

# FREQUENTLY ASKED QUESTIONS

## GENERAL ENQUIRIES

### **Why don't you include Prices on your Web Site?**

'From' prices are merely enticements.

They are based on maximum numbers at cheapest times of the year and thus are extremely misleading. All tours we offer are tailored to customer needs and therefore a general price is not feasible.

### **Why don't you produce a Brochure?**

Sadly, Brochures end up in the bin or cut up for wall displays and worksheets.

The Web Site is comprehensive and kept up to date with the latest developments.

### **I have a cheaper Quotation elsewhere. What do you advise?**

Quotations are rarely like-for-like. Please send us your alternative quote and we will happily highlight omissions.

If a cheaper quotation includes all we do, *without disclaimers* – go for it!

### **Does Hellene School Travel have offices in other Countries?**

Yes. We have local representatives in all our destinations. In addition, we are in close contact with the British School at Athens.

Our colleagues provide a range of services on our behalf and are available 24 hours a day, as are we.

### **Can we take additional adults?**

We offer 1 free place per 10 paying passengers as standard, but can alter the ratio on request. Whilst we are happy to include additional leaders, we cannot guarantee single rooms for all.

### **What happens if my group numbers fall?**

We will re-cost your Tour per paying passenger (ppp) price. We try to be highly flexible and maintain original prices but this is not always possible.

### **What happens if my group numbers increase?**

We will re-cost! This usually results in a cheaper ppp price, but is dependent upon hotel and coach availability.

### **What happens if the estimated flight price alters before booking?**

We will inform you before we finalise anything and yes, we *do* alter prices downwards in our customers favour!

### **What happens if my details change after I have received my final travel documents?**

We will be as flexible as possible and allow extra time for you to consolidate arrangements.

**Can Hellene School Travel arrange a tour for a small group?**

Yes, we can arrange Tours for groups of 10 persons or more. If your group is smaller than 10 then it will be cheaper for you to purchase flights directly, but we will always assist with ground arrangements. If you purchase your own flights then the tour will not be covered under the ATOL protection.

**Can Hellene School Travel arrange a tour for adults?**

Yes. We have done so, many times in the past.

**Do we have to pay a damage deposit?**

Many hotels will ask for c.15€ per person deposit to be paid on arrival. The Receptionist will accept cash or credit card for the whole amount and return the payment slip/cash when you depart, assuming that there were no problems with your group.

Treat this as a whole group bonding/shared responsibility exercise. Do check on pre-existing room damage before unpacking and encourage your charges to report it immediately to you.

**What type of rooms will we get?**

Triples, en-suite. Rarely do we offer Quads or Quins, unless requested or necessary to accommodate gender breakdown. Singles & Twins incur a supplement. We try to avoid Bunk Beds as far as possible although this is becoming increasingly difficult especially in Italy. Towels and Soap are always provided.

**Are Site and Museum Entrance Fees included?**

As far as is possible, yes. Free or reduced entrance to Sites and Museums for EU residents is usually 10 Free pupils to 1 Free Staff. Staff in excess of the 1:10 will pay. Entrance Fees will be stated clearly on your Final Time Itinerary

**Do we have to pay a City Hotel Tax?**

Yes. There is a sliding scale for 1\*-5\* Hotels throughout Europe. The Receptionist will accept cash or credit card for the whole amount on departure. We are sorry, but in most circumstances, this cannot be paid in advance on your behalf.

**Can you cater for Medical and Religious Dietary Needs?**

Please inform us as soon as possible of dietary requirements. Our suppliers try their best to cater for all needs but it is advisable to double check on arrival at each venue. Please note that once diets are submitted they are fixed and when students change their mind suppliers will not necessarily be able to cater.

The following may be of use:

- Anaphylaxis website ([www.anaphylaxis.org.uk](http://www.anaphylaxis.org.uk))
- Allergy UK ([www.allergyuk.org](http://www.allergyuk.org)) who will provide translation cards describing exact requirements and symptoms.

## **PASSPORTS AND VISAS**

### **What documents do the group need to take with them?**

It is the Passenger's responsibility to have a valid passport and appropriate visa for the Tour. A person may be refused travel if they do not possess a valid passport or visa. Hellene School Travel is not obligated to assist in the event of such a refusal so please ensure that the group's documents are carefully checked well before your date of departure. ENSURE DETAILS ON SCHOOL DATA BASE CORRESPOND TO THAT ON PASSPORT!

### **What do I need to check on my Passport?**

The correct Passport Name MUST match that on Flight details exactly. An error will result in the individual **not** allowed to fly.

Please ensure that each Passport is valid for at least up to 9 months or more after the return date of the tour.

### **Passport Office details?**

The Passport Office: <https://www.gov.uk/government/organisations/hm-passport-office>

### **Do I require a Visa?**

You should consult the Embassy of the country of destination (and all countries through which they will travel) and the Home Office Immigration Dpt. to ascertain whether special documentation is required.

