

BOOKING CONDITIONS

School Trips Ltd.

February 2026

SCHOOL^{LTD}
TRIPS

TABLE OF CONTENTS

1	These Booking Conditions	3
2	Information about us and how to contact us	3
3	Lead Name	3
4	Our contract with you	3
5	Price	3
6	Payment	4
7	Making a change to your booking	4
8	Cancelling your booking	4
9	If we change or cancel your booking	5
10	Your responsibilities	5
11	Complaints	6
12	Our responsibility for your booking	6
13	Events Beyond our Control.....	6
14	Delays.....	7
15	How we may use your personal information	7
16	Other important terms.....	7

These booking terms and conditions (the "Booking Conditions") set out the terms on which School Trips Ltd. ("School Trips", "we", "us" or "our") agree to sell transport arrangements to you. These Booking Conditions do not apply to sales of package holidays.

1 These Booking Conditions

1.1. These are the Booking Conditions which govern your booking with us for transport arrangements. Please read them carefully before you submit your booking request to us. These Booking Conditions tell you who we are, how we will provide transport arrangements to you, how you and we may change or cancel the booking, what to do if there is a problem and other important information.

2 Information about us and how to contact us

2.1. We are School Trips Ltd., a company registered in England and Wales. The company registration number is 13546639, VAT number is 391711395, and registered office is at 22 Worcester Street, Stourbridge, DY8 1AN.

2.2. You can contact us by telephoning our customer service team at +44 (0) 1384 398 855 or by writing to us at info@schooltripsLtd.co.uk.

2.3. If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking.

2.4. When we use the words "writing" or "written" in these terms, this includes emails.

2.5. Reference to "you" mean all persons named on the booking (including anyone who is added or substituted at a later date) or any of them.

3 Lead Name

3.1. The lead name on the booking will be the person responsible for the booking (the "Lead Name"). The Lead Name shall be responsible for paying the deposit and the full price, for making any amendment and cancellation requests, for paying any additional charges in relation to the booking and for all other matters concerning the booking. The Lead Name must be at least 18 years old at the time of booking and for school and club/group bookings, must be the authorised representative on behalf of the school or club/group.

3.2. The Lead Name must ensure and hereby confirms that the details provided for all parties to the booking are full and accurate, that all parties agree to be bound by these Booking Conditions and that the Lead Name has the authority to accept and does accept these Booking Conditions on behalf of all persons in the booking. The Lead Name agrees to check all travel documentation received after booking and to inform us immediately of any errors.

3.3. The Lead Name shall also be responsible for the conduct of all persons named on the booking (see clause 10.5 (Behaviour)).

4 Our contract with you

4.1. Our acceptance of your booking will take place when we send you a booking confirmation email that will confirm the details of your booking, at which point a contract will come into existence between you and us, governed by these Booking Conditions.

4.2. It is your responsibility to check the booking confirmation and any other documents we send you carefully and to let us know immediately in the event of any error or inaccuracy, as it may not be possible to make changes later. Please ensure that the names on the booking confirmation exactly match the names as spelt in your passport (including all middle names).

4.3. If we are unable to accept your booking, we will inform you of this in writing and will not charge you. If you have already made payment, we will refund this to you. This might be because the transport arrangements are no longer available, or because we have identified an error in the price or description of the transport arrangements.

4.4. We will assign a reference number to your booking and tell you what it is when we confirm your booking. It will help us if you can tell us the booking reference whenever you contact us about your booking.

5 Price

5.1. We may change the advertised price of any transport arrangements from time to time. We try hard to make sure that the advertised price is the most up-to-date price, but prices can change at short notice. We will confirm the actual price at the time of booking.

5.2. We advertise a large number of transport arrangements and sometimes errors do occur. If there is a mistake, and the actual price is lower than that given at the time of booking, we will only charge you the lower amount. If the price is higher, we will contact you for instructions or reject your booking (at our sole discretion) and notify you of this so that you can decide what you would like to do.

5.3. If we accept and process your booking where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may cancel your booking and refund you any sums you have paid.

5.4. The price of the transport arrangements includes all government taxes applicable at the time of booking that do not have to be paid locally. Those that have to be paid locally by you are extra and are your responsibility. You will be advised of the amount of any such local charges where known by us before your booking is confirmed.

