

Ypres Salient

CJT DE LORK

Quietly located, the De Lork is a few minutes walk from Kemmel village and only 15 minutes drive from Ypres town



Galloway school groups have been using this popular centre for over 25 years. A highly recommended and spacious purpose built youth centre on three floors. Providing an excellent standard of accommodation.

A maximum of 174 beds are provided for students in en-suite rooms with up to 5 beds. Teachers are in twins although some singles may also be possible.

Three dining areas, seven meeting/classrooms for study/recreational use, with TV and DVD facilities. There is also table tennis, table football and a grassed play area within the grounds. An adjacent sports hall, is available for groups to use in the evenings.

CJT DE IEP

The De Iep is conveniently situated about 20 minutes walk from Ypres town centre



This is our most popular centre in the Ypres area, suitable for a single group occupying three floors. The De Iep has been accommodating Galloway school groups since 1994 and a warm welcome is always assured by the hostel's friendly staff.

Up to 53 beds available with students in rooms with 2-4 beds. Teachers are normally given single rooms, depending on the size of group. All rooms have washbasins and there are ample shower and toilet facilities on both floors. Further space is available in adjacent annexe.

The spacious dining room can be used for study purposes in the evenings. The basement recreation room offers a TV, DVD player, table football and table tennis. There is also a playing field next to the hostel.

OUDE ABDIJ (OLD ABBEY)

Located in the small village of Lo, halfway between the Belgian Coast and the historic town of Ypres



The modern and extended accommodation centre is spread over two floors and is located within the grounds of the Oude Abdij Hotel.

This centre can accommodate up to three groups at one time and provides rooms with en suite facilities and TV. Students in rooms with up to six beds and teachers in twins (some singles may be available). Sometimes groups may be accommodated in the main hotel.

An extensive restaurant area can be used for meetings / classes and there is a games area with table tennis, table football and DVD/video facilities.

MUNCHENHOF HOTEL

Located in the quiet village of Langemark, about 8km from Ypres



This 2-star hotel can accept two groups, split between the main building and the adjacent annexe. All rooms in both buildings have en suite facilities.

The pupils are usually accommodated in rooms with up to 4 beds, with teachers in singles, whenever possible.

The restaurant area can be used for meetings and there is a bar for teachers. There is a four lane bowling alley on the ground floor (small fee payable) and a disco can also be arranged for groups (price on request). (Advance booking recommended for both).

DE PEERDEVISSER HOSTEL

Located in the small Belgian seaside resort of Oostduinkerke, only 10 minutes walk from the beach



The modern purpose built 3 storey youth hostel is an increasingly popular choice for school groups due to its facilities and location, within easy reach of Bruges, Ypres, and Ghent, and also for visits across the border into France.

The hostel has 135 beds with most rooms having 2-4 beds and all with en suite facilities.

Large dining room, lounge areas with TV, 3 meeting rooms, bar for teachers, pool table & table tennis and outside recreation area.

COMPACT LODGE

The Compact Lodge is situated about 1.5km from the Menin Gate in Ypres



This is a modern purpose built centre for school groups recently extended to add additional facilities due to be completed in July 2009.

Maximum of 196 beds in en suite rooms. Students in rooms with up to 6 beds and teachers in twins. Rooms have shower & WC and are heated.

The accommodation has a newly added wing housing a restaurant area and meeting rooms and some recreational facilities. There is an outdoor recreation area.

J H GROENINGE YOUTH HOSTEL

Situated 10 minutes walk from Kortrijk town centre, approximately 30km from Ypres

This older style hostel has three floors and Galloway school groups have been staying here for over 25 years.

This hostel has 100 beds. Students are normally in 2-3 bedded rooms with washbasins. Adults are usually offered single rooms, when possible. Dormitory rooms may be used for larger groups.

There is a large recreational room with a pool table and table football, classroom with DVD/video facilities and a bar. There is also a playing field within the grounds of the hostel.

NOVOTEL

The Novotel is in the centre of Ypres, a few minutes walk from the Menin Gate

A large modern 3 star hotel built over four floors offering a comfortable base.

The hotel has 122 spacious two & three-bedded airconditioned rooms with bath and WC.

The hotel has an air-conditioned restaurant and a snack bar. A number of lounge and meeting rooms are available for the group (supplement payable).

POPPIES SCHOOL HOTEL

The Poppies is very centrally located, just 300 metres from the Cloth Hall

This is an older style property, formerly a school, but ideal for school groups.

The school hotel has 16 rooms mostly with 2-6 beds, giving a maximum capacity of 71. All rooms have shower and WC.

The centre has a breakfast room (dinner is eaten out), TV lounge, games room, internet suite with 5 computers, private courtyard, hall and bar for staff.

The Somme

HOTEL MODERNE

Located in Arras, 30km north of the Somme. 5 minutes walk from the Grand Place



An older style 3 star hotel but modernised throughout and providing a good standard of accommodation.

There are 54 rooms, most of which are twin-bedded, all with private bathroom and TV.

The hotel has a restaurant, lounge and meeting rooms. Please note that there are limited recreational facilities in hotel accommodation.

THE POPPIES SCHOOL HOTEL

Situated in the town of Albert, in the middle of the Somme. Battlefields area



Artists Impression

The Poppies d'Albert International School Hotel is a purpose designed and built, brand new, three storey building.

The accommodation has 186 beds in 48 rooms, all with shower, toilet and washbasin, and free Wireless Internet access.

Each floor is centrally heated and has cable television in a recreation room, a teachers' room, a games room with a pool table and drinks machine and a free internet suite. The Poppies has a breakfast room with evening meals taken in a local restaurant.

