



Bookings Terms and Conditions

A booking will only be confirmed on receipt of a Completed Booking form together with a Deposit of not less than 50% of the total of the programme cost for packages which include accommodation, catering and activities and must be paid for within 8 weeks of making a provisional booking.

If bookings are not confirmed within the 8 week period of a provisional booking being made, the provisional dates will no longer be held and will become available for other Groups to book.

Deposits are non-returnable for cancellations made less than 8 weeks before a booking. (See below for COVID related cancellations).

Upon completion of the booking, the balance outstanding will be Invoiced within 7 days and payment must be received no later than 28 days after the event.

Updated Terms & Conditions

Owing to COVID-19, we appreciate that Groups may need to change their plans and we want to work with you to minimise loss.

We advise you to check whether your Group Travel Insurance provider will cover a COVID-19 related cancellation and if not, recommend that either you or your parents take out additional COVID-19 insurance cover.

If you make a COVID-19 related cancellation or amendment, with less than two calendar weeks' notice, resulting in a financial loss to the Group, Ganaway would expect the Group to make an insurance claim for any financial loss.

If your insurance provider rejects your claim, we will require a copy of the insurance rejection letter.

Ganaway would then require you to provide NHS evidence of advice to isolate due to a positive PCR test for individual children. The isolation dates would need to coincide with your booking dates. Once we have received confirmation of the insurance claim being rejected:

- Ganaway will work with you to refund some or all of the deposit in respect of individual places lost on the booking.
- Ganaway will not refund the deposit for the entire whole group cancellation if made less than 8 weeks before a booking. We will work with you for the individual children who cannot attend due to a positive PCR test.
- Ganaway would expect the remaining cohort to attend as planned, with the Group ensuring appropriate staffing levels for the trip and a testing regime as appropriate.

Should the Northern Ireland Executive and or Education Authority instruct that Residentials cannot take place within 2 weeks of your booking, we will issue a full refund of any monies paid.

These Terms and Conditions may be reviewed at short notice owing to the changing COVID-19 situation.