5.5. We reserve the right to increase the price of your confirmed booking to allow for increases in the cost of your transport arrangements as a result of increases in the cost of fuel or other power sources; the level of taxes or fees applicable to the transport arrangements; or other increased costs imposed on us by the supplier of the transport arrangements.

6 Payment

6.1. In order to make a booking with us, you must pay a non-refundable deposit(s) plus any required booking fees and insurance premiums at the time of booking, plus the balance of the cost of your booking no later 10 weeks before departure.

6.2. Payment will be collected by our booking agent, on our behalf.

7 Making a change to your booking

7.1. If, after we have issued you with a booking confirmation, you wish to make a change to the transport arrangements you have booked, please contact us. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the transport arrangements or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change (such as an increased price) are unacceptable to you, you may want to cancel your booking (see clause 8).

7.2. Where your requested change can be met, you must pay all costs and charges incurred or imposed by any of our suppliers together with an amendment fee of £25 per change per person before the change can be made.

7.3. Please note that certain transport arrangements cannot be changed or transferred after they have been confirmed and any change could incur a cancellation charge of up to 100% of that part of the arrangements and require you to re-book.

8 Cancelling your booking

8.1. You may cancel your confirmed booking at any time prior to departure. Should you wish to do so, you must contact us in writing, using the contact details at clause 2.2. Such notification will only be effective on receipt by us. Cancellation charges will apply as set out at clause 8.2 unless you are otherwise advised at the time of booking. For some bookings, including those for which full payment is required at the time of booking, 100% cancellation charges apply from confirmation of your booking. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling, excluding amendment charges which are not refundable.

8.2. Table of cancellation charges:

Period before departure in which you notify us of cancellation	Cancellation charge
70 days or more	Loss of deposit due
69 – 22 days	75% of the total booking value
Less than 22 days	100% of the total booking value

8.3. Please note that you do not have a legal right to change your mind and cancel your holiday within 14 days and receive a refund. This right, under the Consumer Contracts Regulations 2013, does not apply to transport arrangements.

8.4. We will refund you the price you paid for the transport arrangements, less the applicable cancellation charge, by the method you used for payment.

9 If we change or cancel your booking

9.1. Very occasionally, we may have to make a change to your confirmed booking or cancel it altogether – and we reserve the right to do so.

9.2. If we have to make a significant change or cancel your confirmed booking, we will tell you as soon as possible and you can choose either to have a full refund or, where available, accept any alternative arrangements offered to you (we'll give you a refund of the price difference if the alternative is less expensive than the one you booked). We will have no further liability to you.

10 Your responsibilities

10.1. Travel insurance:

You must purchase adequate travel insurance to cover all persons named on your booking. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for you and your party's particular needs, ensuring it covers all the activities you plan to undertake and protects you against cancellation, medical and repatriation expenses and personal liability claims. Please read your policy details carefully and take them with you. If you choose to travel without adequate insurance cover, we will not be liable for any losses suffered by you in respect of which insurance cover would otherwise have been available.

10.2. Covid-19:

Please note that in certain circumstances (including but not limited to in the event of any epidemic or pandemic), entry restrictions can be imposed at a destination with little or no notice and which may affect your ability to travel to or enter the destination. You must ensure you have sufficient travel insurance to cover any losses you incur as a result, including cancellation charges, as we will not be liable to you for any losses you incur in these circumstances.

10.3. Special requests:

It is your responsibility to notify us of any special requests at the time of booking. You should then confirm your requests in writing. We will pass your request on to the supplier, but we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met.

10.4. Fitness to travel, disabilities and medical conditions:

If you or a member of your party has a disability or medical condition or is a person of reduced mobility, please let us know before making a booking so we can ensure that the transport arrangements are suitable for you. Acting reasonably, if the supplier is unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or, if you did not give us full details at the time of booking, we may cancel it and impose applicable cancellation charges, when we become aware of these details.

10.5. Behaviour:

You and all persons named on the booking are expected to conduct yourselves in an orderly and acceptable manner and not to disrupt the enjoyment of others. If in our opinion or in the opinion of any supplier or other person in authority, your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any other customers or any third party, or damage to property, or to cause a delay or diversion to the transport arrangements, we reserve the right to terminate your booking immediately with no further liability to you. You and/or your party may also be required to pay for loss and/or damage caused by your actions and you and each member of your party will be jointly and individually liable for any damage or losses caused. Full payment for any such damage or losses must be paid directly to the relevant supplier prior to departure. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us because of your actions together with all costs we incur in pursuing any claim against you. We cannot be held responsible for the actions or behaviour of other individuals who have no connection with your transport arrangements or with us.

