Booking Terms and Conditions

1. Introduction and application

These Booking Terms and Conditions apply to residential summer school programmes operated by Experio Summer Limited (Company No. 08252837), registered in England and Wales, whose registered office is at 9 Park Lane, Puckeridge, Hertfordshire SG11 1RL, United Kingdom.

Experio Summer Limited ("Experio", "we", "us") operates educational programmes at venues including Bishop's Stortford College and Leighton Park School. These institutions provide facilities and services under arrangements with Experio but are not parties to the booking contract.

These conditions apply to bookings made directly by parents or guardians and bookings arranged through educational agents or other organisations.

Where an agent contracts directly with Experio, the agent is responsible for its contractual payment obligations. Where an agent acts solely as an intermediary, the booking contract is with the person identified in the booking confirmation.

These conditions must be read alongside the information published on the relevant Summer School website, the booking confirmation, any applicable Product Schedule and any Agency Agreement. If there is a conflict between these Booking Terms and Conditions and a general Agency Agreement, these Booking Terms and Conditions prevail unless Experio expressly agrees otherwise in writing. Safeguarding and operational requirements apply to all participants.

The version of these conditions accepted when the booking is confirmed will continue to apply to that booking unless the parties subsequently agree otherwise or a change is required by law.

2. Bookings and confirmation

Applications are subject to availability, eligibility and acceptance by Experio.

A booking is confirmed when Experio issues written confirmation and receives the required deposit or agrees alternative payment arrangements in writing.

The person making the booking must be at least 18 years old and have the necessary authority to act on behalf of the participant.

Parents, guardians and agents must provide complete and accurate information about the student, including medical conditions, allergies, dietary requirements, disabilities, additional support needs and other matters relevant to the student's safety and welfare.

Experio may request additional information or discuss reasonable adjustments before accepting a booking.

3. Fees and payment

Programme fees and included services are specified on the relevant Summer School website and, where applicable, in the Product Schedule supplied to agents or group organisers.

Unless otherwise agreed in writing, a deposit of 25% of the programme fee is required to confirm an individual booking.

The outstanding balance must be received at least eight weeks before the student's arrival.

Bookings made within eight weeks of arrival require full payment upon confirmation.

Different payment arrangements may apply to group bookings under a signed Agency Agreement.

Fees for additional services, including certain airport transfers, optional excursions and unaccompanied minor assistance, will be advised before those services are confirmed.

If payment is overdue, Experio may issue a reminder and provide a reasonable opportunity to pay before cancelling the booking. Applicable cancellation charges may then arise, subject to the terms of the contract and applicable law.

Fees are stated in pounds sterling unless otherwise agreed. The tax treatment of the programme is determined by applicable UK law. Any applicable taxes or compulsory charges will be disclosed before the booking is confirmed, except where subsequently imposed by law.

4. Changes requested by the customer

Requests to change dates, programme, duration, accommodation or other booking arrangements must be submitted in writing.

Experio will make reasonable efforts to accommodate requests but cannot guarantee availability.

Any additional costs will be explained and agreed before the change is confirmed.

Where a requested change cannot be accommodated, the customer may retain the original booking or cancel under the applicable cancellation conditions.

5. Cancellation by the customer

Cancellation must be notified to Experio in writing by the contracting customer or their authorised representative.

Cancellation takes effect when written notification is received.

The following charges will be applied as shown calculated from the day written notice is received:

Notice before arrival	Cancellation charge
More than eight weeks	25% of programme fee
Eight weeks or less, but more than two weeks	75% of programme fee
Two weeks or less	100% of programme fee

These charges are intended to reflect expenditure, commitments and losses arising from cancellation.

Separate cancellation conditions may apply to additional services where these have been disclosed and agreed before booking.

We recommend that you take out appropriate travel insurance to cover such charges as you may be able to claim back the cancellation fees if the cancellation is covered by a suitable insurance policy. See the Insurance section.

6. Visa applications and refusals

The student and their parent, guardian or appointed representative are responsible for obtaining the necessary passport, visa, Electronic Travel Authorisation and other immigration documents.

Experio may issue a visa support letter after receiving the required booking deposit and information necessary to verify the booking.

A visa support letter confirms the student's intended participation. It does not guarantee that entry clearance will be granted.

Visa applications should be submitted promptly and with complete and accurate supporting documentation.

Where a visa is refused despite a timely and properly completed application, Experio will consider a refund under its published ***Visa-refusal Policy***.

Where refusal results from inaccurate information, incomplete documentation, failure to follow official requirements or an avoidable delay, the standard cancellation conditions will normally apply.

