

# GOOD TO SEE

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## HELPING US TO HELP YOU

Many of you are veterans of the school visit and it is not our wish to teach grandmothers to suck eggs. However, we have been led to believe that there are others amongst you who would welcome a few pointers as to how we can help you most effectively. Therefore, and with apologies to the egg-sucking grannies, some suggestions are set out below.

**Forward Planning** – the more notice you can give us, the more likely we are to be able to provide your first choice of accommodation, theatre tickets, rail reservations etc. We have 20 years' experience of organising educational visits, and are happy to offer suggestions for putting an itinerary together.

If your exact itinerary can't be finalised, we can organise the bare bones of your visit then factor in venues and activities later.

Don't despair if you're unable to give us much notice, however. We always do our best to accommodate short notice bookings.

**Quotations** – once we know your requirements we shall let you have a written quotation free of obligation. This will set out what is included in the price and any aspects of the visit that are subject to availability. If we are holding options for you (eg accommodation), we shall let you know when the options expire.

Careful checking of correspondence and option dates minimises the risk of misunderstanding.

**Parental Consent and Commitment** – if the words blood and stone spring to mind we are not surprised! You have our sympathy. In our October 05 Education Update you will see details of the 'selling' service we offer with a view to motivating students and parents, and minimising your need to nag. Rather than sending several letters to parents, some schools find it helpful to incorporate information, consent form and payment requirements in one initial letter. Asking parents to include deposit cheques and post-dated balance cheques with the consent form can work very well, and save a lot of time and energy later. Setting parents a payment deadline of at least a week before our payment deadline can also save on last-minute stress.

**Accommodation** – The sooner we know your **final numbers** and **gender breakdown**, the more likely we are to achieve the room configuration required.

Please be aware that if your final numbers and / or gender breakdown require a child to occupy a single room, a supplement may be payable if this has not been included in the original quotation. Gender should also be borne in mind if a child withdraws from the visit and you arrange a **substitute**. If the substitute is not of the same gender (and not therefore able to step into the room share of the original child) we shall do what we can to juggle room configuration, but cannot guarantee that this will be possible. If you are staying in a hotel, we shall need a **rooming list** at least 14 days before your arrival. This is a list of guest names, together with an indication of who is to share with whom. You may wish to let your students decide. Alternatively, you may wish to decide yourself in the best interests of a good night's sleep and your stress levels.