11 Complaints

11.1. If you have a complaint about your transport arrangements, you must tell the relevant supplier straight away. You must also contact us using our emergency contact telephone number with which you will be supplied before your departure. That number will put you in contact with one of our employees who will take all reasonable steps to help you. It is only if you do this that we have the opportunity to put matters right without delay.

11.2. If you have a complaint or claim that you wish to pursue, please write to us within 28 days of your return. Your complaint or claim will be investigated, and a full reply sent to you as soon as possible.

12 Our responsibility for your booking

12.1. We have a duty to select the suppliers of the transport arrangements with reasonable skill and care. We have no liability to you for the actual provision of the transport arrangements, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the supplier with reasonable care and skill, we will have no liability to you for anything that happens during the provision of the transport arrangements or any acts or omissions of the supplier or others.

12.2. We will also not be responsible for any injury, illness, death, loss (including loss of possessions or enjoyment), damage, expense, cost or other sum or claim of any nature whatsoever which results from:

12.2.1. the act(s) and/or omission(s) of the person(s) affected;

12.2.2. the act(s) and/or omission(s) of a third party not connected with the provision of your transport arrangements, and which were unforeseeable or unavoidable; or

12.2.3. events beyond our control (as defined in clause 13.1).

12.3. We cannot accept responsibility for:

12.3.1. any services that do not form part of our contract with you. This includes, for example, any additional services or facilities that the supplier agrees to provide for you where the services or facilities are not advertised in our brochure or on our website as forming part of your booking with us and we have not agreed to arrange them as part of our contract, and any excursion/activities you purchase while away;

12.3.2. any damage, loss, expense or other sum(s) of any description which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not reasonably have foreseen you would suffer or incur if we breached our contract with you, or which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers; or

12.3.3. any expenses or losses that relate to or arise from any business (including, without limitation, self-employed loss of earnings) or any indirect or consequential loss of any kind.

12.4. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, or for fraud or fraudulent misrepresentation.

12.5. We limit the amount of compensation we may have to pay you if we are found liable to you, as follows:

12.5.1. loss of and/or damage to any luggage, personal possessions, and/or money: the maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind;

12.5.2. claims not falling under 12.5.1 above and which don't involve injury, illness or death: the maximum amount we will have to pay you in respect of these claims is up to three times the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong, and you or your party has not received any benefit at all from your booking; and

12.5.3. when making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport supplier for the complaint or claim in question.

13 Events Beyond our Control

13.1. In these Booking Conditions, "Events Beyond our Control" means a situation which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or

nuclear disaster, adverse weather conditions, flood, epidemics and pandemics, fire, airport, port or airspace closures, restrictions or congestion and flight restrictions imposed by any regulatory authority or other third party. Except where otherwise stated in these Booking Conditions, we have no liability including for refunds, compensation, costs and expenses in such situations.

14 Delays

14.1. Departure times are provided by suppliers. They are subject to, inter alia, weather conditions, the need for maintenance and the ability of passengers to check in on time. We do not have any liability to you for any delays that may arise. We will provide you with information and advice to the extent we are in a position to do so. Otherwise, any assistance in the event of a delay will be at the sole discretion of the supplier involved.

15 How we may use your personal information

15.1. We will only use your personal information as set out in our sister company's, Acorn Travel Group Ltd., policy: www.acorntravelgroup.com/privacy-policy

16 Other important terms

16.1. We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract. You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

16.2. This contract is between you and all persons named on the booking and us. No other person shall have any rights to enforce any of its terms, except as explained in clause 17.1. Neither of us will need to get the agreement of any other person in booking to end the contract or make any changes to these Booking Conditions.

16.3. Each of the paragraphs of these Book Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

16.4. If we do not insist immediately that you do anything you are required to do under these Booking Conditions, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you, we can still require you to make the payment at a later date.

16.5. These Booking Conditions are governed by English law, and you can bring legal proceedings in respect of your booking in the English courts. If you live in Scotland, you can bring legal proceedings in respect of your booking in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of your booking in either the Northern Irish or the English courts.

February 2026