

Frequently Asked Questions For Schools Travelling On Or After February 6th 2020/21

1. Will we get all our money back if the trip doesn't go ahead?

Should the trip not go ahead due to government interventions or FCDO travel advice, you will be given the option to defer the booking to another date, or failing that, you will be entitled to a refund.

For all the trips that were unfortunately cancelled during the end of Winter 2019/20, we are proud to be in the minority of tour operators who have refunded our clients and not gone down the route of many of our competitors with forced credit notes, which can clearly cause problems in a school trip setting.

Please note, in cases of disinclination to travel, our normal cancellation policy will apply.

2. Can we have an extension to our balance payment due date?

We understand the current period has been difficult for everyone and so would like to offer as much flexibility as possible to help our clients with their booking. If you feel that it may be difficult to meet your current balance due date, please speak to your account manager at the earliest opportunity who would be happy to explore a possible extension.

3. Can I transfer my confirmed 2020/21 booking to 2021/22?

Unfortunately, although we are trying to be as flexible as possible under the circumstances, we still need to observe our normal booking terms and conditions and so will not be able to look at moving bookings to a following season unless government interventions prevent us from being able to provide the booking on the date originally planned.

4. What happens if a parent wishes to cancel their child's place at this stage?

Unless we have cancelled the trip, if a parent wishes to cancel, this is deemed to be 'disinclination to travel' and so our normal cancellation policy applies. Please note this is not an insurable reason.

5. Does your insurance cover cancellation due to contracting COVID-19?

If anyone either becomes ill due to COVID-19, is self-isolating or in quarantine prior to the trip departing and so is unable to travel, they will NOT be covered for cancellation under our insurance policy and so our normal cancellation policy will apply.

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SCHOOL & COLLEGE SKI TRIPS



If however, a passenger becomes unwell with COVID-19 during the trip, they WILL be covered by the policy. Please speak to the insurance company for further details.

6. Do you have updated risk assessments?

We are currently working on updating specific risk assessments but in the meantime, you can view our other documentation which covers the extra measures we will be introducing.

7. Is the trip protected financially?

We are members of ABTA and hold an ATOL licence. This means that any money paid to us is protected through ABTA's bonding scheme, ensuring your money remains safe and allowing everyone to pay with confidence.

8. What additional safeguarding procedures will be implemented?

Please see our other documentation which covers the extra measures we will be putting into place. This document will cover all aspects of your ski trip.

9. My group is not big enough to fill a coach, will we still be sharing with another school?

One of the reasons many schools travel with Interski is because we do not stipulate minimum group sizes and nor do we impose penalties on groups who fail to achieve them. The reason we're able to do this is our ability to use shared vehicles and so we will continue to do this. However, we are also aware of the necessity to follow new guidelines and procedures regarding social distancing and so please rest assured this will be given full consideration when it comes to planning our coach departures.

10. What happens if a passenger becomes unwell with COVID-19 while on the ski trip?

If a passenger becomes unwell with COVID-19 we will have to comply with the guidance given by the local health authorities in Italy who will stipulate how this is handled, very much in the same way as would happen in the UK. Your insurance policy does extend to cover this and will also cover for a member of teaching staff to remain in Italy with anyone who is quarantined, should the need arise.

11. Will we need to wear face masks whilst in resort?

Face masks are currently obligatory in all indoor public spaces in Italy and outdoor areas where social distancing cannot be achieved. It will also be necessary to wear a face mask whilst skiing. Exemptions for health conditions are permitted i.e. asthma.

12. Will my snowsports instructor be wearing a mask?

Yes, the wearing of face masks for all skiers and snowboarders is currently obligatory.

13. Will our ski groups be mixed with other schools?

Where necessary, to ensure the viability of our operation we will still mix ski school groups. As everyone is outside and will be wearing face masks, we consider the risks to be sufficiently mitigated.

14. Will the size of ski groups need to change to take social distancing into account?

Under current regulations, there is no need for us to reduce the size of our ski groups, the rationale being that everyone is outside and that everyone will be wearing face masks therefore the risk is mitigated.

15. What happens if the UK government imposes a quarantine for travellers returning from Italy, or a country through which we will be travelling?

Any government interventions affecting travel will have to be observed and we unfortunately do not have any influence over this.

Prior to your departure, should a quarantine be imposed for travellers arriving in to Italy which affects your trip, we will cancel the trip and offer a refund as clearly we will not be able to provide the trip. However, should a period of quarantine be required on your return to the UK, we will not cancel the trip and so should you choose to cancel this will fall into our normal cancellation policy.

16. Can I take a passenger with underlying health conditions?

This is a question for the insurance company as we are not permitted to give specific advice on insurance matters.