

Terms & Conditions

Prices

In order that we can meet your individual needs, each educational trip is quoted for on an individual basis. Always maintaining our policy of highest quality and value for money.

Meals

Breakfast, picnic lunch and an evening meal will all be catered for. Any other requirements for snacking outside of the normal meal times is down to each individual and the supervision of their group leaders. A starter pack will be provided in each chalet, which will include bottled water, some juice and a snack. Again it is up to the group leaders/Teachers to make sure the students have ample supply of bottled water during their stay.

"Your Financial Protection

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong."

"We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable)."

"If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme."

Age of Group

Members

Prices are for schools and groups of young people under the age of 19. Should adults extra to those travelling in a supervisory role or the parents of a pupil wish to join the group, they can normally do so and prices will be quoted separately. **Note:** We would normally only accept additional adults to be the partner of a group leader or the parent of a pupil or a special Carer.

Group's Behaviour

When you book with us, you accept responsibility for any damage or loss caused by any member of your party.

We expect all clients to have consideration for other people and property.

If it is deemed by a representative from Spanish Star that you or any member of your group have behaved in such a way as to cause or be likely to cause danger, upset or distress to a third party or damage to their property, we are entitled, without prior notice, to terminate the trip of the person(s) concerned.

No refund will be made and you will be charged for the special trip home.

Documentation

All passengers will need a current passport and an up to date EEC medical card

It would also be prudent to carry any relevant medical notes for a pupil that may need medical attention. i.e. asthma, diabetic, etc. We are extremely experienced at dotting the I's and crossing the T's. So, let us help you, any queries just let us know. **Full details of passports must be with Spanish Star 6 weeks prior to departure**

Travel

All travel arrangements will be organised by Spanish Star, you will only need to make sure that you arrive at the airport in the UK on time to catch your flight to Barcelona.

You will also need to arrange your own transport to and from the airport in the UK.

Tour Itinerary

We will develop and produce a programme to suit the needs of your students. Taking into consideration their ages and their level of knowledge and skills. Each student will be given an educational booklet these to be completed at the end of each day.

Free Places

Allocation for adults travelling in a supervisory role are: one free place for every ten students booked.

Note: It is a legal requirement that at least one adult

accompany every ten students. If you have a mixed sex group, then there should be at least one male and one female teacher.

Our Prices Include

- ~ Flights to and from Barcelona airport
- ~ Accommodation
- ~ All transport and transfers in whilst in Barcelona
- ~ Full Board including a three course meal in 'Mas Roque' restaurant every evening
- ~ Breakfast & Picnic Lunch
- ~ All Educational Visits
- ~ Educational Booklets & Materials
- ~ Full set of Risk Assessment will be produced by Spanish Star for each individual group

Making your Booking

Any booking will only be confirmed when the first deposit has been paid.

That is;

One third of the total cost.

Timing of booking

You may well have pencilled in your dates with Spanish Star up to a year in advance of your trip. However, we must receive the deposit for confirmation of booking at least 7 months prior to the travel date. This is so that we can secure the flights at the airport of your first choice. If the deposit is later we cannot guarantee that you will fly from your first choice airport.

Travel Insurance

Available upon request, there will be an extra cost for this.

Accommodation

We use the modern self contained Chalets in the Vilanova Park complex, just thirty minutes south of Barcelona, situated in the picturesque seaside town of Vilanova

We also offer apartments at Atenea Park, close to Vilanova Beach & Town Centre

Representatives from Spanish Star will be with the group at all times so that you have 24 hour support.

Cancellation by you

Should you need to cancel your educational trip after confirmation, you must notify Spanish Star in writing immediately. (email accepted) The following charges will apply. This applies to any individual or the whole group booking

Time period

Cancellation Charge

- 56 days or more
- Deposit
- 22 to 55 days
- 50% of total cost
- 0 to 21 days
- 100% of total cost

Changes by you

Should you wish to make any changes to your confirmed trip, you must notify Spanish Star in writing immediately (email is best)

If it is possible to make a change then a charge of £80.00 per person will be made plus any extra charges that another agency may charge, such as Airlines.

Payment

In order to confirm your educational trip to Barcelona, a deposit of 33% of the total cost must be paid seven months prior to travel dates.

The balance of the trip must be with us no later than six weeks prior to departure.

All Inclusive Package

There are no hidden extras, last minute surprises or invoices.

We believe in supplying you and your students with a total package.