

NCBIS Challenges Week 2018-2019

Terms and Conditions

Please read the following before making decisions and before making any payments. Once a deposit has been paid, you are bound by your decision.

Process before Thursday 5th October (and for further installment payments)

- All deposits are required by Thursday 5th October **IN CASH** to secure your child's place on their chosen trip. By paying the deposit you are committed to paying the full cost of the trip. Before the 5th October, you may request a deposit refund. After the 6th October, the deposit is non refundable. (For possible exceptions, see below)
- Before this date, deposits may be transferred to another trip if there is still availability.
- Once we have received your deposit for a local or an overseas trip, and following the closing date for the payments, we will confirm the number of participants with our service providers, and at this point be able to fix the exact trip price per student.
- All payments should be made via the school cashier, and must be paid in the currencies as stated in the payments plan letters. Please note that payment currencies vary from trip to trip.
- If you wish to make installment payments by a bank transfer, please note that you will need to cover the extra banking charges associated with foreign currency transfers. You must mention the trip name and student's name in the transfer form, and send a copy to finance@ncbis.co.uk so that we can trace the payment.
- Payments should be punctual as per the deadlines set by each trip leader, and as laid out in the payment plan letter, which will be issued to parents shortly after the deadline for initial deposits.
- The full balance payment deadline for all trips is Thursday 14th December 2017. This is to allow us enough time to make all bank transfers within the payment deadlines, as set by our service providers.
- All trips have a built in 10% margin, to allow for unforeseen costs e.g. sudden currency fluctuations.
- Once the trip ends, trip leaders will return all monies and settle all outstanding bills and costs associated with the trip. The remaining balance will then be divided by the number of participants, and refunded to parents. Parents will be notified of this by e-mail, should this be applicable.
- All documentation related to Challenges Week, including payments, and terms and conditions, will be displayed on the school website at www.ncbis.co.uk .

Changes to an activity or visit after Thursday 5th October

- A deposit is only refundable if another student takes up the vacant place.
- A deposit can be transferred to another trip if there is space on that trip, and if the original place is taken up by another student.
- If your child wishes to change to another trip, but no replacement student is found, then a new deposit must be paid. The original deposit will be held until the trip has returned, and then refunded, budget permitting.

- If, having paid the deposit, your child decides to withdraw from an activity, local or overseas, every effort will be made to refund the deposit. However this will only happen if there are sufficient funds in the trip budget, and only once the trip budget line has been finalised on return from the trip.
- Please note that by paying the deposit, at this point you are committed to paying the full cost of the trip, even if your child cannot travel.

Students with medical conditions

If your child requires daily medication due to a long term condition, your child must be able to self-mediate (e.g. daily injections) to take part in a residential trip.

Visas, passports and other official documentation

Please note that many countries require passports to be valid for a minimum period of 6 months after the return date of the trip. Moreover, for non Egyptian passport holders, a valid Egyptian 6 month residency visas will also be needed to apply for visas to other countries. This 6 month residency should be valid 6 months from the visa appointment. These appointments will be in early to mid January. Staff will check documents on receipt but please note **in all cases that it is the full responsibility of the parent(s) to ensure that their child has the valid travel documentation**. Students should also have a full passport, not a “passport extension”.

The school will assist students and parents with the visa application process, for those requiring them, to participate on an overseas trip during Challenges Week. This will include assistance with the preparation of documentation, and where possible, arranging appointments at the visa processing centre. Should a student not be successful with their visa application, the school will assist as far as possible to recoup any payments made for the trip. However, the school can provide no guarantees as this will depend on the refund terms and conditions set by the service provider and the airline.

School will make an initial group visa appointment where necessary, but should further appointments be needed due to unavailability on the day, incorrect documents, problems encountered, parents will be responsible for making any follow up appointments.

Cancellation due to exceptional circumstances

If a student withdraws from a trip owing to exceptional circumstances, personal or otherwise, the school will take every step possible to cancel the booking and recover as much of the balance as is possible. Parents should give the school as much notice as possible, in order to increase the chances of recovering costs. Please note that we can give no guarantees of full or partial refund. If appropriate, supporting claims will be submitted to the insurance company.

Cancellation due to medical reasons

NCBIS will take out travel insurance early on in the process, in order to recover any potential losses due to a medical condition that may arise in the period between sign up and the start of Challenges Week.

- In the case of cancellation due to medical reasons, the school should be notified in writing as soon as possible and this should be supported by the original doctor's certificate. Every effort will be made to reallocate a trip/an activity to suit the physical condition of the student, however no guarantees can be made.
- Every effort will be made to negotiate with the service provider to recover costs. Money will only be refunded if the service provider is prepared to make a refund OR via a successful insurance claim from the external insurance provider.

Cancellation due to unforeseen circumstances

If a trip is cancelled by the school due to unforeseen circumstances (e.g. travel advisory, political situation), the school will make every possible arrangement to transfer the group to a new activity. Parents will be consulted about the proposed new activity. The deposit payment will be transferred automatically to the new activity, in agreement with the parents.

If the unforeseen circumstances are out of the control of NCBIS, then the school will work with the airlines, service- and insurance providers to recoup as much money as possible on behalf of the parents. However, it must be noted that we cannot guarantee full or partial refunds in unforeseen exceptional circumstances.

Any money that can be refunded, in any of the circumstances above, will only be done so once the trip budget line has been finalised on return from the trip. This may take up to two months after students return to school.

Dissatisfaction with a trip/activity

If a student participates in a trip, and returns unsatisfied or unhappy with any aspect, or having not completed or passed a course/qualification, there is no recourse for the parents to reclaim any refund on this basis. We will of course listen to any concerns raised, and look to address any matters on an individual basis.

Revised August 2018