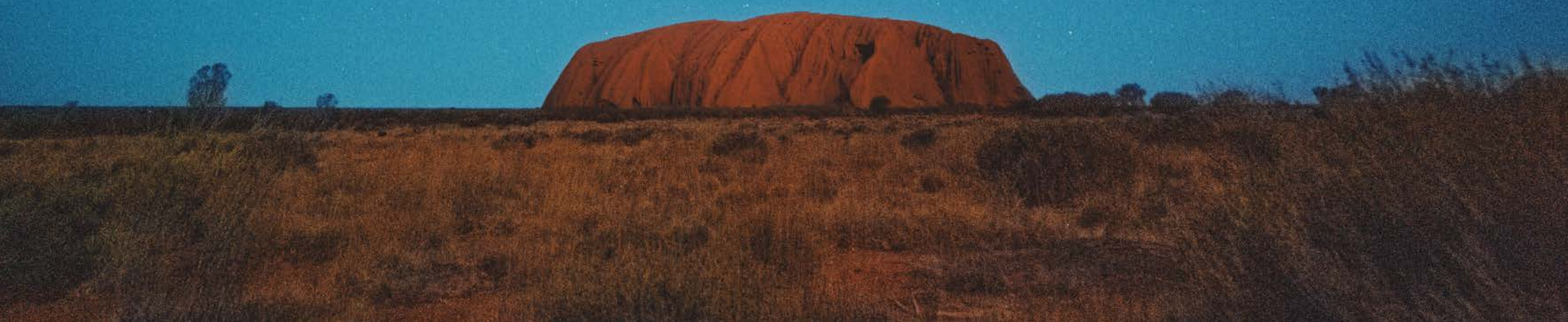


Current at 28 May, 2021

BOOK WITH CONFIDENCE



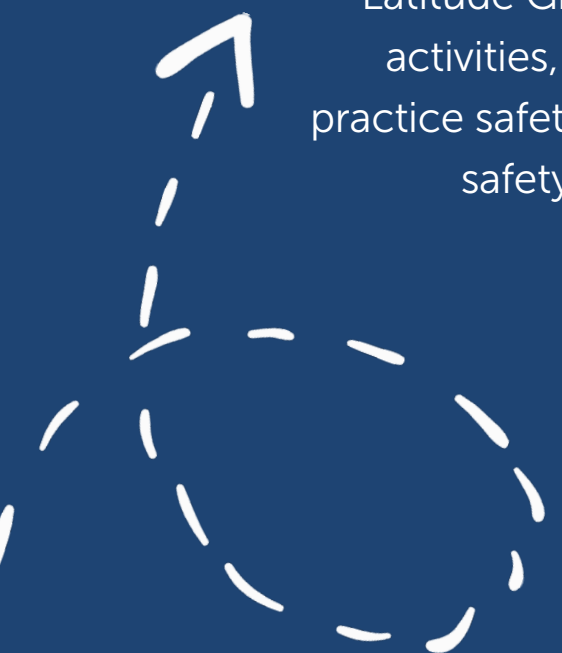
Why Latitude Group Travel?

In an ever-changing global travel landscape, it has never been more important for schools to engage the expertise of a specialised education travel partner to plan, manage and review educational touring programs. With an increase in government restrictions and COVID-19 risk management requirements, having a partner who can manage end-to-end touring programs is an increasingly important asset.

Latitude Group Travel selects only the highest quality suppliers for all hotel stays, activities, transport and dining options. Our partners are all committed to best practice safety through social distancing, enhanced hygiene measures and COVID-19 safety training to deliver protocols in line with government guidelines.

FOR UP-TO-DATE INFORMATION PLEASE VISIT

www.latitudegrouptravel.com.au



Travel With Confidence In 2021 & 2022



DOMESTIC (NO AIR)

Our 2021 and 2022 tour terms and conditions allow groups to change the tour dates up to 60 days prior to departure for no charge (new departure date must fall within 12 months of the original date of travel).

Should you wish to cancel up to 60 days prior to departure there will be a **\$150pp total cancellation fee***

Within 59 days, there is no refund. Verify your travel insurance policy for cancellation entitlements.



DOMESTIC & NZ (INC AIR)

Our standard terms and conditions allow groups to change the tour dates up to 60 days prior to departure for no charge (new departure date must fall within 12 months of the original date of travel).

Should you wish to cancel up to 60 days prior to departure there will be a **\$249pp total cancellation fee***

Within 59 days, there is no refund. Verify your travel insurance policy for cancellation entitlements.

*Should the school request a specific activity whose cancellation terms fall outside of our parameters, we will discuss this with you before confirming the booking.



International Bookings For 2022 & 2023

It's time to start planning overseas school tours to ensure you don't miss out due to a global backlog of demand!

Once your school has given the green light to start planning your trip, get in touch with us to develop a custom-designed itinerary. You can also get a full quote, gain relevant approvals and communicate to students and parents to gauge interest with no financial commitment whatsoever!

When you do decide to commit, it's likely only a deposit (including flight deposits) and minimum outlay for high-demand activities and accommodation will be required. We will then work with you on a payment plan which minimises risk.

