



*Château de la Baudonnière*

YOUR GUIDE TO  
**Restarting  
school trips  
to France**



# It's easier than you think

Students have missed out on so much and we know teachers and parents are keen for their children to experience the educational benefits of a language immersion trip to one of our centres again.

After such a long time, the prospect of organising a trip to France could be daunting—but it needn't be.

This guide answers all your "what if?" questions and demonstrates how we will protect your group so you can return to our French centres with confidence.

You can find all the information in this guide in more detail at [the-chateau.com/covid](https://the-chateau.com/covid)



# Still going strong

We are part of a diverse and robust business that includes hotels in France and a coach company, as well as our language centres in Normandy.

During the pandemic, we hosted French holidaymakers and the Château was transformed into an 'English Manor' for French schools to improve their English language skills.

All of these things allowed us to continue operating while UK schools were unable to travel to France.

[the-chateau.com/strong](https://the-chateau.com/strong)



# You have the flexibility you need

We understand groups are worried about being left in the lurch and out of pocket due to changing travel rules.

That's why our Peace of Mind Promise gives new bookings extra financial protection in the event:

- DfE or FCO advise against travel
- Quarantine restrictions are imposed

Terms and conditions apply. Follow the link below to see full details of the financial protection provided.

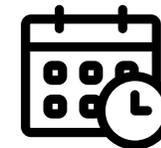
[the-chateau.com/promise](https://the-chateau.com/promise)



## Receive a full refund

If your trip is cancelled within 21 days of departure due to COVID-19 restrictions and you are unable to claim from your insurance, we guarantee to either find you a suitable alternative or refund your group in full in the event:

- The DfE or FCDO advise against travel to France
- Local or national lockdowns in the UK prevent your departure
- The whole group is required to quarantine in France
- Your whole group is required to quarantine on your return due to the government's travel rules



## Freedom to postpone

If you have to change your plans because of COVID-19, we promise to waive our amendment fees so that you can postpone your trip between 12 weeks and 28 days before departure.

# COVID-19 insurance option

Groups that take out our group travel insurance option can book safe in the knowledge they'll be covered should someone in their group get 'pinged' or test positive for COVID-19 before or during the trip.

In the event of a student testing positive on the trip, the insurance also covers the cost of a parent travelling to France to support their child until they can travel home.

[the-chateau.com/insurance](https://the-chateau.com/insurance)

## Before the trip

- ✓ Cancellation cover for any individuals who can't travel because they've contracted COVID-19 in the run up to the trip
- ✓ Cover for individuals who are unable to go on the trip because they've been told to self-isolate by NHS Test & Trace

## On the trip

- ✓ Cover for any additional travel and accommodation expenses incurred as a result of an individual testing positive for COVID-19 while staying in France
- ✓ Emergency medical expenses cover if someone falls ill with COVID-19 while staying at our language centres
- ✓ Additional accommodation and travel expenses incurred because an individual is required to self-isolate at our centres
- ✓ If a student tests positive, the insurance will cover the accommodation and travel expenses of a parent or guardian to accompany the child so teachers can return home with the rest of the group

# We've got your back

Because groups stay at our centres and travel on our coaches, we have total autonomy over each element of the trip and we can ensure the highest standards of care.

Our French centres fully comply with the safety standards set out by the English and French authorities and 100% of our staff have been fully vaccinated.

Our centres have been open to French school groups and domestic visitors, so you can be sure that our COVID-19 protocols have been tried and tested.

[the-chateau.com/strong](https://the-chateau.com/strong)



Accredited by LOtC & School Travel Forum



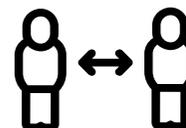
Native-speaking centre staff will handle everything



24/7 emergency support from our UK team



Our centres and staff are held to high standards



Enhanced COVID-19 measures in place

# FAQ: Planning your trip

Here you'll find the essential information you need to check with any travel provider before booking your next school trip to France.

Rest assured that every eventuality is planned for so you plan your trip with confidence.

Find all of our COVID-19 resources below.

[the-chateau.com/covid](https://the-chateau.com/covid)

## What is the latest DfE school trip advice?

The Department for Education (DfE) has confirmed schools can resume school trips abroad, subject to government and international travel restrictions. The DfE also lifted their restrictions on schools organising future trips, which means that schools are now free to secure their French trip for 2022.

## What if DfE or FCDO advises against travel to our France?

We guarantee to either find you an alternative date or refund your group in full if your trip to France is cancelled within 21 days of departure due to COVID-19 restrictions and you are unable to claim from your insurance.

## What if COVID rules require us to quarantine upon arrival?

We will not run a school trip to France if it requires the group to quarantine on arrival. In this case, we would either offer to postpone your trip to a later date or offer a full refund.

## What if the traffic light system requires us to quarantine on return?

If at the time your trip is due to depart, the traffic light system requires you to quarantine on return, then you can postpone to a later date or your group will be eligible for a full refund.

# FAQ: While on your trip

We have the processes in place to make sure you and your group are supported while staying at our centres.

Here you'll find the essential information you need to check before embarking on your next school trip.

Find all of our COVID-19 resources below.

[the-chateau.com/covid](https://the-chateau.com/covid)

## What if someone tests positive or gets 'pinged' before the trip?

Our optional insurance covers any individual who has to pull out of the trip because they have tested positive for COVID-19 or is unable to travel because they have been told by NHS Test and Trace to self-isolate.

## What if someone tests positive while in France?

Our optional insurance provides financial protection for individuals who test positive for COVID-19 on the trip. This means that any extra medical, travel and accommodation expenses resulting from testing positive are covered. The expenses of a parent travelling to France to accompany their child until they are able to travel home are also covered.

We have processes in place to manage an individual testing positive including designated rooms for children and their parents, and access to testing. Of course, our centre managers are on hand to liaise with local medical services as required.

## What if something happens or rules change while we're abroad?

Our local French team are responsible for the immediate safety and wellbeing of your group and so if you have a problem, they will resolve it for you. Our UK travel team provide 24/7 support and are on standby if you need to change your travel plans at short notice.

By having our own properties in France, our own coach company, and long-standing relationships with airlines and ferry companies, we have the connections to get you home quickly and safely if need be.

# It's worth the effort

School trips help students uncover different cultures, gain context for their learning and bring classroom studies to life.

The educational aspect of our language immersion trips cannot be underestimated. For example, just one week at our Normandy centres exposes students to more French than a whole term back at school.

With students having missed out on so much, a trip to one of our French centres is a fantastic way not only to improve their French, but create new memories and inspire a love for learning French.



# Why return to Château de la Baudonnière?

## ✓ You are in expert hands

The Château is part of the Voyager School Travel group who have specialised in educational trips for over 10 years

## ✓ Truly educational school trips

Our language programmes use our own highly trained native speakers to create a truly immersive experience which is shown to improve learning and confidence

## ✓ We make it easier

Teachers' lives are hard enough without the extra work involved in running a school trip, so we'll be there for you before, during and after the trip

## ✓ Support in resort

You're never on your own with our native-speaking team providing you with all the support you need right in resort

## ✓ Our own residential centres

Our European residential centres offer the highest quality instruction and care which is why 8 out of 10 school groups return to our centres each year

## ✓ Safety assured & accredited

As an assured member of the School Travel Forum we maintain the highest safety standards

Group sizes are bigger than before and spaces are limited. Now's the time to enquire!

**Secure your 2022 place**

Call us on ☎ 01273 827 333 or visit ➡ [the-chateau.com](https://www.the-chateau.com) today