

Step by Step Booking Guide

We have put together this guide to help you through the early stages of the booking process. Although we are here to assist at all times it is helpful for you to know what to expect in the coming weeks.

Making an Enquiry

1. You can request a quotation from our website www.equitystudenttravel.co.uk or call the **sales team on 01273 810 710**
2. You will be directed to one of our experienced members of staff specialising in your preferred destination. They will offer you advice and put together a quotation based on your exact requirements
3. You will then receive a quote within 48 hours.
4. Please contact us if you have any questions regarding your quotation or if you would like us to provide any further information.
5. Your sales specialist will contact you within 2-3 days of receiving the quotation to see if we can be of further assistance with your travel plans.

Making a provisional booking

We will make provisional transport and accommodation reservations on your behalf without obligation. This will give you time to check who can go on the trip & collect their deposits.

You will be given a provisional date that we are able to hold accommodation and transport arrangements until. If you need longer let us know, we pride ourselves on being flexible.

Provisional Transport Reservation Procedures

Scheduled Airlines:

We are usually able to hold a flight reservation for between 2-4 weeks however please speak to your sales specialist to confirm your option expiry date.

Low Cost Airlines:

We are **not able** to reserve any flights with low cost airlines. Included in your quotation is the flight price quoted to us on the date of your letter and is therefore subject to change.

Important Information:

We are only able to book low cost flight seats when we have received full deposit payment or Purchase Order for the full amount together with a full names list of each passenger travelling (names should be as they appear on their passport). Until we receive this information we are unable to make a flight reservation on your behalf.

Rail:

We will request your preferred rail times however we are unable to guarantee these as there are some time restrictions for student travel

Eurostar:

We are able to hold a provisional reservation for 10 days at which time we will require a deposit payment to secure your Eurostar seats. If you require further time we will do our best to extend your option or we will re-request your seats and confirm your new tour price.

Provisional Accommodation Reservation Procedures

Hotel/Hostel Beds:

These can be held for a limited period of time - you will find an option expiry date on your quote letter. If you require longer please let us know and we will try and extend it for you.

Excursions:

We can in some instances provisionally reserve excursion time slots during busy times.

Final Confirmation

If you are happy with all the elements of your tour and you would like us to confirm your transport and accommodation arrangements then please make payment by either of the following methods:

1. Forward your deposit payment by BACS or Cheque
2. Send a Purchase Order for the full total invoice amount
3. Confirming a low cost air booking – **Important Information.** If you are travelling with a low cost air carrier we will require a **full names list of all members of your party travelling as they appear on passports** together with your deposit payment or Purchase Order. Your Sales specialist will talk you through the requirements of the particular document to be completed. Without this names list we are not able to confirm any low cost flight bookings.
4. If you require a deposit invoice or an invoice for the full amount if paying by Purchase Order please let us know and we will forward this to your accounts department or we can send it direct to you.

Deposits Required:

UK & European Coach & Rail Tours:	£45.00 per student
Eurostar Tours:	£75.00 per student
European Low Cost:	£120.00 per passenger (this may vary)
Scheduled Airlines:	£100.00 per student

Keep in touch! If your numbers are less or more than you first thought, let us know and we will re-quote your tour on the new numbers.

What happens next?

Once your deposits have been paid your trip will be passed from your sales specialist to our Operations Team where your dedicated Tour Co-ordinator specialising in the destination of your choice will look after your tour from now on.

