



CASTrips

CAS TRIPS' CUSTOMER TERMS & CONDITIONS

These customer Terms & Conditions are valid for all CAS Trips in 2024 & 2025. These Terms & Conditions cover all tours which are operated by CAS TRIPS s.r.o, ICO (company ID): 052 35 481, Zahradníčkova 1220/20a, Košíře, 150 00 Praha 5. Czech Republic, and will herein be referred to as 'CAS Trips'.

WHO MAY APPLY?

All programs are open to students aged 11 and over at program start date.

HOW TO ENROLL?

Customized Trips & Community-Led 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. CAS Trips require a minimum of 12 students to be enrolled per trip.
Global Student Exchanges	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. 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.

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 the travel terminal
 - Access and support from CAS Trips' operations and on-trip staff
- *Activities listed in the initial proposal are subject to change depending on availability.

WHAT IS NOT INCLUDED IN THE FINAL PRICE?

- Transportation to/ from point of departure to destination
- Mandatory Health and/or Travel insurance
- Insurance for theft or damage of a participant's property
- Any fees that are incurred as a result of deviations from the agreed upon final itinerary
- Health and medical expenses
- Beverages, snacks and souvenirs
- Passport, visa and reciprocity fees
- Other expenses not stated above as included

ENROLLMENT

All enrollment forms and fees must be received in writing via email to info@castrips.org 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.



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Requests for students or chaperones 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 numbers will be allowed.

INHERENT RISKS OF TRAVEL

By committing to participating in a CAS Trips experience, each participant is also committing to immerse in foreign culture and accept that this type of adventurous travel comes with inherent risks.

While CAS Trips take all reasonable measures to mitigate these risks, certain risks cannot be eliminated without destroying the unique character of immersive, educational activities.

Risks can include, but are not limited to; physical injury, food-related illness and natural hazards and an up to date risk assessment will be provided upon request.

The participants hereby acknowledge such inherent risks. CAS Trips are not liable for any of the respective risks.

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, CAS Trips staff will provide overnight supervision.

CAS TRIPS LEADER & LEGAL RESPONSIBILITY

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.

In booking a CAS Trips experience, all participants acknowledge and accept that while CAS Trip Leaders take all reasonable measures to ensure the health and safety of all participants, CAS Trips Leaders are not legally responsible for the welfare of those participants.

For Individual Participants traveling for Global Student Exchange programs, parents or guardians must give full, legal and signed permissions that recognise CAS Trips' role as travel operators and not legally responsible guardians.

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 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



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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 in which the CAS Trips program is taking place. Any participant engaging in illegal or prohibited 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, without reimbursement, 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 on his/her/their own expense 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. CAS Trips' insurance certificate is available to all participants upon request.

THE ITINERARY

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

We ask for schools' understanding and cooperation in all aspects of pre-trip planning. CAS Trips contract third-party suppliers such as restaurants and activity operators and therefore reserve the right to refuse or charge for itinerary changes less than 4 weeks prior to arrival.

CAS Trips will present a final, confirmed itinerary to traveling school staff 1-2 weeks prior to arrival. All arrangements in this itinerary are considered final and CAS Trips reserve the right to deny or charge additional fees to accommodate requests to alter or deviate from this agreed schedule while on-trip.

CAS Trips contract third-party service providers, including Trip Leaders, restaurants, transport, activity operators and Destination Management Companies to operate all or part of their day to day programming. While CAS Trips conducts comprehensive due diligence to ensure third party operators align with our values and standards for health and safety, CAS Trips are not responsible for, nor will it be held liable for, any injury, damage or loss suffered on account of any conditions, actions or omissions that are beyond its reasonable control.



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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 upon availability. Please ensure that any special rooming requests are submitted via email info@castrips.org at least 45 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 in advance for a surcharge.

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.

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.

PAYMENT PLAN TERMS & CONDITIONS

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

CAS Trips makes booking provisions and service allocations based upon the confirmed total participant number at the time of deposit payment. Final balance payment will be calculated according to the final confirmed student list. Initial deposit payments are non-refundable and non-transferrable and cannot be transferred to the balance payment in the event of reduced participant numbers.

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. Refunds will be made as soon as possible after the request has been received which may take 4-6 weeks.

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 in written form via email to info@castrips.org and from the traveler, his or her legal guardian or the school's assigned group organizer. 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.



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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

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, force majeure, 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.

DATA PROCESSING AND PROTECTION

All students and teachers must familiarize themselves with and abide by the applicable European and local data protection regulation, in particular by General Data Protection Regulation (GDPR). By using CAS Trips' services, students, teachers, staff, and all other participants acknowledge that they became familiar and agreed to comply with the respective data protection regulation.

For the purpose of data protection and GDPR, CAS Trips is the Data Controller and Data Processor of all participant data on trip and the participant is a Data Subject.

CAS Trips will only collect and process data that is necessary for the purpose and organization of the trip, for the period necessary in order to fulfill its contractual and subsequent statutory obligations. Processing of Data subject's data is carried out by CAS Trips, with their own resources. CAS Trips does not intend to transfer personal data to a third country or an international organization.

With regard to specific categories of Data Subjects, CAS Trips is authorized to provide personal data to other data processors and recipients, i.e. persons participating in the conclusion and registration of contracts and related documents, as well as IT technology suppliers, for the fulfillment of legal and contractual obligations. If required by the respective regulation, CAS Trips will also pass on the personal data of the Data Subject to other entities, in case there is a legal reason for accessing the data, or if it is necessary to protect the Data Subject's rights.

The data processing takes place in technically and physically secured electronic information systems. The data will not be used to make decisions purely on the basis of automated processing. Types of data collected that are necessary for the purpose and organization of the trip consist of but are not limited to names, passport numbers, dietary restrictions, and medical conditions. For any further clarification on



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which data will be collected in individual cases, please reach out to info@castrips.org.

The Data Subject has all the rights granted by the GDPR and by respective local regulation. If the Data Subject requests access, correction, or deletion of specific data, CAS Trips is obligated to comply with this request. If the Data Subject objects to the collection of data as mentioned in the GDPR, it must be notified to CAS Trips organizing staff at least 14 days prior to arrival on-trip. In these cases, the normal cancellation policy of CAS Trips applies.

All Data Subjects and partners may contact us regarding any privacy concerns or further clarifications on the matter via email at info@castrips.org.