

Frequent Asked Questions – FAQ for teachers or third party making the booking

Organising a visit

- **Do teachers/parents/support staff go free?** Yes, we do not charge for adults accompanying the students group.
- **Do I have to pay upfront before the visit take place?** Yes, all visits must be paid up front. If your booking is within 10 weeks of the visit, the full fee is required. If longer than 10 weeks, a deposit is payable at time of booking and the invoice balance to be paid within 14 days before the before the 1st visit.
- **How many students can we bring?** Each visit is for a maximum number of 30 students.
- **Can we bring more than 30 students?** Yes, for more than 30 students a fee of £35 per students will be charge, this is to a maximum of 35 students.
- **Can we bring 40/60 students?** Yes, however, you must book two visits to accommodate the student numbers.
- **How many teachers/support staff/parents can we bring?** They are no limits to the number of support staff who attend however the normal is three per school party. Please ensure all accompanying adults are only observing and encouraging participation from the students, the visit is not for them.
- **Can teachers/parents/support staff go around with groups?** We recommend that the groups are left with the language assistants. However, gentle encouragement from teacher/parents/support staff to students to participate is welcomed. Should the teacher(s) wish to participate in the visit, please let us know in advance.
- **Can we stay with the group?** In our experience the visit is more beneficial when students are left working with the language assistants. The purpose of this language experience is for them to interact in the target language to complete activities.
- **Can we have the booklet ahead of the visit to prepare the students?** We can provide a sample booklet upon request; however, this may be subject to change. For full information on the different school visit programmes, please see our package information sheet on our website.
- **Can we have a Risk Assessment form for the Europa Centre?** A Risk Assessment form is available on our webpage in the downloading document section. Should you need to see the centre, please make an appointment with the School Provision Co-ordinator.
- **Can we park our coach at the centre?** No, Coaches can park in the Walk along the street from the centre. Please note that there are parking restrictions between 10:30 and 11:30.

Booking a visit

- **What do I need to do to book a visit?** First, ensure you have approval from your head of department/head teacher. Second, ensure the date(s) and times are suitable for your school calendar and check our availability. Then complete, sign and date the booking form and return it to us, make sure that you are aware of **our Terms and Conditions**. Only a completed booking form will secure your preferred dates.
- **How far ahead do we need to book?** On average schools book within four to six months before the first visit. Several schools confirm booking one year ahead as they annual language activities. The sooner you book the more likely you are able to get the timeslot and date that is the most convenient to your school. We can still take booking at short notice within 10 weeks of the date of visit, subject to availability.
- **I cannot book until I know if the trip viable/ if we have enough participant?** Please note that we follow a first come, first served system. We strongly recommend that you check our availability for 2 to 3 dates/time slots for flexibility. Only a completed, signed and dated booking form will secure your preferred date(s).
- **Can we change dates?** At enquiry stage, there are no commitments to any dates. Once the booking form has been received and it is a situation which is out of your control, we will try and accommodate your revised dates, subject to availability. However, we do have to arrange for staffing/resources prior to the visit and we need to ensure we cover our associated costs. If it is within a 10 week period of your visit cancellation fees will apply.
- **When do I need to send the booking form?** As soon as your trip is approved, as this guarantees the booking. Please ensure you complete the booking form in full, including full contact details of your safeguarding officer and be signed and date before emailing back to us. Please also make sure you are aware of our **Terms and Conditions**.
- **Do we get a discount?** Yes, we offer a 10% discount when you book five or more visits. The discount will be taken from the balance.

Cancellations

- **If the trip has to be cancelled when is the cut-off date?** Cancellation fees apply. If the booking is for 10 weeks or more before the date of the visit the deposit is non-refundable. If the cancellation is within the 10 week period of the booking the full fee applies.
- **If we need to cancel a visit, do we get our money back?** As above.

On the day of your visit

- **If we happened to be delayed/late, can we stay longer/have the visit extended?** Unfortunately it is not possible to extend visits. On most days we have two school bookings and it is important we keep to the timetable to avoid disappointment.
- **Where are you based?** The Europa Centre is located in Hornchurch in the London Borough of Havering, RM11 3TL
- **Are you next to a tube station?** We are situated 2 minutes walk from Upminster Bridge Station on the District Line.
- **Is there another centre anywhere else?** We are quite unique and the Europa Centre is the only Language Centre with this kind of set up in UK.
- **Where can the students and teacher have lunch?** The visit includes a café activity during which lunch can take place. Should you wish the students to eat towards the end/or beginning of the visit, let us know.
- **Can we have lunch before/after the visit?** Depending on bookings. If there are no other school booked before/after your visit, you may be able to do so. Please check with us.
- **Is there food to buy at the Europa Centre?** We only sell small snacks and drinks during the visit to the students as part of their café activity. There are several shops nearby for teachers to buy food and drinks.
- **How much money should students bring for the visit?** Students should bring no more than £2 in coins, to buy a small snack and a drink as we do not exchange notes.
- **Do you have a list of ingredients for snacks and drinks?** Yes, please visit our webpage to download the full list.
- **If we need special requirements?** Do ensure that you mention these at time of booking so that we are able to organise your visit according to your school's needs.
- **Is the centre accessible for wheelchair users?** Yes, the centre is on the ground floor and accessible to wheelchair users. For activities in smaller shops, the language assistants will ensure that the students have equal opportunities to complete the role-play. Please be aware we have disabled WC but we do not have lift facilities available.
- **Are you near any local amenities?** Havering is a very green borough with lots of open spaces nearby which is ideal for students to run off steam before the long journey home. There is also a local nature reserve <http://www.essexwt.org.uk/reserves/ingrebourne>. Local parks include St Andrews Park and Belhus Woods Country Park.