You will receive a **confirmation pack** which will include the following documentation:

- **Confirmation letter** -setting out your travel details
- **Final invoice**
- **Final numbers form**
- **Names list with passport information** (flight tours only)
- **Booking form**
- **Payment Schedule**
- **Schedule of when forms and names lists are required**

Make sure all of your students have valid passport and visas if necessary for your destination **Identity and Passports Service** (link to http://www.ips.gov.uk/cps/rde/xchg/ips_live/hs.xsl/index.htm) and **FAQ on Passports** (link to <http://www.direct.gov.uk/en/TravelAndTransport/Passports/index.htm>)

Please note: Equity Student Travel cannot accept liability if you or any member of your group are refused a visa through no fault of ours. The inability to travel due to incomplete visa requirements is not covered by insurance. Please also see you're booking conditions

Your Itinerary:

- 1) Once you have received all the documentation and your Tour Co-ordinator has called you to introduce themselves it's time to get YOUR tour personalised and finalised!
- 2) Your Tour Co-ordinator will:
 - Re-confirm your travel and accommodation arrangements
 - Confirm when documentation and names lists are required
 - Talk through any excursions you would like to visit during your stay
 - Check if there are any changes in your student numbers and male female breakdown

Documentation Deadlines for Air Bookings: Names List - APIS – Final Payment

Set out below is the time line you will need to work within – please don't worry there maybe some flexibility and if you have confirmed late and your departure date is imminent please discuss revised timings with your Tour Co-ordinator. We are used to working within tight deadlines.

Time breakdown:

- **Final Balance:** 10 weeks prior to departure your final balance will be due
- **Names for Scheduled airline bookings:** If you have booked with a low cost air carrier you will have submitted your names already. If you are travelling with a scheduled airline the following deadlines must be adhered to otherwise penalties will be incurred:
- **British Airways:** 6 weeks before departure. British Airways also require a completed APIS form at this time (see notes below).
- **Continental Airlines & Virgin** - 6 weeks prior to departure
- **Easyjet** Groups (over 40 students only) 4 weeks prior to departure
- **APIS - Advanced Passenger Information (Passport details)** - Required 4 weeks prior to departure (except B.A please see above).

APIS Form:

Please note you **must not** alter the format of the form in any way otherwise the airline will reject it and impose a fine. Therefore please complete the form in its original format. If you have any questions please speak to your Tour Co-ordinator before filling out the form.

Name Change Charges – Important Information

Kindly note when submitting your names list it is essential all names are spelt correctly and that all passport information is set out on the form in the same format. Please **do not** amend the layout of the passenger names list form we submit to you – if it is altered the airlines reject it. Also if you submit an incorrect name and it needs to be amended there will be a name change charge applied to your final invoice. These charges do vary therefore we will advise you at the time of the additional cost. It is therefore very important to check and double check spellings and abbreviations and ensure the sex of the student/adult is also correct. Once group seating has been arranged, a name change or ticket re-issue will mean group seating is no longer guaranteed.

Your Travel Pack

Between two and four weeks before departure you will be sent your Travel Pack. This will include the following information:

- **Final Itinerary**
- **Tickets or E-tickets for flights/ Eurostar**
- **Final hotel Voucher**
- **Excursions Vouchers**
- **Fire leaflet**

During Your Tour:

We are always here; 24 hours a day, 7 days a week. If you need any assistance while on tour call us during office hours on **01273 810 740** and we will call you straight back. If for any reason you have an emergency and it is out of office hours we have our Duty Officer available at the end of the phone – the contact details will be clearly set out on your itinerary.

When you return:

We will call you after you return to catch up and get your feedback. You will also be sent our **Customer Satisfaction Questionnaire**. Your comments are really important to us as they help us to constantly monitor and improve the service we provide therefore we would really appreciate it if you can complete this questionnaire.

Total Financial Protection

- Air Tours - Protected by the Civil Aviation Authority (**CAA** link to <http://www.caa.co.uk/default.aspx?catid=27>) through our **ATOL Licence** and **IATA** (link to www.iataonline.com) Accreditation. You will not lose your money or being stranded abroad.
Coach Tours - Protected under a financial failure insurance policy, Tower gate. If the coach company goes out of business Tower gate will arrange for your return to the UK. This scheme is approved by ABTA
- **ABTA** (link to <http://www.abta.com/home>)
We are members of ABTA (Association of British Travel Agents). We are regulated by ABTA and do our utmost to act at all times in accordance with the ABTA Code of Conduct. Please read our Booking Conditions.