A visa decision that remains outstanding near the course start date is not automatically treated as a refusal. The customer must notify Experio promptly so that available options can be considered.

Requests for visa-related refunds must include the official refusal notice and relevant supporting evidence.

7. Changes or cancellation by Experio

Experio may make reasonable changes to timetables, teaching arrangements, activities and facilities where necessary for educational, operational, safety or other legitimate reasons.

Where a significant change materially affects the essential features of a confirmed programme, Experio will notify the customer promptly and offer an appropriate alternative or refund, subject to applicable law.

If Experio cancels a programme before commencement for reasons not attributable to the customer, the customer will normally receive a full refund of payments made to Experio for the cancelled services or may accept a suitable alternative.

Experio is not responsible for independently purchased flights or other third-party arrangements except where liability arises under applicable law.

Events beyond Experio's reasonable control will be handled in accordance with applicable law, taking account of the circumstances and the services that can reasonably be provided.

8. Student welfare and safeguarding

The safety and welfare of students are fundamental priorities.

Students must comply with the ***Summer School Rules*** and reasonable instructions issued by authorised staff.

Experio maintains safeguarding procedures appropriate to its programmes and will respond to welfare concerns in accordance with those procedures.

Parents, guardians and agents must disclose information reasonably necessary to assess and support a student's welfare and participation.

Experio may take appropriate action where a student's behaviour creates a serious risk to themselves or others, or where repeated serious misconduct prevents their continued participation.

Wherever reasonably practicable, Experio will consult the parent, guardian and relevant agent before deciding that a student must leave the programme.

Immediate action may be necessary where there is a significant safeguarding or safety risk.

9. Early departure and repatriation

Where a student leaves the programme early at the request of their parent or guardian, unused programme services will not be refundable.

Where early departure is required for serious disciplinary reasons, the parent or guardian, or the contracting agent where applicable, will be responsible for reasonable additional travel and associated costs.

Where early departure is recommended for medical or mental health reasons, Experio will consult appropriate professionals and the student's parent or guardian, taking account of the student's welfare and circumstances.

Experio will provide reasonable assistance in arranging safe departure or repatriation.

Any additional costs charged will be reasonable, evidenced and explained to the responsible contracting party.

Insurance cover may be available depending on the circumstances and applicable policy.

10. Medical information and treatment

Parents or guardians must provide accurate and up-to-date medical and dietary information before arrival.

Information must include relevant allergies, medication, existing conditions, disabilities and additional support needs.

Experio will make reasonable adjustments where required by law and will discuss practical support arrangements before arrival where necessary.

Parents or guardians must provide appropriate instructions and authorisations for prescribed medication.

In an emergency, Experio may seek appropriate medical assistance and take reasonable steps necessary to protect the student's immediate welfare.

The parent or guardian will be contacted as soon as reasonably practicable.

11. Accommodation and facilities

Accommodation and facilities will be provided substantially as described on the relevant Summer School website and, where applicable, in the Product Schedule and booking confirmation.

Room allocations are determined by Experio, taking account of age, safeguarding, operational requirements and reasonable requests.

Specific room-sharing or single occupancy arrangements cannot be guaranteed unless expressly confirmed.

Students must not bring or use unauthorised cooking or heating equipment, including rice cookers, kettles or other electrical cooking appliances.

Prohibited equipment may be retained securely by Experio for the duration of the student's stay and returned on departure.

Students are responsible for damage caused deliberately or negligently, subject to an appropriate investigation and reasonable assessment of the loss.

12. Building works and maintenance

The host institutions may undertake building, refurbishment and maintenance works from time to time.

Experio will endeavour to notify affected customers of works of which it is aware that are reasonably likely to cause significant disruption to the programme.

Minor maintenance and works which do not materially affect the programme may take place without specific prior notice.

Where works materially affect contracted services, Experio will consider reasonable alternatives and any remedies required by applicable law.

13. Pocket money and personal possessions

Students are advised to use a debit or prepaid card, rather than carry substantial amounts of cash.

Cash, valuables and personal belongings should be kept securely and students should follow the guidance in the Student Information Booklet.

Experio cannot guarantee the security of cash or valuables kept in student accommodation. Loss or theft should be reported promptly to Summer School staff.

Experio is not liable for loss or damage unless it has failed to exercise reasonable care or otherwise breached a legal obligation.

14. Airport transfers and travel

Airport transfer arrangements and included services are described on the relevant Summer School website or in the Airport Transfer Information supplied for the booking and, where applicable, the Product Schedule.

Complimentary or included transfers apply only where the relevant booking meets the published conditions, including the provision of flight details by the 31st May.

