



Esher C of E High School

Terms and Conditions for Educational Trips & Visits

1. Introduction

1.1 This document sets out the terms and conditions governing all school trips organised by Esher Church of England High School ("the School").

1.2 These terms and conditions apply to all students, parents/guardians, and staff participating in school trips.

1.3 By submitting an expression of interest, completing an application, and/or making payment for a school trip, parents/guardians and students confirm that they have read, understood, and agree to be bound by these terms and conditions.

2. Trip Expression of Interest, Selection Process and Reserve Lists

2.1 Expression of Interest

For all school trips, an Expression of Interest form will be issued to parents/guardians. Parents/guardians must respond by the stated deadline by selecting either:

- *Yes, I am interested in applying for a place for my child, or*
- *No, I am not interested in applying for a place for my child.*

Failure to respond by the deadline will be treated as no expression of interest.

2.2 Oversubscribed Trips and Allocation of Places

Where the number of expressions of interest exceeds the number of available places and the trip cannot be expanded; places will be allocated by random selection.

2.3 Notification and Acceptance of Places

Parents/guardians of successful applicants will be contacted and invited to:

- a) complete the required online consent form; and
- b) pay the non-refundable deposit by the specified deadline.

Failure to complete the consent form and/or pay the deposit by the stated deadline will result in the place being withdrawn and offered to another student.

2.4 Reserve List

Once places have been allocated, a reserve list will be created for unsuccessful applicants.

- a) Reserve list positions will be allocated randomly.
- b) If a place becomes available, it will be offered to the next student on the reserve list.
- c) Parents/guardians will be contacted directly and given a deadline by which they must accept the place and complete all required documentation and payments.

2.5 Behaviour Considerations

Students with a poor behaviour record may be excluded from the selection process or reserve list. This decision will be taken to ensure the safety, welfare, and successful running of the trip. The school reserves the right to assess behaviour records and exclude students who pose a risk to themselves, others, or the successful completion of the trip. The school's decision is final.

3. Discretionary Selection Criteria

- 3.1 For certain trips, the school may apply specific selection criteria to ensure appropriate group composition.
- 3.2 Any discretionary selection will be applied fairly and in the best interests of students and the effective delivery of the trip.
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4. Application and Payment

4.1 Application Submission

A completed online consent form must be submitted by the stated deadline. Late applications may not be accepted.

4.2 Payments (including deposits and instalments) must be made in accordance with the Payment Timelines set out in the School's Charging and Remissions Policy and detailed in the trip letter.

4.3 Deposits

Where required, a non-refundable deposit must be paid at the time of application. Applications will not be considered complete until the deposit has been received. Deposits are non-refundable, except where the School cancels the trip.

4.4 Payment Deadlines

All deadlines will be clearly communicated in advance. Failure to meet deadlines may result in the student's place being withdrawn and offered to another student.

4.5 Payment Processing / Transaction Charges

- a) All payments made to the School for trips incur a 4% transaction charge to cover bank and payment processing fees.
- b) This charge applies to all payments and is non-refundable under all circumstances, except where the School cancels the trip (see clause 5.2).
- c) Where a refund is issued for any reason other than cancellation by the School, the 4% transaction charge will be deducted from the refund amount.

4.6 Surcharges

Travel providers may apply surcharges after bookings have been made (e.g. fuel costs, airport taxes, or activity charges). Where this occurs, the School reserves the right to pass these costs on to parents/guardians to ensure the trip remains financially viable.

4.7 Final Payment

The full balance must be paid by the stated deadline. Failure to do so may result in the student's place being withdrawn and offered to another student, with no guarantee of a refund.

5. Confirmation and Cancellation

5.1 Confirmation of Participation

Parents/guardians will receive confirmation of acceptance and key trip information once a place is secured.

5.2 Cancellation by the School

If the School cancels a trip, all payments made will be refunded in full, including any transaction or bank charges.

5.3 Cancellation by Parents/Students

- a) All cancellations must be submitted in writing.
- b) Parents/guardians acknowledge that most trip costs are committed in advance and are non-refundable.
- c) Refunds will only be issued where the School is able to recover costs from third-party providers.
- d) If costs cannot be recovered, no refund will be due.