Our flexible options so you can get started:

Cancel any 2022 international tour before 01 November 2021 for a **100% refund of any deposit paid***

Cancel any 2022 international tour up to 90 days prior to departure with a **\$495 cancellation fee***

Cancel any 2023 international tour before 01 April 2022 for a **100% refund of any deposit paid***

Our standard terms and conditions allow groups to change the tour dates up to 90 days prior to departure for **no charge** (new departure date must fall within 12 months of the original date of travel).

Should you wish to cancel within 89 days, there is no refund. Verify your travel insurance policy for cancellation entitlements.

*Should the school request a specific activity whose cancellation terms fall outside of our parameters, we will discuss this with you before confirming the booking. For international hotels, we may have to advise you of non-refundable deposits should they sit outside of the above.



COVID-19 RELATED BORDER CLOSURES AND GOVERNMENT RESTRICTIONS

In the case of border closures or federal government restrictions preventing your tour from proceeding, the Group Leader can **postpone the trip with no change fees**.

If **you decide to cancel** the tour due to border closures, or a participant is unable to travel due COVID-19*, the following cancellation fees apply per person:



DOMESTIC (NO AIR)

\$99pp administration fee + tour specific partner charges**



DOMESTIC & NZ (INC AIR)

\$99pp administration fee + tour specific partner charges + any airline charges**



INTERNATIONAL

\$99pp administration fee + tour specific partner charges + any airline charges**

**During this fluid situation, we will provide you with as much clarity on any potential COVID-19 related partner charges, applicable to your itinerary, once it is approved by the school. As we secure credits or refunds from partners, we will apply 100% of these to your school group. Any likely airline credits or refunds will be applied to your school group.

Should a border closure be announced while you are away, Latitude Group Travel will use its established relationships with partners to prioritise the return of your group.

This cancellation policy only applies when the departure date of your tours falls within the 'no refund' time period outlined in our standard terms and conditions (within 89 days for international tours, 59 days for domestic tour with air travel and 59 days with no air travel).

*Participant must supply proof that they have contracted COVID-19 or are a close contact of someone who has contracted COVID-19 and must self-isolate.



Staying Confident: Trip Safety

OUR COVID-19-SAFE COMMITMENTS

We will:

- Only travel to destinations APPROVED by the Australian Government
- Provide masks and hand sanitiser to all participants (if required)
- Provide a Covid-19 safety briefing prior to departure for all tours
- Pre-pay all meals and activities where possible, avoiding the need to use cash
- Work with hotels and suppliers who have COVID-safe plans and procedures

AIRPORT CHECK-INS & FLIGHTS

When travelling by air, schools may experience some of the following safety measures:

- Masks are often mandatory in airports and during flights
- Contactless check-in opens from 24 hours before your flight. We will advise whether this service is available to your group prior to departure
- Social distancing - implemented throughout the airport
- Hand sanitising stations - available at departure gates
- Fly well packs – available at boarding, containing a face mask and sanitising wipes
- Boarding - self-scanning of boarding passes
- Enhanced cleaning - highly frequented areas throughout the terminal are cleaned regularly
- Cabin air - aircraft air conditioning systems are fitted with hospital-grade HEPA filters, which remove 99.9% of all particles including viruses. The air inside the cabin is refreshed every few minutes, ensuring the highest possible air quality
- Enhanced aircraft cleaning - aircrafts are cleaned with a disinfectant effective against coronaviruses, with a focus on the high contact areas of seats, seatbelts, overhead lockers, air vents and toilets. Airline staff are trained in the latest hygiene protocols.

PRE-DEPARTURE

It is important to note that for a group to travel safely, any person feeling unwell or experiencing COVID-19 symptoms including *cough, fever, sore throat, fatigue, and shortness of breath* should remain at home and not travel.

Everybody in the group should follow social distancing guidelines. This includes good respiratory and hand hygiene practices and providing contact information to assist in contact tracing efforts, should they be required.



Travel By Coach:

When travelling by coach, schools should expect the following safety measures:

- Coach companies have increased the frequency of coach cleaning, including between passenger groups vacating the coach each day
- Cleaning requirements include high touch surfaces such as handrails, seat tops, back and pockets, sneeze shield (if installed), edge of luggage racks, armrests, seat-belts, windowsills and door handles
- Commercial grade cleaning agents are used
- They also recommend that travel time onboard the coach be limited and "fresh-air" breaks be provided in your itinerary to allow additional cleaning to occur
- Hand sanitiser is provided onboard the coach for use by passengers
- Onboard signage will remind everyone of their responsibility to keep each other safe

Hotels / Experiences / Dining Out:

When participating in experiences, staying in hotels or dining out, you should expect the following safety measures:

- Physical distancing
- QR code check-ins
- Sanitisation in public spaces
- Hand sanitiser stations
- Cashless transactions
- High touch points will be given extra cleaning attention






**WHEN TRAVELLING AS A
GROUP, PLEASE REMEMBER:**

Wait times can be lengthy, and even more so for larger groups

COVID-19 protocols may extend procedures – from check-ins to departures

Most experiences will require QR check-ins PRIOR to commencement



Latitude Group Travel is committed to ensuring our staff, students, teachers and business partners have access to credible and up-to-date information on COVID-19.

03 9646 4200

www.latitudegrouptravel.com.au