



CAS Trips

CAS TRIPS' CUSTOMER TERMS & CONDITIONS

These customer Terms & Conditions are valid for all CAS Trips in 2023 & 2024. These Terms & Conditions cover all tours which are operated by CAS TRIPS S.R.O, Czech Republic, and will herein be referred to as 'CAS Trips'.

WHO MAY APPLY?

All programs are open to students age 13+ and over at program start date.

HOW TO ENROLL?

Customized School Trips	Schools must enroll by e-mail for their group of students going to any destination offered by CAS Trips. A booking is only confirmed when a non-refundable deposit has been received.
Global Student Conferences	<p>School groups can enroll by emailing info@castrips.org with their confirmed student and teacher participant numbers. Enrolment is only secured upon the payment of the program's enrollment fee. CAS Trips accepts the enrolment by sending the school confirmation and enrollment fee payment invoice and instructions.</p> <p>CAS Trips' Global Student Conferences are also open for individual travelers. In this case, please visit the Global Student Conference website (www.castrips.org/gsc/) and enroll via the online platform. For individual travelers, there will be no enrollment fee required but rather a full down-payment.</p>
Global Student Exchanges	<p>Schools and/or students can enroll by phone, online or by mail for their group of students going to any destination offered by CAS Trips. A booking is only confirmed when a non-refundable deposit is received.</p> <p>CAS Trips' Global Student Exchanges are also open for individual travelers. In this case, please visit the Global Student Exchange website (https://www.castrips.org/global-student-exchanges/) and enroll via the online platform. For individual travelers, there will be no enrollment fee required but rather a full down-payment.</p>

WHAT IS INCLUDED IN THE CAS TRIPS FEE?

- Shared same-sex room in a hotel, hostel or other appropriate accommodation.
- All meals during the trip.
- All planned activities during the trip*
- All ground transportation in CAS Trips destinations, including transport to/from CAS Trips the travel terminal
- Access and support from CAS Trips' operations and on-trip staff

*Activities listed in the proposal are subject to change depending on availability.



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WHAT IS NOT INCLUDED IN THE FINAL PRICE?

- Transportation to/ from point of departure to destination
- Health and/or Travel insurance
- Insurance for theft or damage of a participant's property
- Health and medical expenses
- Beverages, snacks and souvenirs
- Passport, visa and reciprocity fees

ENROLLMENT

All enrollment forms and fees must be received by CAS Trips at least 6 weeks prior to departure where the timeframe permits.

To ensure correct provision of services, travelers must provide complete first, middle and last names, dates of birth and passport numbers as they appear (or will appear) on their passports, as well as any medical or dietary information at least 4 weeks prior to arrival.

Requests for students to be added to the group, will be considered, depending upon availability, up to 6 weeks prior to departure. After this point, no change in student numbers will be allowed.

PARENTAL CONSENT

Children aged 13 -17 traveling internationally are required to always have a parental letter of consent with them. Some airlines may demand that children travel under Unaccompanied Minor procedures. In this case, CAS Trips are not responsible for any extra fees incurred.

TEACHER RESPONSIBILITIES

On CAS Trips' Customized School Trips, teachers are considered part of the CAS Trips team. Unless there are explicitly scheduled evening activities, CAS Trips Leaders' responsibilities will end with the evening meal and accompanying school staff are expected to oversee evening duties at the accommodation. Teacher cooperation is also expected in the control and discipline of students associated with their group throughout the CAS Trip.

For Global Student Exchanges or the Global Student Conferences, CAS Trips staff will provide overnight supervision.

YOUR CAS TRIPS REPRESENTATIVES ARE IN CHARGE

To ensure the safe and efficient management of any CAS Trips, it is imperative that all traveling staff and students respect the instructions, judgment and decisions of the CAS Trips Leader in all situations. CAS Trips Leaders are there to make all CAS Trips participants' trips safer and more enjoyable.