Normandy

BON SEJOUR

Situated in the small coastal village of Merville, on a safe sandy beach, only 16km from Caen

A modern centre which offers accommodation over 4 floors, excellent food and superb recreational facilities. Early booking is essential for this popular centre.



Having 240 beds, children are accommodated in 4-bedded rooms with teachers in twin rooms. All rooms having private facilities.

Spacious ground floor restaurant, games room with table football and billiards, a large activities room, and teacher's lounge. Outside there is mini-golf, a tennis court (small charge payable locally) and a swimming pool. Evening entertainment includes games, disco and karaoke.

LES TOURELLES

Overlooking the beach at Asnelles, 30km from Caen and 2km from Arromanches

Les Tourelles is a self contained complex offering good quality accommodation split between the three floor 19th

Century manor and modern two storey extension.

The centre accommodates 165 persons in rooms with private facilities. Chalet type buildings with up to four students in each room. Staff are normally accommodated in twins.

2 modern dining rooms, meeting rooms and a large recreation room. Teacher's lounge and bar.



EXPRESS BY HOLIDAY INN

Very similar in style and location to the Hotel Mercure in Arras



The Express by Holiday Inn is a modern hotel and as part of a chain of hotels, guarantees a good standard of accommodation.

The hotel has 98 rooms with private facilities. Students and teachers are usually accommodated in twin-bedded rooms.

There is a breakfast room seating 100 which can be used for evening meals or alternatively groups can eat in a traditional nearby restaurant. Please note that there are limited recreational facilities in hotel accommodation.

MERCURE HOTEL

Located near the historic centre of Arras, 30km north of the Somme and 13km from Vimy



The Mercure Atria is a modern 3 star hotel and part of the Accor chain of hotels which guarantees a good standard of accommodation.

The hotel has 80 rooms with private facilities. Students and teachers are accommodated in twin-bedded rooms.

The hotel has its own restaurant and meeting rooms are available. Please note that there are limited recreational facilities in hotel accommodation.

LE SENEQUET

Located in its own extensive grounds, a short walk from the beach, between Cherbourg and Mont St-Michel



This is a large holiday centre with superb facilities for school groups.

The centre has 650 beds, and all bedrooms have private facilities with 3-5 pupils in each apartment or bungalow style accommodation. Staff in twins.

Facilities include a spacious self-service restaurant, bar and lounge, meeting/study rooms. There is an outdoor games area, tennis courts, outdoor swimming pool (available June-September), table tennis, TV room and library. (Sport facilities, except swimming pool, incur supplementary charges).

Reims (for Verdun)



CENTRE INTERNATIONAL DE SEJOUR (CIS)

Located on the outskirts of Reims but within walking distance of the centre

The Centre International de Sejour (C.I.S) in Reims is a modern youth centre for groups wishing to visit the Battlefields of Verdun.

All Galloway groups will stay in twin bedded rooms with desk, storage space, washbasin, shower and toilet.

The centre has its own restaurant, meeting rooms and there is a bar for the teachers. There is a pool table, table football and table tennis.

Opal Coast

HIPPOTEL

Located in the residential, forest area of Le Touquet, 20 minutes walk from the town centre and the beach



This comfortable modern 2-star hotel offers a good location and range of facilities and is therefore very popular hotel with English school groups.

All 71 bedrooms have private facilities with children mainly in rooms of 4 beds and teachers in twin rooms. Some single rooms are available on request.

The hotel has a pleasant dining room seating 120, a bar and meeting room (advance booking recommended). There is a games area with table football, pool table and video games.

LE CAP D'OPALE

The 'Village de Vacances' is located 800 metres from the beach and a few minutes walk from the small coastal village of Ambleteuse. It is ideally positioned for visits to the Opal Coast and to the World War I Battlefield sites

This modern purpose-built accommodation with excellent facilities is within its own grounds, and is spacious and clean. Early booking is essential for this highly recommended centre.

The centre has some 300 beds in 87 chalets of 2 to 6 people, which all have their own private bathroom, with staff normally in twin bedded rooms. Some apartments are ground floor.

The centre boasts an attractive restaurant, bar and several meeting rooms. There is a large outdoor area for the children to play safely and an extensive range of sport facilities, including tennis, football and volleyball. There is an unsupervised heated indoor swimming pool and also a jacuzzi, sauna and gymnasium available for teachers.

COTTAGE DES DUNES

This centre is located in the heart of Berck sur Mer, just a short walk to the beach, shops and sports facilities of this lively resort



Youth accommodation situated in a seaside location, this is a purpose built centre for school groups

There are 67 rooms with students accommodating 4 to 6 bedded rooms (bunk beds) with showers and toilet blocks on each landing.

Facilities include 3 dining rooms seating 80 people, a terrace, lounge and video room. Table tennis and pétanque.

HOTEL REGINA

The hotel is situated a short walk, from the beach, shops, bars and restaurants of the excellent resort of Berck Sur Mer

This renovated beachfront 2-star hotel offers good facilities in a great location.

There are 81 rooms, with students accommodated in twin/triple bedded rooms with en suite bathroom, TV and telephone.

It has a spacious restaurant, large English style pub/bar with seating area and a conference/meeting room.

Holland

HOTEL AAN ZEE

It is just 100m from Noordwijk's sandy beach and only five minutes walk from the town centre



An excellent 2-star family run hotel, ideal for school groups. Early booking is recommended.

The hotel has 40 rooms which can take up to 150 guests in 2-4 bedded rooms, all with private facilities.

It has a large dining area seating 150, lounge bar and games facilities which include pool, pinball and table soccer. A disco can also be arranged on request.

