

# Update from HTS Total Ski

Last updated: 10<sup>th</sup> September 2020

We welcome teachers and students back to school for the Autumn Term.

As an update we would like to assure you that the team at HTS is fully committed to operating our ski programme for this coming winter season. We have been working hard to develop our operating model to respect new coronavirus guidelines which have been introduced in both the UK and overseas. These plans are being updated on a regular basis. but rest assured that the safety and welfare of our customers is the most important consideration.

As a Tour Operator we follow the advice of the Foreign, Commonwealth and Development Office in relation to our trips. We closely monitor the changes to FCDO advice which is currently restricting travel to some destinations along with actions being taken to resume travel in time for our trips to operate.

Up to date information can be found at <https://www.gov.uk/foreign-travel-advice>

We advise group leaders to sign up to receive updates to the advice.

Should the FCDO advise against all but essential travel to your specific destination, then approximately two weeks before travel we would:

- look at alternative suitable destinations for the group and propose the available options;
- consider the possibility of deferring the trip to a later date;
- or, if there are no viable alternatives and your trip cannot go ahead due to the FCDO advice, a refund would be offered.

We did relax our booking terms and conditions over the summer months whilst everyone came to terms with the impact of Covid-19. However, as of now we will be resuming our normal booking terms and conditions which includes deposit and final balance payments. We ask you to please respect the dates. If you choose to cancel at this stage, we remind you that your deposits paid to date are non-refundable. Failure to meet the required date schedule may also result in loss of any payments already made in line with our booking terms and conditions.

Our team is available to answer your queries so please use your usual contact or

[information@experienceeducation.com](mailto:information@experienceeducation.com)

We are only able to communicate with the named Group Leader for the tour.

We kindly ask parents to contact the Group Leader for any questions they may have.

Thank You,

The HTS Team