6. Code of Conduct

6.1 Students are expected to comply with the school's behaviour policy at all times while on a trip.

6.2 Serious misconduct or failure to follow staff instructions may result in removal from the trip, including early return home, at the parents'/guardians' expense.

7. Health and Safety

7.1 Medical Information

Parents/guardians must provide full and accurate medical information on the consent form. Failure to do so may result in exclusion from the trip.

7.2 Medication

All medication must be clearly labelled and provided in accordance with the School's Supporting Pupils with Medical Needs Policy.

8. Liability and Insurance

8.1 Limitation of Liability

The School, its staff, and representatives will take all reasonable precautions to ensure student wellbeing and safety of participants during the trip but cannot accept liability for loss, damage, or injury except where required by law.

8.2 Insurance

- a) Students and staff are automatically covered by Enlighten Learning Trust insurance and, where applicable, additional cover provided by the trip's travel company.
 - b) Any insurance excess is the responsibility of parents/guardians.
 - c) The existence of insurance does not guarantee that a claim will be successful.
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9. Headteacher's Discretion

- 9.1 The Headteacher reserves the right to withdraw a student's place where reasonable and necessary.
 - 9.2 Reasons may include behaviour, attendance, safeguarding concerns, or risk to the student or others.
 - 9.3 The Headteacher's decision is final.
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10. Refund Policy for Removal or Withdrawal

10.1 Where a student is withdrawn or removed from a trip (including for medical, behavioural, or disciplinary reasons), parents/guardians acknowledge that trip fees are unlikely to be refundable.

10.2 Refunds will only be issued where the school is able to recover costs from third-party providers or through a successful insurance claim.

10.3 Medical Reasons and Insurance Claims

- a) Where removal is for medical reasons, the School may submit a claim to its travel insurer.
- b) Any refund is strictly dependent on the outcome of the insurance claim.
- c) The School does not guarantee reimbursement and accepts no liability if a claim is declined or partially paid.

10.4 Replacement Students

If the School fills the place with a replacement student, a refund may be considered after deducting:

- non-recoverable trip costs
- administrative costs
- the 4% transaction charge

10.5 All refund decisions will be communicated in writing. The school's calculation of recoverable and non-recoverable costs is final.

11. Payment Timelines

- **Deposit:** The initial deposit deadline will be clearly stated in the trip letter. Deposits are always non-refundable.
 - **Instalments:** If applicable, the letter will outline the instalment schedule with amounts and due dates.
 - **Final payment:** Due at least 6 weeks before the activity (unless otherwise stated in the trip letter). All payments must be received by the stated deadlines to allow the school to pay suppliers and secure the trip. Failure to pay by the deadlines may result in the student being removed from the trip, and the place offered to another student.
 - **Withdrawals after supplier payments:** Any costs already paid to suppliers are non-refundable.
 - **Refund deductions:** Bank charges will be deducted from refunds.
 - **Overpayments:** Additional payments are welcome, provided the required amounts are paid by the dates in the trip letter.
 - **Support for families:** Parents/carers experiencing difficulty should contact the school as soon as possible to discuss payment arrangements.
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12. Non-Payment Escalation Plan

The school follows a staged approach when trip or activity payments are not received on time:

Step 1 – Reminder

- A polite reminder will be sent if a payment is missed, including the overdue amount and original deadline.
- Parents/carers are encouraged to contact the school if experiencing difficulty.

Step 2 – Formal Warning

- If payment remains unpaid, a formal warning will outline potential consequences, including removal from the activity if payment is not received by a revised deadline.

Step 3 – Withdrawal from Activity

- If payment is still not received, the student may be withdrawn and the place offered to another student.
- Non-refundable amounts (deposits or supplier costs) will not be returned.

Support and Payment Plans

- Parents/carers experiencing genuine financial difficulty may contact the school at any stage to discuss payment plans or financial assistance.
 - Requests will be considered fairly and confidentially.
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13. Acceptance

By applying for and/or making payment for a school trip, parents/guardians confirm acceptance of these terms and conditions in full.