Paris

FIAP JEAN MONNET

This modern centrally located centre is ideally as a base in Paris



This is a spacious international youth accommodation centre with excellent facilities and our most popular choice with school groups visiting Paris.

The centre has a total capacity of 500 beds in 200 bedrooms with private facilities. Students are accommodated in 2-7 bedded rooms and teachers in twins, with some singles available on request.

There is a cheerful, spacious self-service restaurant open to everyone for breakfast and evening meals. Other facilities include an Internet Room, TV room and a bar. Meeting rooms can be reserved in advance – prices on request.

EXPLORERS HOTEL / KYRIAD DISNEYLAND RESORT PARIS

Both hotels are only a few minutes drive from Disneyland Resort Paris



These 2 hotels provide very comfortable accommodation for school groups with free shuttle services to the theme parks.

The 3 star Explorers Hotels offers rooms with up to 5 beds for students and twins for staff. The 2 star Kyriad Hotel provides student rooms with 2-4 beds and twins for teachers. All rooms in both hotels have private facilities.

STELLA MARIS

This popular centre is located only 3km from Le Touquet, right on the coast and only 20m from the beach

The Stella Maris has superb facilities and has developed a reputation for its friendliness and helpfulness.

The centre offers 85 rooms, all with en-suite facilities, for 2, 3 or 4 pupils per room, located in three separate buildings. Twin rooms for teachers.

Facilities include a large restaurant serving quality food, a TV lounge and library. There is also a bar with a pool table and a room with table tennis and other games. Outdoors there are facilities for football, basketball, volleyball, badminton and tennis.

CENTRE LE BOIS DE LYS

Set in an attractive wooded location, 50 Km south of Paris and only an hour's drive from Disneyland® Resort Paris and close to Fontainebleau & Vaux le Vicomte

This purpose built centre provides full board accommodation for our school parties and is ideally located for groups who prefer to be away from the city, but within easy access of the main sights and attractions.

All the 42 rooms which have 2-3 beds have private facilities, accommodating up to a maximum of 120.

There are two restaurants and an excellent range of recreational facilities available, some at a supplement payable locally, and including an unsupervised outdoor swimming pool (June-Sept). Meeting rooms can be reserved in advance and discos can be arranged on request. There is also a bar for staff.

Rhine / Mosel

HOTEL MOSELBLICK

The Moselblick is in the twin towns of Treis Karden, about seven miles from Cochem. It is on the riverfront and only 300m from the town centre



This is a small family-run hotel.

The Moselblick has a total of 75 beds with all rooms with shower/WC and balcony or patio. Students in rooms with up to 4 beds, teachers in twins.

There is a large dining room, bar and meeting room available. Discos can be arranged on request.

HOTEL JAGERHOF

The hotel is located in the centre of the village of Kamp Bornhofen on the banks of the Rhine



This popular hotel offers a friendly welcome to our school groups.

There are two separate buildings offering a total of 90 beds. All rooms have shower, WC and TV, with multi-bedded rooms for the students and twins and some singles for the teachers.

The hotel has a bar and terrace. Discos can be arranged on request.

HOTEL REGENT

RT Regent Hotel is in an excellent location in the heart of the historic Jewish district of Kraków, just 15 mins walk from the market square



Part of the RT Hotels group, this relatively small hotel offers a very good standard of accommodation in a great location.

The hotel has 6 three bedded rooms and 29 twin rooms all with bathroom, phone, satellite TV, and radio alarm clock. There are also some single rooms available.

It has a conference room and meeting room and the two small restaurants offer a good choice of menu. There is also a coffee corner, open air terrace and bar.

HOTEL L'ÈUROPE

The Hotel L'Europe is 20km south of Koblenz, on the outskirts of Boppard



The hotel, originally built over 100 years ago has been modernised and extended.

The hotel has 84 rooms with shower, WC and TV.

The hotel has a large room for meetings / discos and there is also a bar and roof-terrace.

HOTEL SCHOLTZ

This hotel is located in a quiet neighbourhood of Koblenz, 20 minutes walk from the old town



A 3 star, family-run, modern and attractive hotel in a good location.

Hotel Scholz has 67 rooms with 122 beds. 2-4 bedded rooms are available, all with shower/bath, toilet, telephone and SAT TV. The hotel has its own restaurant, bar and meeting room.

HOTEL CHOPIN

The hotel is located near the centre of the city, about 1.5km from the old medieval town



The Hotel Chopin is a large modern hotel offering good quality and comfortable accommodation at a reasonable price.

It has 220, mainly twin rooms fully equipped with air-conditioning, en suite bathroom, telephone, satellite TV and radio. There are a few single rooms available.

It has a comfortable and spacious restaurant, a bar, and a number of meeting and conference rooms.

HOTEL WEINSTOCK

The hotel is located in Linz am Rhein within easy walking distance of the town centre



This friendly, attractive hotel is well-located for exploring the region and provides a good standard of accommodation.

The hotel has 50 comfortably furnished bedrooms with bath / shower and WC.

The Weinstock has a rustic beer and wine cellar, a large garden and two restaurants.

HOTEL MOSELLA

Situated in the quiet village of Hatzenport on the banks of the Mosel about 20 minutes drive from Cochem



This hotel is suitable for one group, although the restaurant may be open to the general public.

The hotel has 63 beds in 24 rooms, most with private facilities. Students have 3-4 bedded rooms and teachers are in twin rooms (some singles available).

There is a restaurant, bar area and terrace. TV and video are also available. Discos can be arranged.

HOTEL JUNIOR KRAKUS

Located in the Podgorze district of Krakow south of the river, the Junior Krakus is conveniently located at short drive from the central old town



This hotel is a comfortable base from which to explore Krakow and the surrounding areas.

