



Travel and Booking Guidelines

Booking and Paying

All trips can be booked via the on-line booking system before you arrive at Harlaxton College.

Most trips have a limited number of places which are reserved on a *first-come-first-served basis*, subject to availability. **You are therefore advised to book early**, and we recommend you take advantage of the on-line booking system to ensure a place.

Any person booking a trip which is already full will automatically be placed on a waiting list.

If you are paying by credit card via our on-line booking system, please ensure that the credit card details entered are correct and that there are sufficient funds available. Facilities exist for booking by telephone via the Harlaxton College Business Office (+44 1476 403010).

While it may be possible for you to shop around and arrange cheaper travel as an individual, College trips provide for door-to-door group travel at competitive prices and are excellent value for money.

Cost

The cost for each trip is indicated in pounds sterling (£).

General Payment Deadlines

To secure a place on a trip, full payment must be made before the relevant 'Sign-Up/Payment Deadline'.

Trip deadlines are **non-negotiable**. Please make sure that you note the deadline for each trip in your calendar/planner, as failure to act in time will mean a lost opportunity to participate and/or a cancellation fee.

Please note that trip deadlines are automatically enforced by our booking system on the relevant date.

General Cancellation/Refund Policy

When dropping or cancelling a trip the following refund policy will apply:

- Prior to the 'Full Refund Deadline' = 100% refund
- Prior to the 'Sign-Up/Payment Deadline' = A cancellation fee will apply
- After the 'Sign-Up/Payment Deadline' = No refund

The 'Full Refund Deadline' will normally be the date of initial arrival at Harlaxton College (i.e. semester/summer session arrival day).

Trips that are under-subscribed will be cancelled and refunds given. **To be viable, trips will require a minimum of 25 participants.**

If one of the end-of-semester Italy trips is cancelled, we will **try** to secure extra places on the other trip and offer these as an alternative to the affected participants.

Deposits and Balance Payments

Places on some trips may be secured by payment of a deposit.

Balance payments **must be made prior to the 'Sign-Up/Payment Deadline'**. If payment is not made by the deadline the place will be forfeited and a cancellation fee will be charged. The place will then be offered to the first person on the waiting list (if any).



Itineraries

Itineraries and timings are as accurate as possible, but no responsibility is taken for any alterations.

Trip Briefings

Informal briefings for each trip are normally given during the week prior to departure.

Be a well-informed traveler: find out where to go, what to see, and the history and folklore there is to learn. Get the most out of your trips by attending the Trip Briefings.

Codes of Conduct

All participants on College-sponsored trips are required to behave in accordance with the following Code of Conduct:

- No co-ed rooming
- No alcohol on transport used by the College
- No loud, discourteous, drunken or disorderly behaviour in hotels or on transport
Infringement of the above policies will result in penalties escalating from a verbal warning to written warnings in files and prohibition from future College trips.

You are reminded that you are a representative of your College and country when you travel and are requested to behave appropriately.

Non-trip participants will be charged the full room rate if they do not sign up for a trip but "camp" in the rooms of other students who are on the trip. "Host" students will also be fined.

All College-sponsored trips are accompanied by a College representative who will help you with problems that may arise and will enforce College codes of behaviour. Trip participants should use the hotel as a point of contact and always inform the College representative of emergencies, etc.

If a student has a complaint about any faculty/staff member, it should be directed in confidence to the Principal immediately upon return to the College

Family and Friends

Your family and friends may be allowed to join College sponsored trips under certain circumstances:

- **Academic Field Trips** - Family and friends may be allowed to join subject to space, permission of the instructor/library staff, and the payment of a fee.
- **College Day Trips** (e.g. Cambridge, York) - Family and friends may be allowed to join subject to space, permission of the Student Development Office, and the payment of a fee.
- **College Overnight Trips** (e.g. Edinburgh, Ireland) - Family and friends may **not** participate.

At all times, priority will be given to students and Visiting Faculty when allocating trip spaces; and in all cases, family and friends participating on any College trip will be expected to honour the same behaviour guidelines and pick-up times as all other participants.



Booking – Frequently Asked Questions

Please find some of the most frequently asked questions concerning the use of the on-line travel booking system.

