

## Frequently Asked Questions For Parents and Students

### **Why is this surcharge being applied?**

Due to unforeseen and exceptional increases in energy and fuel costs, key suppliers have increased their rates to a much greater degree than our costing model allows, leaving us with little option other than to take this course of action. We fully understand this will not be welcome news and would like to stress that our decision was not taken lightly.

### **How can you impose a surcharge when the price of the trip was already agreed?**

School trips are booked in advance to enable planning and preparation for schools and parents. This approach normally works very well, but unfortunately the travel market is uniquely exposed to the risks of currency fluctuations, fuel and energy prices which is why the terms and conditions for all tour operators and travel agents reserve the right to pass on a percentage of unforeseen cost increases, but only after absorbing a percentage of the cost first.

### **If I don't want to pay the surcharge, can I have a refund?**

Of course, if you do not want to pay the surcharge, you have the right to cancel your place on the trip, but in doing so you will fall into the normal cancellation terms which in most cases will mean losing your deposit.

### **Why will deposits not be refunded?**

We are operating under the strict criteria of our booking terms and conditions which are typical and standard across most tour operators and travel agents and therefore cancellations fall into our normal policy.

### **If the exchange rate changes or the price of fuel decreases before I travel, will the surcharge be reversed?**

The section of our terms and conditions which covers pricing works in both directions and so changes in favour of the customer are also recognised and passed on – something we have done in the past. However, we cannot control the costs of third-party suppliers and therefore global changes in commodities does not automatically mean reductions are passed to us or that our costs will decrease.

### **Why is Interski not absorbing the increases?**

As a company it is our obligation to absorb the first 2% of any cost increases (which we have done). We are then entitled to pass on additional increases up to 8% of the original agreed price. In reality however, the cost increase we are actually absorbing is significantly more than the 2% noted in our terms and conditions.

### **How do I know there won't be any further surcharges applied before I travel?**

Our terms and conditions place strict limits on the amounts that must be absorbed by ourselves and also that we can pass on to customers and therefore we cannot keep surcharging beyond this threshold.

### **Is this approach legal?**

Yes and it is an approach that is available to all tour operators and travel agents. The Package Travel and Linked Travel Arrangements specifically allows for this scenario which is the basis for the relevant part of our terms and conditions.

### **Can I speak to someone at Interski?**

We understand you may have questions regarding this matter, but these must be directed to your group leader at school who will in turn discuss with us.

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# SCHOOL & COLLEGE SKI TRIPS