Students will be accommodated in 4-bedded studio rooms (two twin rooms + bathroom) or 5-bedded studio rooms (twin room + triple room + bathroom), and twin rooms are available for teachers. All rooms are equipped with bathroom, TV and telephone.

The hotel's restaurant serves breakfast and dinner and there is a TV lounge, table tennis and a meeting room. The hotel also has a Snack Bar, serving cold and hot drinks, sweets and light snacks.

Berlin

ALETTO II, KREUZBERG

This hostel is in the heart of Berlin, near the Potsdamer Platz, about 1.5km from the Brandenburg Gate. It is also convenient for local transport

A purpose built accommodation for student groups with a good level of comfort and in a good location.

The Aleto II has 71 rooms and students would have 4-6 bedded rooms with teachers occupying twins, with some singles available. All rooms have shower and WC.

The hostel has a large restaurant, 24 hour reception, Internet lounges, table football, video games, darts, DVDs and large-screen TV. In addition to free coffee and tea a large selection of drinks is available, and snacks can be purchased from the vending machine.



A&O HOSTEL MITTE

A&O provide purpose designed student accommodation in a good location and with all the facilities you need and expect



The hotel is located in the geographic centre of Berlin only a short walk from the river Spree and the East Side Gallery.

The hostel has space for 400 in simply furnished 2-6 bedded rooms, mostly with bunk beds, all with shower/WC and cable TV.

As well as the restaurant the accommodation internet, a games room with football table, pool billiard, table tennis and video games, a TV room, a courtyard and a teacher lounge (with computer, internet and phone).

HOTEL KOLUMBUS

Located in a residential area in former East Berlin with easy to the centre via the city's transport system

This large, fully modernised 3 star hotel provides an excellent base for exploring Berlin and is part of the Akzent chain of hotels

Students are accommodated in rooms with up to 4 beds (some in bunk beds) and staff in twin rooms. All rooms are equipped with shower, toilet and TV.

The hotel has a restaurant, bar and lounge area. Meeting rooms may be booked in advance.

YOUTH HOSTEL WANNSEE

The Wannsee is in a quiet location on the edge of the Grunewald forest. It is twenty minutes on the S-Bahn (city railway) from the centre of Berlin



This modern youth hostel stands in its own grounds, beside the lake at Wannsee and offers excellent facilities for school groups. Early booking is essential at this centre.

Up to 288 guests in 72 rooms with students in 4-bedded rooms with shared facilities. Please note that single rooms are very limited and teachers may have to share rooms with teachers from other schools.

Leisure activities include table tennis, snooker and TV room. Meeting rooms are bookable in advance.

HOTEL TRANSIT HOTEL TRANSIT LOFT

These two properties are designed for students and are well located, just 15-20 minutes from the centre



Both centres can accommodate around 150 in mainly 3-6 bedded rooms, with some single and twin rooms available, all with private facilities.

Facilities at both include a bar, TV lounge, internet, games room and restaurant.

Munich

A&O HOSTEL, ARNULFSTRASSE

It is centrally located only 10 minutes walk from the main station and the main historical centre of the city



A&O provide purpose designed student accommodation in a good location and with all the facilities you need and expect.

This large hostel can accommodate 674, in 4-8 bedrooms, mostly bunk beds, and all with shower/WC and cable TV.

The accommodation has 24 hour reception, all rooms with cable-TV, breakfast room, internet access, football table, pool billiard, table tennis and a teacher lounge (with computer, internet and phone).

MEININGER CITY HOSTEL

This 2 star youth hotel is centrally located only 10 minutes from the centre of Munich and Odeonsplatz and Koenigsplatz



Part of the Meininger chain of student hostels, the facilities and accommodation have been designed to provide a good standard suitable for school groups. Students occupy 3-6 bedded rooms with staff in twin or single rooms. All rooms have private facilities and TV.

The hostel has a games room with billiards, table tennis and table football, a bar, a basement for discos, and as well as the dining room, a kitchen for use by guests.

Nuremberg

JUGEND HOTEL

The Jugend Hotel is located in extensive grounds not far from the airport. The centre of the city and the WWII sites are about 20 minutes away by coach



The accommodation holds a maximum of 120 mostly in multi-bedded rooms with from 3 to 6 in each. There are also twin and single rooms available. Rooms are equipped with shower and WC.

Facilities include a restaurant, breakfast room, garden terrace with a barbecue and a conference room.

Important Information

How to Book

Choose the tour that most closely matches your requirements, and then contact us to discuss your precise requirements. You can make an initial enquiry by email or completing the online form, or you can discuss your tour by phone with one of our staff.

Once we have all the details of your requirements we will be able to confirm a price which includes any additional items such as visits and we will issue a quotation. If this is suitable to you we will also make a provisional booking (subject to availability) which will be held open (normally for around 4 weeks) while you collect names and deposits for your group.

Deposits and Balance Payments

On all our coach tours we will require a deposit of £60 per person, and the balance payment needs to be with us at least 8 weeks before departure.

In the case of air tours, it may be necessary to charge an additional deposit or even the full cost of the airfare as well as the standard deposit.

Included in the Holiday Price

The following are included as standard on our non-UK coach tours as part of our GALLOWAY COACH PACKAGE:

- **Tour design and planning service**
- **Quality learning opportunity**
- **Free places for leaders (see below)**
- **Group passport fee**
- **Choice of audited and approved accommodation**
- **A meal package (normally full board)**
- **Safety Management System**
- **Emergency Support**
- **Generic Risk Assessment**
- **Pick up and return to school**
- **High quality Galloway coach approved to CoachMarque standards**
- **Use of coach throughout (subject to any driver hours restriction)**
- **Road tolls and parking**
- **Experienced and trained Galloway driver***
- **Short sea channel crossing (Portsmouth to Caen or Cherbourg possible at a supplement)**
- **Sightseeing pre-booked to requirements (excluding entrance fees unless stated)**
- **Comprehensive travel insurance**

In addition, many tours will include the following:

- **Study notes for all group members**
- **Guide books and information pack for group leaders**

*At certain times such as peak periods we may use a vehicle and driver from another coach operator of comparable standard.

