly. If you face any difficulties, please email the Trip Leader in complete confidence. They can work with you and, if necessary, connect you with our Finance Office to explore supportive arrangements.

6. **My child is currently on the waiting list. What are the chances of them securing a place?**

   While every trip is unique, we frequently see movement on the waiting list both early on and in the months leading up to departure. The School Trips Office will contact you immediately if a place becomes available.

7. **We have signed up for a trip and are paying for it while on a waiting list for another, now a space has come up for that, we cannot afford to do both- can we swap one trip space for another?**

   Regrettably, we are unable to directly swap your child's space from one trip to another or transfer any payments between them.

   While we understand this is disappointing the main reasons we cannot swap one trip for another are independent trip budgets and their time frames, third party vendor contracts and administrative staffing constraints.

8. **We have signed up for a trip and are paying for it and now another trip has been launched that they would prefer to do. We cannot afford to do both- can we;**

   A. swap one trip space for another?

   B. transfer payments from one trip to another?

   Regrettably, we are unable to directly swap your child's space from one trip to another or transfer any payments between them.

   While we understand this is disappointing the main reasons we cannot swap one trip for another are independent trip budgets and their time frames, third party vendor contracts and administrative staffing constraints. We produce a School Trips Booklet each year outlining what trips we *expect to happen during each school year, it is important to read this so that you can see what other trips may come up and plan accordingly.

9. **Since signing my child up for a trip, their attendance has become a problem. Can they still attend the trip if they are not attending school regularly?**

   If your child's attendance falls below 90%, a discussion will be held internally with the trip leader, EVC and Designated Safeguarding Lead. We may then communicate with you about how we can support your child to improve their attendance. If a decision is made that their attendance will negatively impact the smooth and safe-running of the trip, they may be removed and parents will be liable for the full cost of the trip.

10. **Will we receive a packing/kit list before the trip?**

    Absolutely. In the lead-up to the trip, we will either host an information evening or distribute a detailed digital presentation containing packing lists, schedules, and final itinerary details.

11. **What should I do if my child has specific dietary requirements or medical needs?**

    We aim to accommodate all students safely. Closer to the departure date, we will send out a comprehensive medical and dietary information form. Please complete this accurately so we can coordinate necessary adjustments with the tour provider and venue.

12. **How will the school communicate updates while the children are away?**

The safety and peace of mind of our families are paramount. We will provide regular updates during the trip via school Instagram (if appropriate) Emergency contact details for the trip staff will also be shared prior to departure.

For further details regarding our trips framework, please refer to the comprehensive School Trips Policy available on the school website.

*the trips booklet is correct at the time is it published, if staff come forward with new opportunities for school trips this may mean that, other trips do drop into the schedule.