BULLYING AND THREATENING BEHAVIOR

All CAS Trips participants are expected to treat fellow travelers, CAS Trips staff and all others with respect. Any violent, insolent or inappropriate behavior will not be tolerated or accepted. We do not tolerate any racism, sexism or homophobic behavior. The same applies to any attitude which would prevent the smooth running of the trip. We reserve the right to prohibit participation of participants if CAS Trips' staff deem them to have violated these terms and conditions.

ALCOHOL AND DRUGS

Please note that the purchase, possession and/or consumption of alcohol and drugs are strictly prohibited for



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all CAS Trips participants, even those aged 18 years or older and regardless of the laws of CAS Trips participants' home country. We reserve the right to prohibit participation of participants if CAS Trips' staff deem them to have violated these terms and conditions.

LOCAL RULES AND REGULATIONS

CAS Trips participants are required to abide by the local rules and laws of the country CAS Trips participants travel to. Any participant engaging in illegal activity risks being sent home at their own expense.

DRESS CODE

Please dress appropriately on every occasion, ensuring that the cultural norms CAS Trips participants are visiting are always respected. CAS Trips participants will find a clothing list on the CAS Trips App within the pre-trip section.

RIGHT TO CANCEL PROGRAMING

CAS Trips does not tolerate disrespect or discrimination in any form. In the case where any part of CAS Trips' code of conduct outlined herein is deemed to be violated by participating students or teachers, the school will be issued a written final warning via email to the school staff leader contacts provided. If CAS Trips Leaders report any further violation of our code of conduct, CAS Trips reserve the right to cancel any and all programming for the remainder of the trip which extends but is not limited to; accommodation, transportation, trip leaders, food and activities.

PASSPORTS AND VISAS

Each traveler must obtain a passport and any applicable visas or other travel documents needed prior to departure. Some airlines will require passport details up to 120 days prior to travel. If a traveler is unable to obtain these travel documents, our standard cancellation policy will apply.

Please be sure that passports are valid for at least six months after your trip ends. Please get in contact with your local embassy to clarify visa requirements. CAS Trips is not responsible for obtaining any visas.

INSURANCE COVERAGE

All travel participants to any destination must have adequate individual travel and health insurance. We strongly encourage participants to have insurance for damage or theft of personal property as well as a trip cancellation policy. CAS Trips' limited liability insurance does not cover individual participants.

THE ITINERARY

The program outlined in CAS Trips' marketing materials or proposals is provisional and is subject to change, depending on availability and scheduling.

ROOMING

Students will be accommodated in 2, 4, 6, 8 or 10-bed single-gender dorms. CAS Trips handles final rooming assignments for all travelers. Please ensure that any special rooming requests are submitted via email info@castrips.org at least 30 days prior to arrival.

Private bathrooms are not guaranteed with student or teacher hostel accommodation. Schools who require private, en-suite bathrooms, are recommended to request a hotel upgrade which can be arranged for a surcharge.



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FOOD

All breakfasts, lunches and evening meals listed in the final program will be provided as part of the CAS Trip. Any special dietary requirements must be requested, in writing, at least 4 weeks prior to arrival. For travelers who require Halal or Kosher cuisine, we advise that this may not be possible in some destination cultures and therefore in these cases our Halal menu provisions will be vegetarian menus.

Best efforts are made to ensure that our suppliers are informed of all dietary requirements and needs, however, we cannot guarantee that all requests are able to be accommodated by our third party suppliers. Travelers are responsible for making their own arrangements for all in-flight/train meals.

REFUNDS

Refunds for overpayments will be issued upon written request and after the most recent payment has been in the traveler's account for 21 days. Refunds will be issued in the name that appears on the traveler's account. All refunds will be made as soon as possible after the request has been received; however, may take 4-6 weeks to process.

LOST PROPERTY

CAS Trips is not responsible for loss of passports, or any other documents, or for loss of or damage to luggage or any other participant's belongings. CAS Trips are also not responsible for the loss or theft of any of the participants personal belongings.