If your tour includes flights then the price for this will include airport taxes, departure taxes and security charges.

Some items are not included in the tour price such as optional visits or certain meals. Your tour quotation will detail precisely what is included in the tour price and any additional charges or costs.

NB. Prices are valid for departures from Mainland England only and supplements will apply for other parts of the UK.

Free Places for Leaders

We have a generous free place ratio for tour leaders and staff. In addition, a free single room can be made available for one tour leader and family concessions are also available.

Paying members: 30-34 35-39 40-46 47

Free places: 3 4 5 6

Passports / Visas

For all Continental Tours you will require a full 10 year British Passport, and for Belgium this will need to be valid for at least 6 months beyond the date of travel. Parties can travel on a Collective Passport (application forms available from your Regional Passport Office). If there are any doubts as to the status as a resident British Subject of any member of the party you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements needed in each particular circumstance. We cannot accept responsibility if passengers are not in possession of the correct travel documents.

Health / Vaccinations

Under normal circumstances most Western European countries do not require visitors to be vaccinated. However, we will indicate any known vaccination or other health requirements where possible for each country to be visited.

Pre-departure information

At the time of booking you will receive a detailed itinerary with your quotation and also additional material to help with the promotion of your tour. You will also receive near the date of departure the relevant guide books and information pack for the group leader and study notes for group members (both dependent on tour).

Special Needs / Disabilities

We are keen to plan arrangements for your tour so that special needs and requests can be accommodated as far as possible, but unfortunately, many hostels/hotels overseas are not equipped for guests with mobility problems or other disabilities.

Please let us know in advance (preferably before booking if possible) if any member of your group has special needs or suffers from any disability, needs assistance or special facilities in the hostel/hotel, may have difficulties in taking part in excursions, or problems boarding and travelling on the coach or other means of transport. Not all the tours in this brochure may be suitable but we want your group to enjoy your tour and will try to help you select an appropriate trip. If you need advice or further information, please contact our office.

(Please also refer to the insurance section above regarding pre-existing medical conditions).

Special requests

If you or any of your group require a special diet, please tell us before booking, or as soon as you are medically advised and send us a copy of the diet. We will notify the hostel or hotels on your tour, but please note that some centres may not have facilities to cope with special diets and we cannot be held liable for their failure to do so.

Where we think this is likely to happen we will tell you prior to your booking confirmation being issued so that you can exercise your right to cancel your tour booking without charge. Any extra costs incurred must be paid direct by you prior to departure from the centre. You should also detail any other requests, for example, low floor rooms, particular rooms or locations on the special requests section of the booking form. We will pass your request to the relevant supplier but this does not necessarily mean that your request will be fulfilled.

If a request can be fulfilled you may incur an extra charge payable either to us or direct to the accommodation centre. Please note that requests cannot be guaranteed unless we confirm on your booking confirmation that this is a guaranteed requirement.

Holiday Content / Accuracy

All the information about each of our holidays has been carefully researched and checked. However, because planning is carried out more than a year in advance, it is quite possible that altered circumstances beyond our control may mean a required change to the holiday planned. Although we will keep you informed of any changes and do our utmost to stick to the original itinerary, we do reserve the right to alter any of the services or prices if necessary.

Booking Conditions

Please ensure you read our Booking Conditions (on pages 38-39) carefully and retain a copy for your own use which you should carry with you when you travel. These will need to be accepted by the person making the booking on behalf of all the passengers in their group. The Booking Conditions spell out the basis of the contract between yourself and Galloway Coach Travel Ltd and detail the rules and requirements which apply in certain circumstances.

Travel Insurance

Comprehensive travel insurance is included in the cost of our tours and you will be covered from the moment we receive your deposit. A summary of the levels of cover are shown below. Please note that we also have in effect an additional policy which adds further cover in respect of Public Liability to a level of £10,000,000 in order to meet with current LEA requirements. (Full details are available on request). If your school is obliged to take out the LEA insurance cover instead, a reduction in the tour price will be offered.

PLEASE NOTE: If any member of your group has a pre-existing medical condition it will need to be referred to the insurance company. A specimen copy of our insurance policy will also be sent with our booking form.

Galloway Schools Travel Insurance

Summary of cover and excesses (please note there may be exclusions and limitations applicable). Full details are available upon request.

Description of Cover	Policy Limit. Up to:	Excess
Personal Accident	(i) Up to £25,000 in respect of loss of limbs or permanent total disablement (£1,000 under 16 years of age) (ii) Up to £25,000 in respect of death (£2,500 for children)	£15
(A) Emergency Medical Expenses (B) Funeral and Repatriation Expenses (C) Travel and Accommodation Expenses	(A) Up to £5,000,000 in respect of medical expenses (non-UK) (B) UK: Up to £1,500 per person. Non-UK: Up to £3,000 per person (C) Up to £1,500 for additional travel and accommodation expenses	£15
Hospital Benefit	Up to £450 (£15 for each 24 hours)	NIL
Loss of Deposit, Cancellation or Curtailment	(i) Up to £1,000 for UK, Channel Islands or Europe (ii) Up to £3,000 for additional expenses following curtailment	£15
Delayed Travel and Holiday Abandonment (A) Holiday Abandonment (B) Delayed Travel Benefit	(A) £1,000 (B) Up to £60 (£20 for the first 12 hours, £10 for each subsequent 12 hours) (non-UK only)	NIL NIL
Personal Property	Up to £1,000, sub-limited to: Any one article, pair or set: Up to £250. Valuables: Up to £250 in total	£25
Personal Money	Up to £500 (£200 cash limit restricted to £50 for children)	£25
Personal Liability	Up to £1,000,000	£15
Legal Expenses	Up to £10,000	NIL
Delayed Baggage	Up to £100 (£50 per 24 hours)	NIL