Flight details must normally be supplied by the date specified above or as soon as possible before arrival in the event of a booking made after this date.

Transfers outside any published operating arrangements, or requiring special assistance, may attract additional charges where advised and agreed in advance.

Flight delays, cancellations and missed connections must be reported promptly to Experio.

Experio will make reasonable efforts to rearrange transfers, but additional costs may arise where circumstances are outside its control.

Students using an airline's unaccompanied minor service must notify Experio in advance. Dedicated assistance and handover arrangements will incur additional charges.

Parents or other adults accompanying students must make separate transfer arrangements unless expressly agreed with Experio.

Airport meeting points, handover arrangements and emergency contact details will be provided before travel.

15. Insurance

All participants must have appropriate insurance covering their intended stay and activities.

Where insurance is included in the programme fee, the insurer and a link to its current policy wording, coverage and principal exclusions will be made available on the relevant Summer School website before booking. The insurer’s own policy terms apply and may be updated by the insurer.

Insurance benefits are subject to the policy wording, eligibility requirements, geographical restrictions and applicable start and end dates.

Parents, guardians and agents are responsible for checking that the cover meets the student's individual needs, including any additional cover required for travel to and from the United Kingdom.

Where group insurance is not included, the contracting organisation must arrange suitable cover and provide policy and emergency assistance details when reasonably requested by Experio.

Experio does not guarantee payment of claims by an insurer.

16. Visits, communications and collection

Parents, guardians and agents should contact Experio directly regarding students attending its programmes. The host school's administrative offices should not normally be contacted for Summer School enquiries or emergencies.

Visits to students or the campus must be arranged in advance and comply with visitor and safeguarding procedures.

Parents or authorised adults collecting students must provide appropriate advance information about the proposed collection arrangements.

Experio may make reasonable identity and authorisation checks before releasing a student into another person's care.

Emergency contact information will be provided before the programme begins.

17. Complaints

Any concern about the programme should be raised promptly with the Summer School management team so that it can be investigated and, where possible, resolved during the student's stay.

Complaints remaining unresolved should be submitted in writing, preferably within 28 days after departure.

Experio will acknowledge complaints and investigate them fairly.

Failure to raise a complaint within the preferred period does not remove statutory rights.

18. Data protection and privacy

Experio processes personal information in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

Information is collected and used for legitimate purposes including booking administration, programme delivery, safeguarding, medical support, emergency communication and compliance with legal obligations.

Relevant information may be shared with appropriate service providers, host institutions, medical professionals, public authorities and other parties where lawful and necessary.

Special category information, including medical information, will be handled with appropriate safeguards and on a valid lawful basis.

Photographs and video may be taken during activities for sharing with parents and families through online galleries, including Flickr, and separately for promotional purposes. The uses, access arrangements and available choices for students and parents are explained in ***Experio's Privacy Notice*** and ***Student Information Booklet***; promotional uses will be subject to applicable consent requirements.

Individuals have rights concerning their personal information as explained in Experio's Privacy Notice, available from the relevant Summer School website.

Further information, including retention periods, lawful bases, image-sharing arrangements and contact details for privacy enquiries, is provided in that notice.

19. Liability

Experio will exercise reasonable care and skill in providing the contracted services.

Nothing in these conditions excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded.

Experio is not responsible for losses arising solely from circumstances outside its reasonable control where it has complied with its contractual and legal obligations.

Any other limitation of liability is subject to applicable law and does not affect statutory consumer rights.

20. Agents and commercial arrangements

Where an agent contracts with Experio at agreed net prices, the agent is responsible for payment under the agreed commercial arrangements.

Commission, rebates, booking thresholds and other incentives are governed by the relevant Agency Agreement and Product Schedule.

Unless otherwise agreed, cancelled or refunded bookings do not count towards commission or rebate thresholds.

Agents must provide accurate booking information and ensure that parents or guardians receive relevant programme, safeguarding and travel information.

Experio may communicate directly with parents or students where reasonably necessary for administration, welfare, safeguarding or programme delivery.

Any separate contractual restrictions on direct marketing to agent-introduced customers will be governed by the Agency Agreement.

Termination of an Agency Agreement does not automatically cancel existing confirmed bookings. Accrued financial obligations remain payable in accordance with the applicable agreements.

21. Governing law

These conditions are governed by the law of England and Wales.

The courts of England and Wales will have jurisdiction, subject to any mandatory legal rights of consumers to bring proceedings elsewhere.

If any provision is found unenforceable, the remaining provisions will continue to apply so far as legally permissible.