We cannot be held responsible for a person if he/she cannot travel because they have failed to obtain the relevant documentation and no refund will be given in such cases.

## **INSURANCE**

### **Do I need to take out the Hellene School Travel group insurance?**

We strongly advise that the group members are adequately insured before travelling but unlike some of the other tour operators we do not insist that you take out our insurance.

### **When does our insurance start?**

You will be insured for the duration of the entire trip once we have processed your completed Booking Form and deposit.

### **Can I insure just part of the group?**

Sorry, but this is not possible.

**What sort of cover will we get?**

You will receive an essential single trip travel insurance cover and we can send you more details in advance or you can visit [www.endsleigh.co.uk](http://www.endsleigh.co.uk). Your policy will be sent to you in your final document pack. Please keep the document safe because it includes important information should you need to make a claim.

**What happens if we want to indulge in extreme sports during the trip?**

The Hellene School Travel insurance does not cover extreme sports (eg Ski, bungee etc). Unless you take out your own insurance, we would strongly advise against participating in such activities.

**How do I make a claim?**

Should you need to make a claim please contact Endsleigh on the numbers given below. If luggage is lost or damaged in transit, inform the airline or Coach Company immediately and arrange for them to send you a copy of their PIR (Property Irregularity Report). If belongings are stolen, please ensure that you get a police statement and keep detailed records (including receipts).

General claims: 01202 038 946

Medical Emergency: 01243 621 058

**FLYING****Does the name on my flight ticket need to be the same as my passport?**

Yes! If there is an error then the Airline will refuse boarding.

**What happens if I pay my deposit but find that I cannot travel?**

We need a deposit in order to book most scheduled flights. If a person drops out up to 10 weeks before the date of travel then they will usually lose their deposit only. If a person cancels 10 weeks or less then they will lose the full tour price. (See below for low-cost airlines)

**What happens if I book a tour package including flights with a low-cost carrier?**

The Low-Cost Airlines offer great value for money but there are many restrictions with the booking procedures. In order to book seats with a low-cost Airline we will need you to pay the flight fare on confirmation of the booking AND send us a full and final passenger list.

**Do we get food on the flight?**

Few Airlines now offer complimentary food and beverages. All Airlines sell a limited selection of snacks on board, most require card payment only.

**How do I check-in a large group?**

We can provide Airline Check In Assistance.

**What happens if my flight is delayed?**

If your flight is delayed then it is at the Airline's discretion as to whether they provide light refreshments etc. We would do everything we possibly can to ensure you are well catered for and put on the next earliest available flight.

**What happens if my flight is cancelled?**

In the event of a cancellation, the Airline will try to get you back on the next available flight and/or arrange overnight accommodation for the group as necessary.

**ADVICE FOR PASSENGERS WITH IMPAIRMENT****Do you provide for Pupils with Impairment?**

Our joint experiences in a working school environment has taught the importance of inclusivity and we will endeavour to satisfy the needs of all Group Participants. Please contact us for a thorough discussion.

**Can you suggest useful contacts?**

Please see below:

**Disability and Travel abroad - GOV.UK:**

<https://www.gov.uk/government/publications/disabled-travellers>

**ABTA Disability Checklist:**

<https://www.abta.com/sites/default/files/media/document/uploads/Checklist%20for%20disabled%20and%20less%20mobile%20passengers%2010042018.pdf>

**Disability Rights Commission:**

[https://humanity-inclusion.org.uk/en/action/disability-rights?gclid=CjwKCAjwkoz7BRBPEiwAeKw3q2fbZX0pRDsV38vKznJmDq8BdZZe-OFMcFhFzmj\\_q2DZ9jFsxx\\_gWhoC1RIQAvD\\_BwE](https://humanity-inclusion.org.uk/en/action/disability-rights?gclid=CjwKCAjwkoz7BRBPEiwAeKw3q2fbZX0pRDsV38vKznJmDq8BdZZe-OFMcFhFzmj_q2DZ9jFsxx_gWhoC1RIQAvD_BwE)

**Guidance documents. Level Playing Field:**

<https://www.levelplayingfield.org.uk/support-information/guidance-documents/>

**Disabled Persons Transport Advisory Committee:**

<https://www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee>

**Department of Transport. Access to Air Travel for Disabled People - Code of Practice:**

[https://councilfordisabledchildren.org.uk/sites/default/files/opigno\\_scorm\\_extracted/scorm\\_1765/story\\_content/external\\_files/air%20travel%20dft\\_mobility\\_507855.pdf](https://councilfordisabledchildren.org.uk/sites/default/files/opigno_scorm_extracted/scorm_1765/story_content/external_files/air%20travel%20dft_mobility_507855.pdf)

**The Royal National Institute of the Blind:** <https://www.rnib.org.uk/about-us>

**Child Autism UK:** <https://www.childautism.org.uk>