Bookings Conditions

1. Why should I read this page?

Our Booking Conditions form a key part of our agreement with you and form the basis of a legally binding contract between you as the lead name making the booking, anyone else in your party and us. When you make this booking as the lead name you undertake that you have the authority to accept, and do accept, on behalf of your party the terms of these booking conditions. This contract is made subject to the terms of these booking conditions, which are governed by English Law, and the non-exclusive jurisdiction of the English Courts.

If you did not see these Booking Conditions before you made your booking and you are not happy to proceed with the booking now that you have seen it please return all documentation to us within 7 days of receiving these Booking Conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel.

2. How and when do I make this contract with you?

We welcome you making contact with us in a number of ways. You can write, phone or e-mail us. Whichever way you contact us the contract is made when your booking is entered on to our reservation system and we issue a confirmation of booking. If your confirmation is not immediately issued, we will send confirmation of your booking within 7 working days. Please check this confirmation very carefully to ensure all the information is correct and tell us immediately of any errors.

It is a condition of booking that the Group Leader is familiar with and understands their obligations for the planning, supervision, approval and preparation of pupils etc as set out in the DCSF publication 'Health and Safety of Pupils on Educational Visits' (HASPEV).

The Group Leader is to ensure that at all times (for the duration of the trip) there is an adequate level of supervision with an appropriate ratio of adult supervisors to pupils in accordance with HASPEV guidelines. Supervisors should be distributed throughout the coach.

3. How is my tour money protected?

We subscribe to the Code of Conduct of the Bonded Coach Tours Group ('BCHG') No 207 of the Confederation of Passenger Transport UK. BCHG requires a bond to be taken out to provide protection for your tour money in the unlikely event that a Member cannot, for financial reasons, carry out their obligations to their passengers.

In the case of air-inclusive travel, we hold an Air Travel Organisers' Licence (ATOL) No. 6268 granted by the Civil Aviation Authority (CAA). In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk.

4. BCHG Consumer Guarantee

The Bonded Coach Tour Group guarantees to bona fide customers that in the event of failure of a bona fide Member, it will;

- (1) wherever possible, arrange for a tour to be completed;
- (2) where failure occurs after a tour has begun, arrange for customers to be returned by an appropriate means of transport to their UK area of departure;
- (3) if the tour cannot be completed as planned, the reimbursement of payments made by the customer to the BCHG Member, other than payments made by credit card.

5. When do I pay for my tour and how much?

When you make a provisional booking we send you a Confirmation of Provisional Booking and specimen itinerary, which sets out the tour we are offering you. This provisional booking will be held for up to one month (according to our contractual obligations to the centre or hotel), by which time you complete and sign the Firm Booking Form on behalf of all members of the party, accepting the terms of these Booking Conditions, and pay initial deposits as specified on the Confirmation of Provisional Booking. (Please note, in the case of Air Bookings this will also include the full costly of the airfare.)

The balance of the tour price must be paid at least 56 days before the tour departure date. If the balance is not paid in time we reserve the right to cancel your tour, retain your deposit and apply cancellation charges as set out in Para 9.

6. Can I change my tour arrangements?

After we have issued our booking confirmation we will do our best to accommodate any changes you may want to make but we cannot guarantee to do so. Any changes must be notified to us in writing and signed by the person who signed the booking form.

If we are able to make the changes an amendment fee of £10 per person will be payable plus any additional charge for the facilities requested. Any significant alteration after the balance due date will be treated as a cancellation of the original booking and will be subject to the cancellation charges detailed below. A significant alteration would include a change of departure date, tour or hostel/hotel, or number of people travelling.

IMPORTANT: If the tour includes the cost of a flight, and this has already been booked, it may not be possible to change the reservation at all without forfeiting all or part of cost of the flight.

7. Can I change the name of a group member?

You can change a name provided you give us reasonable notice. The new person must be able to satisfy all the conditions for the tour and a change cannot normally be made later than seven days prior to departure. We will make an administration charge of £10 per booking for every change we make plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the tour is paid for by the balance due date.

IMPORTANT: If the tour includes the cost of a flight, and this has been booked. It may not be possible to change the reservation at all without forfeiting all or part of cost of the flight.

8. How can I cancel my tour?

You, or any member of your party, may cancel at any time provided that the cancellation is made by the person who signed the booking form and is communicated to us in writing via the office at which you made your original booking. You will have to pay cancellation charges set out in the scale below to cover our estimated loss resulting from the cancellation. If you are insured against cancellation you may be able to recover the charges from your insurers. Your cancellation will take effect from the date when we receive your written confirmation of your cancellation. You must also return any tickets or vouchers that you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms.

9. Scale of Cancellation Charges

Period before departure within which written cancellation of tour price is received	Amount of cancellation charge as a % of total tour cost
More than 56 days	Deposit
56 to 29 days	30% or deposit, if greater
28 to 15 days	45%
14 to 8 days	75%
7 days or less	100%
Departure day or later including voluntary termination whilst on tour	Total tour cost

NOTE: If the reasons for cancellation are covered under the terms of the Galloway Insurance Policy (included in all tours), you may be able to reclaim some of these charges.

