

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 shown in pounds sterling (£). Your credit card will be charged the dollar equivalent using the applicable exchange rate at the time of booking.

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 'Sign-Up/Payment Deadline' = A cancellation fee will apply
- After the 'Sign-Up/Payment Deadline' = No refund

Trips that are under-subscribed will be cancelled and refunds given. **To be viable, trips will require a minimum of 15 participants.**

Itineraries

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

Trip Information

Trip Information will be available closer to departure. This will be provided at the Manor.

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 Engagement 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 harlaxton@evansville.edu.

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 with login details available via the **myHarlaxton** portal. You may share your account credentials with others if you wish them to make bookings on your behalf.

For each transaction you may only purchase a single trip. 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

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>).