If this page does not answer your query, please e-mail iwelsh@harlaxton.ac.uk.

How does the system work?

Users can choose to make an on-line travel booking with payment being made by credit card immediately.

To make a booking you will need an account. Accounts will be setup for all students and visiting faculty with login details available via the **myHarlaxton** portal. Please do not share your account credentials with others.

For each transaction you may purchase a single trip. Additional bookings for other trips may be purchased by returning to the on-line booking system.

How secure is the booking system?

The booking software is provided by bookeo (<https://www.bookeo.com/>).

Bookeo is assessed daily by a 3rd party PCI-approved vendor to keep Harlaxton College's customers' credit card information safe and secure. As part of their PCI-DSS compliance, all Bookeo communication with customers and payment gateways is encrypted using SSL/TLS encryption (128 or 256 bits), the same level of encryption used by banks.

Payment Gateway

In order to accept payments online, Bookeo integrates with many popular payment gateways.

Payment gateways work by providing the secure, integral link between a website and the bank. When credit card details are submitted on a website, the payment gateway receives these details and sends them to the bank for verification. The bank then replies with a response; usually either accepted or declined. The payment gateway then sends this response back to the web server when the appropriate message is displayed to the user - for example "Your payment has been successful".

Harlaxton College uses Square (<https://squareup.com/gb/en>) as its payment gateway.

Square is a secure and Level 1 PCI compliant payment gateway (<https://squareup.com/help/gb/en/article/3797-secure-data-encryption>).



Travel and Booking Guidelines (Visiting Faculty)

Visiting Faculty and families may wish to travel on College sponsored trips while at Harlaxton.

Faculty and College Sponsored trips

Visiting Faculty and their families are very welcome to join any College sponsored trip. Booking is on a *first-come-first-served basis*; however, preference may be given to students until the first day of the semester.

We believe students require extra support on their travels in Europe and may have a limited knowledge of traveling in foreign countries. This provides the basis for them to have first priority on all College sponsored trips.

All of our trips are of a very high standard and are geared towards economical student travel, visiting cultural areas of interest including historic sites.

Overnight Trips

“Overnight Trips” is a title referring to College-organized weekend and end of semester trips in the UK and to mainland Europe.

Overnight trips include:

- Transportation
- Accommodation
- Courier Support
- Briefing
- Hand-outs with maps

Transportation

Transportation for College sponsored trips is mostly by coach and often involves long journeys. This mode allows great scenic views of the countryside but may not be suitable for very young children. Our long weekend and end of semester trips also involve additional travel via ferry, channel tunnel, or air.

Accommodation

The accommodations used on all of our trips provide basic clean rooms (not always having a connected bathroom). They are hotels, hostels, or B&B (bed and breakfast) lodgings often booked by educational groups. Though of a decent standard, they may not be what you would expect from a hotel in the United States.

Often we are not always the only group in the accommodation, and noise levels may be higher than in another type of hotel.

Please Note: Extra charges may be incurred for single or double room occupancy, since the charges quoted by the hotel are often based on multiple bedded rooms of three or more.

Courier Support

Whilst traveling on a College sponsored trip, you will have at least one member of Harlaxton staff as the courier. The courier will assist travellers, particularly in emergencies. Couriers are always available by mobile phone, but they are not expected to provide personal services or to be on-call all hours for the personal convenience of travellers.

Briefings and Hand-outs

Each trip will include a briefing covering how the trip will operate, a basic history of the destination, places to see (museums and galleries), fun things to do (walks, etc.) and matters of safety and security. Hand-outs will document



several attractions, museums, and galleries, including opening times, and will offer information on the itinerary and emergency contact numbers.

Day Trips

College Sponsored Day trips are often very popular with Visiting Faculty, spouses, and children as they are a relaxing, comfortable, safe, and convenient way to visit historic places.

Day trips include:

- Transportation
- Courier Support
- Briefing
- Hand-outs with maps

Summary

All our trips encompass different aspects of history and culture and give the traveller a unique experience of cities in Britain and mainland Europe. We endeavour to provide a safe, comfortable, and fun experience, as well as one that is educational and relaxing to our students and faculty.