IMPORTANT: If the tour includes the cost of a flight, the flight portion of the holiday prices may not be refundable. Under these circumstances 100% of the flight cost would be forfeited and the above rates will apply to the remainder of the cost of the holiday only.

10. Can you change the price of my tour after you have issued the booking confirmation?

Yes we can, but only in very limited circumstances.

The price of your holiday can be varied due to changes in:

- Transportation costs such as fuel and/or fuel tax, ferry operator fares and tolls, embarkation or disembarkation fees at terminals;

- Exchange rates applied to the particular holiday booked; or
- Dues and taxes including changes in VAT or any other Government imposed charges.

In the case of any small variation, an amount equivalent to 2% of the price of your holiday, which excludes insurance premiums and any amendment charges, will be absorbed or retained. For larger variations, this 2% will still be absorbed for increases, but not retained from refunds. In either case, there will be an amount to cover agents commission. If this means that you have to pay an increase of more than 10% of the price of your holiday, you may cancel it and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Alternatively, you can accept an offer of an alternative comparable holiday of equivalent or superior quality, if available, or an alternative holiday of lower quality, if available. You may then transfer payment made in respect of the original holiday to the alternative holiday. If the cost of the alternative holiday is less than the original holiday, the difference in price will be refunded. We will also pay compensation as set out in Clause 12 below. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place.

In addition to sterling we use the Euros in calculating our holiday prices. The equivalent exchange rate to £1 sterling from the Financial Times Exchange Cross Rates dated 5 February 2009 is Euro 1.144. (<http://markets.ft.com/ft/markets/researchArchive.asp>)

11. What happens if you change my tour?

The arrangements for your tour will usually have been made many months in advance. Sometimes changes are unavoidable and we reserve the right to make them. Most of these changes are likely to be minor and we will do our best to keep you informed.

If, after booking and before departure, we make a significant change to your tour you will have the option of withdrawing from the tour without penalty or alternatively you may transfer to another tour without paying an administration fee. In either case we will pay you compensation according to the scale set out below.

A significant change would involve a change in departure date or departure point, location of resort or quality of accommodation, a change of mode when crossing the Channel, or the specification of the coach.

If you withdraw from the tour because we have made a significant change or if we have to cancel your tour for any reason other than non-payment by you we will offer you the choice of: a comparable replacement tour if available; or: a replacement tour of lower quality together with a refund of the price difference; or: a full refund of the money you have paid.

When we have notified you of the changes and options available, you must tell us your decision as soon as possible and within any timescale we need to set.

12. Scale of Compensation

We will pay you compensation for significant changes on the following scale:

Period before departure within which a 'significant change' is notified to you or your travel agent.	Compensation per person
More than 42 days	NIL
42 to 29 days	£10
28 to 15 days	£15
14 to 8 days	£20
7 to 1 days	£25

Payment of compensation according to the scale set out above will not affect your statutory right to claim further compensation if, in all the circumstances, you remain dissatisfied.

Compensation will not be paid where the change is made as a result of events beyond our control including war or threat of war, riot, civil strife, terrorist activity, industrial disputes, fire, quarantine, epidemic or health risks, natural or nuclear disasters,

port and terminal closures and/or adverse weather conditions. If, after departure, we need to make a change to a significant proportion of your tour we will do our best to make suitable alternative arrangements at no extra cost to you.

If it proves impossible to make suitable alternative arrangements or if you have reasonable grounds for refusing the alternative offered, we will arrange transport back to your point of departure or to an alternative location that we agree to.

13. What is the extent of your liability?

We accept responsibility if you, or any member of your party is killed or injured as a result of an activity forming part of your tour arrangements which you booked with us before your departure; or if any part of your tour arrangements, booked with us in the UK, is not as described in the brochure, or not of a reasonable standard; if the failure in your tour arrangements or any death or personal injury is due to any fault on our part or that of our agents or suppliers whilst acting in the course of their employment. We do not accept responsibility if the failure, death or personal injury is not caused by any fault of ours or of our agents or suppliers, or is caused by, or someone not connected with your tour arrangements; or if the failure, death or personal injury is due to unusual or unforeseen circumstances which, even with all due care, we or our agents or suppliers could not have anticipated or avoided.

For claims which do not involve personal injury, illness or death, the most we will have to pay if we are liable to you is twice the price the person affected paid for their tour (not including insurance premiums and amendment charges). We will only have to pay this maximum amount if everything has gone wrong and you have received no benefit from your tour.

If you or any member of your party is killed, injured or becomes ill, as a result of transport by ship, train or coach, any liability which we may have to pay compensation is limited in line with the Athens Convention (applies to transport by ship), the Geneva Convention (applies to transport by road), and the Warsaw Convention, as amended by the Hague Protocol 1955 (applies to transport by air). Copies of the relevant conventions are available on request.

You should also note that these conventions may limit or remove the carrier's liability to you and the amount which the carrier has to pay you.

If we make any payment to you or any member of your party for death, personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to take action against the person or organisation responsible for causing the death, personal injury or illness.

Our suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions may limit or remove the relevant transport provider's or other supplier's liability to you. You can get copies of such conditions from our offices, or the offices of the relevant supplier.

14. What do I need to do if I have to complain?

If you have a complaint during your tour you should tell the driver or supplier at the earliest opportunity so that they can do their utmost to resolve the problem immediately. If they are unable to resolve the problem to your satisfaction you should complete a Tour Report Form which is available from the driver. You will be given a copy of this report which you should keep. If, on your return from the tour, you remain dissatisfied you should write within 28 days to the Managing Director, Galloway Coach Travel Ltd., Denters Hill, Mendlesham, Stowmarket, IP14 5RR.

