



Diversity
Study Trips

FAQs



FAQs

1. How many travellers make a group?

You'll be classed as a group if 10 or more people are travelling together. We can still cater for study trips of fewer than 10 people, but terms and conditions might differ.

2. How much is a group discount / Is it cheaper to book group flights?

There's no set group discount when booking a group flight, as you're buying a tailor-made product and service that is unique to your requirements. With that said, the Diversity Study Trips team has access to negotiated rates which can't be found online, and these will be applied to your group booking.

Whilst it may not always be as cheap as buying an individual flight online, there are multiple benefits to booking through Diversity Study Trips. These include being able to secure fares with low deposits and confirm names closer to the departure date, as well as enjoying significantly lower cancellation and amendment fees than with individual bookings.

3. Why is my flight price different to what I can find on the internet?

There are many reasons why a flight online might be cheaper. For example, the fare might include no baggage and have zero flexibility, or there might only be one seat left at that rate.

It's always worth bearing in mind that the airline will display that price for a very small selection of seats, making these fares unsuitable for groups. Once these seats are sold, a new price will be displayed. This could be slightly cheaper or several hundred pounds more expensive – it's impossible to know.

When booking your group, we'll negotiate a price that is the same for all passengers in the booking. You can also secure the flights with a low deposit and confirm the names closer to the departure date.

4. What kinds of groups can you book for?

We can help all types of groups with their trip requirements! As well as educational study trips for schools, colleges and universities, we also make bookings for sports teams, musicians, scouts, girl guides, charities, volunteering groups and more.

5. Can individuals in a group depart from different locations?

Usually, airlines will only offer a group fare if at least 10 passengers fly together from the same location. However, our strong relationships with airlines have allowed us to negotiate in the past, allowing for smaller numbers of passengers to depart from regional airports and then catch the same connecting flight as the rest of the group. Let us know your ideal travel plans and we'll do our best to make them happen.

6. Can the group members pay separately?

Historically, trip leaders organise payment because they can quickly make a group payment to Diversity Travel. This makes it easier for everyone involved, as you can arrange the transfer of funds well in advance of your deadline - there's no risk of someone forgetting to pay and forfeiting the group fare. However, if you require the facility for individual group members to pay directly for their trip, we can certainly accommodate this requirement.

7. Are there group travel benefits beyond discounted airfare and accommodation?

Yes! The beauty of our group bookings is the flexibility. Unlike an individual booking, you usually won't have to provide names or full payment up front. Instead, you can secure your price with just a deposit,

then finalise your group members and their passport information around 10 weeks before travel.

8. What's the overall process for booking group trips?

Once you've sent a request, our Study Trips Experts will start working with a huge range of suppliers to arrange your perfect trip. After we've sent over a suggested itinerary, you can make any changes or suggest alternatives until you are 100% happy with it. We'll look after you from start to finish to make sure that your trip is a success.

9. Can we break down the package prices?

Unfortunately, we're unable to break down the individual elements of your study trip. This is due to the commercially sensitive nature of how packages are negotiated and put together.

10. What happens if the group numbers change?

We can always make changes to your booking before you pay the deposit. We'll advise you of the potential implications of changing the number of travellers post-confirmation before you proceed. If your group size falls below 10, terms and conditions may vary substantially.

11. When will my room allocation be confirmed?

As soon as we know the gender split, we'll work on getting you the room allocation. Quite a few hotels and hostels aren't able to finalise room arrangements until relatively close to departure, but they can always give us a provisional rooming list (subject to change). Some properties might be able to provide exclusive use of a floor or particular area of the hotel/hostel. Please let your Study Trips Expert know if this will be useful to you.

12. I am planning my trip more than a year in advance. Will there be any price fluctuations?

If you'd like to confirm your trip before flight options are released, please speak to your Study Trips Expert. They can advise you on the best way forward.

13. How many free places do you offer?

Let us know what you need! As a guideline, the standard ratio for free places is 1:10.

14. What happens if another company offers me a cheaper price?

We're confident that Diversity Study Trips offers the best value around. In the event that you do receive a cheaper quote, please send us the full quote so that we can discuss your options.

15. What are the payment terms?

Any payment terms will be stated in your quote and conditions may vary depending on the services booked. If you'd like specific payment terms, please let us know so that we can try to negotiate a customised payment schedule.

16. Can I pay a deposit?

In most cases, we're able to offer a deposit. However, not all suppliers have this kind of flexibility. All bookings made within 10 weeks of departure require full payment.

17. Are your services health and safety checked?

Diversity Travel has an externally verified Safety Management System called Safe Hands. This ensures that our services are fit for purpose in

the educational market. If you'd like more information on this, please contact us at safehands@diversitytravel.com.

18. Do you have to book the itineraries on the website or can you tailor-make a trip?

With Diversity Study Trips, your trip can be whatever you want it to be. Whilst we do provide sample itineraries on our website, we tailor your trip to have as many or as few inclusions as you want. If you have a particular learning objective in mind for your trip, please let your Study Trips Expert know – they'll be happy to help you achieve them!

19. How does Brexit possibly affect group travel?

For the latest information, please check this link: [Brexit \(diversitytravel.com\)](https://diversitytravel.com).

20. Can I do an inspection visit?

Absolutely! We understand that group trips can run smoother when the trip leader has knowledge of the destination, so inspection visits can be arranged upon request. Please ask your Study Trips Expert about this.

21. What happens if I have a problem on tour?

Whilst we make every effort to ensure that your trip runs smoothly, issues sometimes arise that are outside of our control. In these situations, we're here to help. Our team of experienced Study Trips Experts are on hand during office hours (09:00 – 17:30) to support you. Outside of office hours, we have a 24-hour emergency response cover. Our emergency response team are fully briefed on all trips currently travelling and have access to all of your trip details.



22. Do you provide assistance with visas?

Yes, we do! In fact, we have a specialist in-house team who are based near key embassies in London, which ensures prompt action can be taken when necessary. They'll be happy to assist with all visa-related enquiries.