

## Avanti Quest – Trip FAQs

### Questions about Passport and Visa

#### Will we need to arrange visa for this trip?

If you are a British passport holder, then a visa is not needed.

If you hold any other international passport then we will need to apply for a Schengen visa – we will help organise this through the school. Please let the school know **immediately** that your child holds an international passport.

#### How many months does the passport need to be valid?

In order to travel, passports must be valid for **6 months on the date of return**. Teachers will be checking passports a couple of months before the trip, if passports are not in date and cannot be renewed on time, then your child will automatically be withdrawn from the trip.

#### What if my child loses their passport on the trip?

Students will only have possession of their passport during passport checks. The rest of the time, all passports will be kept by the teachers in a box, until they return to school on the Friday. At that point, passports will be handed back to parents.

### Questions about Packing

#### What should my child pack?

We will be sending out a kit list closer to the time of the retreat that we feel is needed for the trip. Please do check the weather forecast a week ahead and pack items that you feel will be appropriate in line with the kit list. Please also ensure that students do not bring anything bigger than a medium size suitcase.

#### Should my child bring spending money?

We suggest bringing 50 Euros as there will be plenty of opportunity to shop. Students will be responsible for their own money and teachers will not be expected to look after it on their behalf. Please ensure if you are sending your child with cash then money is converted to

Euros before departure as there will be no opportunity to exchange money, alternatively, you can send them with a debit card if you are happy to do so.

### Are the children allowed to have mobile phones?

Mobile phones will be allowed for this trip. They will be able to use it on the journey and at certain times during the day. The rest of the time, mobile phones will be given to teachers to look after so it does not distract students from the retreat.

### Can they bring a camera with them?

Yes, we suggest a disposable camera. Digital camera is also allowed.

## Questions about Accommodation

### Do the kids get to choose who they will share a room with, or will they be allocated by the teachers?

When filling out the registration form provided to you by the school you will have a chance to let us know who your child would prefer to share a tent with. The final arrangement is then made by the local trip leader to ensure a balanced mix of students and a harmonious environment, teachers will ensure that they are staying with at least one of their selected friends. We do everything we can to have friends stay with each other since it makes it more fun for everyone. We don't tell the students who they are staying with until we get to the destination. Please know your child and friends rarely spend a lot of time in the rooms, we're too busy having adventures the whole week!

### Do boys and girls have separate rooms?

Yes of course. Boys will be sharing with boys and girls will be sharing with girls. Students will not be allowed into each other's rooms at any point during the trip.

## Questions about Cost and Cancellations

### Just want to reconfirm, is the deposit refundable?

The deposit is unfortunately non-refundable, unless we can get another student to replace your child and attend the trip instead.

### Is the rest of the payment non-refundable, regardless of illness or other circumstances?

At Avanti, we're just the in-between facilitator for this trip. Your down payment doesn't go to us, rather it goes to the Provider. Refunds are therefore at their discretion. However, as mentioned above, if we can find another student to take your child's place, we will be able to give a refund.

### Do we need insurance?

You do not need to take out any travel insurance as the trip is covered by the schools.

### How have you costed out the trip?

Please know we don't make any profit off these trips – we host them at cost for your children. We've also noticed the increase in cost across the country and do our best with each vendor to get the lowest possible price (without limiting the experience or safety of the children). The cost of the trip includes accommodation, transportation, meals, activities, and supervision. The largest increase we've noticed around the country is a significant price increase in transport.

## Questions about Communications

### In case there is an emergency, how will I contact my child?

Students are allowed their phones on this trip and will have allocated time in the day (usually in the evenings) to use their phone, so you will be able to communicate with your child. If there are any emergencies and you need to contact your child immediately, call your school phone number and ask them to get in touch with the trip lead. They will do this straight away and we can connect you with your child on the trip. The school will also provide an out of office phone number.

Will we have contact from the school to let us know how the children are getting on in the trip?

Yes of course. There will be daily updates from the school in regard to how the trip is going and photos will be uploaded by staff when it doesn't conflict with children's supervision. The school will let you know the format for communication closer to the time of the trip.

Will we be able to keep in touch whilst they are on the trip?