In your letter you will need to quote your booking reference number, tour number, departure date and the number of the Tour Report Form which you completed at the time. If you do not tell us at the earliest opportunity about a problem giving rise to your complaint we cannot take steps to investigate and rectify it. In deciding how to respond to your complaint we will take into account the date you first drew the problem to the attention of our driver or supplier.

15. If I do not agree with your decision can I request arbitration?

Yes you can. If we cannot resolve your complaint amicably you may request that the dispute is referred to an independent arbitration scheme established by the Confederation of Passenger Transport UK (CPT). Full details of this scheme will be provided on request or you can obtain a copy from CPT.

This arbitration scheme provides a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. This scheme does

not apply to claims for an amount greater than £1,500 per person. There is also a limit of £7,500 per booking. Normally there is limit of 9 months from the date of return from your tour within which to request arbitration but in exceptional circumstances the scheme can be used beyond this date. This scheme does not apply to claims that arise mainly in respect of physical injury or illness or the consequences of any illness or injury.

16. Health & Safety on tour

In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. Further information can be obtained from your GP who can provide you with the leaflet 'Health Advice for Travellers' published by the Department of Health. Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey of more than 3 hours. You should consult your doctor if you have ever had DVT or pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, a stroke, heart, or lung disease, or if you have had major surgery in the past 3 months.

We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. During the journey we will provide comfort stops as frequently as possible. During these stops you are encouraged to get off the coach and walk around. Exercise reduces any discomfort which may be caused by periods of immobility.

17. Passenger behaviour

We want all our customers to have a happy and carefree tour. But you must remember that you are responsible for your behaviour and the effect it may have on others. If you or any member of your party is abusive or disruptive or behaves in a way which, in our reasonable opinion, could cause damage or injury to others or affect their enjoyment of their tour, or which could damage property, we have the right, after reasonable consideration, to terminate your contract with us.

If this happens we will have no further obligations or liability to you. The coach driver, ship's captain, or authorised official of other means of transport is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges according to the scale in section 10.

If the refusal is on the return journey we have the right to terminate the contract and will have no further obligations or liability to you.

18. Other terms

We do not allow pets to be taken on any tour. The group Leader is responsible for ensuring that all members of the party are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. Excursions are included in the price of most tours and refunds cannot be made for those passengers not wishing to go on these excursions. Admission fees to buildings, grounds etc are not included in the price unless otherwise stated in the brochure.

19. Passports & Visas

For all Continental Tours you will require a full 10 year British Passport, or parties can travel on a Collective Passport (application forms available from your Regional Passport Office). If there are any doubts as to the status as a resident British Subject of any member of the party you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements needed in each particular circumstance.

We cannot accept responsibility if passengers are not in possession of the correct travel documents.

20. Vaccinations

Under normal circumstances most Western European countries do not require visitors to be vaccinated. However, we will indicate any known vaccination or other health requirements where possible for each country to be visited.

21. What happens if I am delayed?

Your travel insurance may cover you for some delays. In addition where you are delayed for more than six hours in any one day we will seek to minimise any discomfort and where possible, arrange for refreshments and meals.

22. What assistance will you give me if things go wrong when it is not your fault?

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not

form part of your package travel arrangements, or an excursion arranged through us in the UK, we shall at our discretion, offer advice, guidance and assistance.

Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you and any member of your party to £5000 per party.

23. Special needs

Unfortunately, many hostels/hotels overseas do not provide adequate facilities for guests with mobility problems, or who suffer from other disabilities. Please notify us before you book if you or any member of your party has special needs or suffers from any disability. We are keen to plan arrangements for your tour so that special needs and requests can be accommodated as far as possible. If you will need assistance or special facilities in the hostel/hotel, or may have difficulties in taking part in excursions or boarding and travelling on the coach or other means of transport you must let us know in advance. Not all the tours in this brochure may be suitable for you. We want you to enjoy your tour, and will try to help you select an appropriate trip. If you need advice or further information, please contact our office.

24. Special requests

If you or any of your group require a special diet, please tell us before booking, or as soon as you are medically advised and send us a copy of the diet. We will notify the hostel or hotels on your tour, but please note that some centres may not have facilities to cope with special diets and we cannot be held liable for their failure to do so. Where we think this is likely to happen we will tell you prior to your booking confirmation being issued so that you can exercise your right to cancel your tour booking without charge. Any extra costs incurred must be paid direct by you prior to departure from the centre. You should also detail any other requests, for example, low floor rooms, particular rooms or locations on the special requests section of the booking form. We will pass your request to the relevant supplier but this does not necessarily mean that your request will be fulfilled. If a request can be fulfilled you may incur an extra charge payable either to us or direct to the accommodation centre. Please note that requests cannot be guaranteed unless we confirm on your booking confirmation that this is a guaranteed requirement.

25. Data Protection Act

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies etc. The information may also be supplied to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law.

Additionally, where your tour is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons. Please note that where information is held by your travel agent, this is subject to your agent's own data protection policy. Your data controller is the School Tours Manager. You are entitled to a copy of your information held by us and if you would like to see this, then please contact us.

We retain your full contact details and other information in secure files and electronic storage facilities and may use this information to contact you by mail, telephone or electronic means with details of our products. If you do not wish to receive further information about products and services from ourselves then please write to the data controller.

26. Publication date and details

This brochure was published in the United Kingdom by Galloway Coach Travel Ltd., Denters Hill, Mendlesham, Stowmarket, Suffolk, IP14 5RR on 2 March 2009.