

Easter & Summer 2026 Terms and Conditions

Notice

A German translation of this document is available for ease of understanding. However, in the event that there are inconsistencies between the two versions, the English version of these Terms and Conditions is the definitive and legally binding version.

1. Booking and Payment

- A booking is considered provisional until Embrace England has received a deposit and confirmed acceptance in writing. At that point, a binding contract is formed.
- The deposit is:
 - **£200** for “flight-free” bookings, or
 - **£250** for bookings including flights.
- Deposits are payable at the time of registration. Until the deposit is received, Embrace England cannot guarantee a place.
- The deposit is non-refundable, except where required by law (see Section 3).

2. Balance of Payment

- The balance of fees must be paid **no later than 12 weeks** before the first day of the trip. For 2026 programmes this means:
 - **Easter:** 3 January 2026
 - **Summer:** 7 May 2026
- If full payment is not received by the due date, Embrace England reserves the right to cancel participation and retain the deposit and any other sums paid in line with Section 3 (Cancellation Terms).

3. Payment Methods

- The preferred payment method is online. If this is not suitable, alternative methods may be arranged on request. However, participation will only be confirmed once funds have been received.

4. Right of Withdrawal

If you are a consumer resident in Germany, you have a statutory right to withdraw from this contract within **14 days** of booking without giving any reason. To exercise this right, you must notify us in writing. If you withdraw within this 14-day period, but after services have begun, you may be required to pay for the proportion of services already provided.

5. Cancellation Terms

If you cancel your booking after the 14-day withdrawal period, the following charges apply:

1. More than 12 weeks before the start date: loss of deposit only.
2. 12–6 weeks before the start date: 50% of the total trip price.
3. 6 weeks–14 days before the start date: 75% of the total trip price.
4. Fewer than 14 days before the start date: 100% of the total trip price.

All cancellations must be made in writing.

6. Early Termination During the Trip

If a participant voluntarily leaves or is withdrawn from the programme once it has started, no refund will be made. Parents or guardians remain responsible for all return travel costs and duty of care arrangements.

7. Travel Documents

Participants and their guardians are solely responsible for obtaining the necessary travel documents (passport, visa, entry permissions). If a participant cannot travel or is refused entry to the UK due to insufficient documentation, Embrace England cannot issue a refund.

8. Behaviour and Responsibility

- Participants are expected to follow reasonable instructions from staff and group leaders.
- In cases of **serious misconduct** (e.g. repeated refusal to follow safety instructions, bullying, or unlawful behaviour), Embrace England reserves the right to terminate participation and send the participant home at their own expense.
- No refund will be issued in such cases. Care responsibilities transfer immediately to the parents/legal guardians.

9. Duty of Care

- For participants travelling on supported flights, Embrace England's duty of care begins once our representative meets the participant at the departure airport in Germany and continues until the participant has passed through security at London Heathrow for the return flight. Thereafter, responsibility transfers to the airline and subsequently to the parents/legal guardians in Germany.
- For "flight-free" participants, duty of care begins when the participant meets our representative in the UK and ends when they leave our supervision at the end of the trip.
- Parents acknowledge that while Embrace England takes all reasonable steps to ensure participant safety, ultimate responsibility during flights rests with the airline.

10. Insurance

The programme price does not include cancellation, health, accident, liability, or baggage insurance. Parents/guardians are strongly advised to arrange appropriate cover.

11. Health and Medical Information

Parents/guardians must inform Embrace England no less than 12 weeks in advance of the first day of the trip, of any medical conditions, allergies, disabilities, or additional needs that may affect the participant's health, safety, or participation. Participants should bring any prescribed medication in sufficient quantity for the duration of the programme.

In the event of a medical emergency, Embrace England staff will act in the best interests of the participant and will defer to qualified medical professionals, who may provide treatment without prior parental consent if necessary to preserve life or prevent serious harm. Parents/guardians will be informed as soon as possible.

12. Data Protection

Personal data provided to Embrace England will be processed in accordance with our Privacy Notice, available on our website. This includes information required for the delivery of the programme, safeguarding, and legal compliance. By registering for a programme, you acknowledge that we will process personal data for these purposes.

13. Photography and Media Consent

Photographs and video may be taken during activities for the purposes of documenting and promoting our programmes. Embrace England will only use images of participants for promotional purposes where parental/guardian consent has been provided. Consent is optional and may be withdrawn at any time.

14. Complaints Procedure

If you are dissatisfied with any aspect of our services, please raise the matter promptly with a member of staff so we have the opportunity to resolve it during the programme. If the matter is not resolved, complaints may be submitted in writing to Embrace England within 28 days of the programme ending. We will acknowledge all written complaints within 14 days and aim to resolve them fairly and promptly.

15. Programme Changes, Liability and Force Majeure

Embrace England reserves the right to make changes to the programme, accommodation, or activities if necessary due to circumstances beyond our control. Where changes are made, we will ensure that the overall value and experience are not materially reduced.

In the event of extraordinary or unavoidable circumstances (e.g. natural disaster, strike, pandemic, government restrictions), Embrace England may cancel or modify services. In such cases, refunds will be made in accordance with applicable law.

Embrace England will take all reasonable steps to ensure the safety and wellbeing of participants. However, we cannot accept responsibility for events beyond our reasonable control, including (but

not limited to) industrial action, natural disasters, pandemics, acts of terrorism, or delays caused by third parties such as airlines or transport providers.

Nothing in these Terms and Conditions excludes or limits our liability for death or personal injury resulting from our negligence, or any other liability which cannot be limited by law.

16. Programme Viability and Cancellations by Us

All programmes are subject to a minimum number of participants. If this minimum is not met, Embrace England reserves the right to cancel the programme. In such cases, we will provide you with as much notice as possible and refund all monies paid. We are not responsible for any additional costs incurred by you (such as flights not booked through us), and we strongly recommend appropriate travel insurance

17. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts. This does not affect your statutory rights under the law of your country of residence. Embrace England is the trading name of Education Together Ltd, registered in England and Wales.

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