Students will have access to their phones in the evenings at Radhadesh and there is Wi-Fi available. We will be giving students limited time on their phones as we want them immersed in the retreat. When they do have their phones, we do encourage them to call/message home.

## Questions about Child Needs (Medical, Dietary, Safety)

If my child is anxious or nervous, will they be looked after?

For all our trips, we're here to support each unique child's experience. Our staff are committed to providing the necessary support to help your child navigate through their anxieties. We actively promote emotional well-being and offer various strategies and resources to help children manage their emotions effectively. We offer choices for them to participate in their own way with the different activities and workshops we host. They are in safe hands and will be cared for with great attention.

Who do I talk to about the medical needs of my child on this trip?

For all medical requirements, please fill out the details in the form provided to you by the school. On receiving the form, the trip leader or medical representative from your local school will reach out to discuss this with you. We will ensure that your child's medical needs are taken care of during the trip.

How will they be treated for travel sickness? Will there be any help available?

Our staff and teachers are trained to handle various situations, including travel sickness.

They will be prepared to provide assistance and support to children who may experience travel sickness during the trip. If necessary, appropriate care will be provided, and any required medical attention will be sought. If your child experiences motion sickness or has specific concerns, please inform us in advance.

### My child is not a strong swimmer/scared of heights, will any of these be included in the activities?

We understand that each child has their own unique strengths, weaknesses, and fears. Our priority is to ensure the safety and well-being of all participants during the trip. While we strive to offer a variety of engaging activities that cater to different interests and abilities, we also take into consideration individual concerns such as swimming proficiency and fear of heights. Activities involving swimming or heights will be clearly explained in the trip itinerary, and alternative options will be available for those who may not feel comfortable participating. Our experienced and trained staff will be on hand to provide appropriate supervision, guidance, and support throughout the trip, ensuring that every child feels secure and included. If you have any specific concerns or questions regarding activities, please feel free to reach out to us, and we will be happy to address them.

### My child has dietary needs, will it be catered for on the trip?

We understand that dietary needs vary from child to child, and we are committed to accommodating special dietary requirements during the trip. All food that is provided fits within the ethos boundaries of Avanti (vegetarian). As part of our planning process, we gather information about any dietary restrictions or allergies your child may have. Our team will work closely with the appropriate staff, such as chefs or food service providers, to ensure that suitable meals and snacks are available for your child throughout the trip. We take food safety seriously and strive to create an inclusive environment where everyone can enjoy their meals comfortably. Please make sure to provide us with detailed information about your child's dietary needs during the registration process so we can ensure they have everything they need.

### Will meals be ethos-friendly on the trip?

All meals on all Avanti Quest trips from Avanti follow the ethos guidelines of no meat, fish, eggs, onion or garlic. We ask students to respect this ethos while purchasing any snacks with their spending money.

### What is the adult to student ratio for this trip?

The adult to child ratio will be carefully maintained to ensure the safety and supervision of all children. We follow guidance from the DfE and aim to have a ratio of 1 adult to every 10 children, which allows for effective management and support throughout the trip. On international trips such as this one, we do take extra staff as well.

## Questions about Travel and Schedule

### How will the students travel there and back?

Children will travel by coach with experienced drivers and our staff. Timings will be confirmed and emailed to you closer to the trip.

### What time will the class be departing from school on Monday and returning on Friday?

We will send this information closer to the date. We are expecting to leave sometime around 5am on Monday morning and will be arriving around 7pm in the evening.

### Will there be any excursions outside of the site?

Yes. We will be venturing out to different cities around Belgium (Bruges, Durbuy and Brussels) and we have different activities planned at different locations – we will be making the most of our time in Belgium!

## All other Questions

### What is the plan for students who might miss this event? Will they have regular school?

The arrangements for students who cannot attend the event will vary school to school. It is advisable to consult with the school administration to understand their plans for students who will not be participating in the trip. Generally, schools have alternative arrangements in place for the week, but we leave this to each school to organise separately.



### Will parents be allowed to volunteer?

Parent volunteering opportunities are not available for this trip, as we have a well-prepared team of teachers, staff, and instructors who will be responsible for the supervision and support of the children throughout the trip.