BOOKING CONDITIONS

These booking conditions supersede any other warranties, representations, terms or conditions, unless they are expressly stated within a booking conditions addendum or in a letter signed by a CAS Trips Director. While CAS Trips makes every effort to ensure the accuracy of its publications, it cannot be held responsible for typographical or printing errors (including prices). The tour operator is CAS TRIPS SRO, IC: 052 35 481, Zahradníčkova 1220/20a, Košiče, 150 00 Praha 5. Czech Republic.

PAYMENT PLAN TERMS & CONDITIONS

CAS Trips require the full balance of the trip to be paid at least 6 weeks prior to departure where timeframe permits.

CAS TRIPS' CANCELLATION POLICY

The cancellation policies outlined below take into consideration the costs CAS Trips incurs before groups even depart. Notice of cancellation from CAS Trips will only be accepted from the traveler, his or her legal guardian or the Group Leader. The date of cancellation will be determined by the date on which CAS Trips receives notice. Cancellation refunds can only be made to the person whose name appears on the account; payments cannot be transferred to another account.

Cancellation Charges

90 days or more prior to departure - Full refund less the non-refundable deposit,

90 to 45 days prior to commencement date - 50% of the final price

45 to 15 days prior to commencement date - 70% of the final price

14 to 1 day prior to commencement date 100% of the final price



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EMERGENCY CANCELLATION OR MODIFICATION BY CAS TRIPS

CAS Trips retains the right to cancel, modify or delay a trip as a result of unforeseeable events that are beyond CAS Trips' reasonable control, including but not limited to, acts of God, war (whether declared or undeclared), terrorist activities or threats of terrorists activities, instability in the destination country, incidents of violence, public health issues or quarantine or threats of public health issues, substantial currency fluctuations, strikes, Government restrictions, fire or severe weather conditions, or any other reason that makes it impossible or commercially unreasonable in the sole opinion of CAS Trips to conduct the program as originally proposed. If CAS Trips cancels the program for any such reason, participants will receive a CAS Trips future travel voucher for all monies paid, less the non-refundable deposit fee. Cancellation by CAS Trips for causes described in this section shall not be a violation of its obligations to any traveler.

SCHOOL STAFF CANCELLATION POLICY

If a school staff member cancels for any reason, he or she will be asked to assign a new school staff member. Any adult travelers who cancel at this point and choose not to travel with a replacement school staff member will be treated as standard cancellations. CAS Trips cannot be held responsible for any airline fees incurred as a result of late changes to student or school staff member places.

GENERAL DATA PROTECTION REGULATION (EU GDPR)

All students and teachers must familiarize themselves with and abide by the GDPR legislation across Europe.

CANCELLATION DUE TO COVID-19 TRAVEL RESTRICTIONS

Any trips booked before the 31st of December 2022 that can no longer go ahead due to official travel restrictions due to the COVID-19 virus can have the full balance transferred to any other CAS Trips booking within the next 24 months from the planned date of travel.

In this case, evidence of an official government restriction which effectively prohibits the trip going ahead must be presented to CAS Trips no later than 24 hours prior to the trip's scheduled start date.

If these conditions are not met, CAS Trips reserves the right to apply the standard cancellation policies outlined above.

INDIVIDUAL PARTICIPANT CANCELLATION DUE TO POSITIVE PCR COVID-19 TEST

If any individual is not able to join the trip due to a positive PCR COVID-19 test within 12 days of the planned departure date, CAS Trips will issue a refund for the cost of the individual less the non-refundable deposit as outlined on their invoice. From the scheduled trip's start date onwards, no refund can be issued.

POSITIVE COVID-19 TEST RESULTING IN DELAYED RETURN

If one or more participants on a CAS Trip are unable to embark upon their return journey due to an on-trip positive COVID-19 test, CAS Trips will assist with the booking of suitable accommodation and necessary logistical arrangements on the ground, but all additional costs must be paid by the school and/or participant. We highly recommend all CAS Trips participants check their coverage with their insurance provider prior to travel.