



Field Studies Council booking terms & conditions For Group Bookings made from 1 August 2025.

These Booking Conditions, together with our [Data Protection Information](#) and [Privacy Statement](#), Customer Information Document, **Payment Schedule** in Schedule 1 of these Booking Conditions and any other written information we brought to your attention before we confirmed your booking (along with any information relating to changes that you make to your booking, pre-departure), form the basis of your contract with Field Studies Group (Field Studies Council and FSC). Field Studies Council is a charity with charity numbers 313364 (for England and Wales) and SC039870 for Scotland, and a company limited by guarantee with company number 00412621, registered in England and Wales of Preston Montford, Montford Bridge, Shrewsbury, SY4 1HW ("we", "us", "our"). FSC Trading Ltd is a company limited by shares with company number 12891131, registered in England and Wales of Preston Montford, Montford Bridge, Shrewsbury, SW4 1HW ("we", "us", "our"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to "you" and "your" include the first named person on the booking or the Group Leader, who is responsible for organising the attendance and responsible for the behaviour of a group of individuals in respect of school or other relevant group bookings. References to "you" and "your" also include all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

These Booking Conditions replace any previous agreements or contracts made with Field Studies Group (Field Studies Council and FSC Trading Ltd) including but not limited to Group Agency Agreements.

By making a booking, the first named person on the booking agrees on behalf of all group participants detailed on the booking that he/she:

- a) has read these Booking Terms & Conditions and associated Booking Conditions for the purchased product and has the authority to and does agree to be bound by them;
- b) consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- c) is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party, if booking on behalf of a party, are of the appropriate age to purchase those services (unless, where applicable, the parent / guardian has completed the appropriate form that will be brought to their attention);



- d) accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

Glossary of Terms

Booking Agreement

When making a Group Booking, we will send details of the costs and payment schedule. This will be sent with the request for either a deposit payment, or full payment if less than 12 weeks (84 days) before the start of the booking, and a booking agreement acceptance form. At this point, before the payment of the deposit, the booking is provisional and may be cancelled by either party.

Booking Confirmation

After the holding deposit is paid we will send a receipt which acknowledges that your booking is agreed and confirmed and the contract is in place according to these Terms & Conditions.

Course Booking

A booking made with payment, either through our website booking system, over the telephone or in person. This payment may be the Holding Deposit or full amount.

Exclusive Use of Centres

These bookings hire out the whole or agreed part of one of our Centres for the use of your group during agreed dates. Additional Booking Conditions apply to these bookings which are sent with your Booking Agreement.

Final Payment

The balance of your booking fee, less any deposits paid. To be paid by you 8 weeks (56 days) before your booking starts.

Group Booking

A booking made on behalf of a group via email or telephone with our staff representative and followed with payment as per the Payment Schedule.

Holding Deposit

The payment requested by us when making a booking to secure it.

Interim Deposit

The payment requested by us for Group Bookings (including exclusive use Centre Hire) based on the number of individuals attending. To be paid by you 6 months before your booking starts.

Security Deposit

If your booking includes the exclusive use of a Field Studies Council Centre and/or substitute centre (which will be detailed in the Booking Agreement), we require a refundable Security Deposit that is payable by you as a deposit towards any damage that may be caused to the Centre (or its facilities) due to the conduct of you, any member of your party or any other person authorised to enter the property by you / a member of your party.

1. Booking Price

When you contact us to make a Group Booking we will set out in writing the details of the booking between us and you. A booking is made with us when you pay us a holding deposit in accordance with the **Payment Schedule** in Section 2, and we issue you with a Booking Confirmation. We reserve the right to return your holding deposit and decline to issue a booking confirmation at our absolute discretion. A binding contract will come into existence between you and us as soon as you have signed the booking agreement acceptance form or we have acknowledged receipt of your holding deposit, whichever is soonest.

Any prices specified in the Booking Agreement will not be binding until your booking has been confirmed by us and may be withdrawn or changed at any time prior to confirmation of your booking and in any event shall lapse after 4 weeks (28 days) if we have not received your holding deposit.

2. Payment Schedule

We will require a holding deposit (or the full value of the booking if booking within 56 (fifty-six) days) to accept and confirm your booking. All bookings will be provisional until receipt of the holding deposit. All payments must be made in accordance with the **Payment Schedule** below.

Type of payment:	Holding deposit	Interim Deposit	Final balance
Group Bookings <i>Priced per individual as part of a group/collective or per group.</i>	From 10% of booking value subject to a minimum of £500 for residential bookings and £150 per class for non-residential bookings. Due within 4 weeks (28 days) of invoice date.	£75 per participant due 6 months (26 weeks) before arrival	8 weeks (56 days) before arrival based on final numbers confirmed 12 weeks (84 days) before arrival.

Please note that if your numbers reduce after the payment of your deposit invoice and interim invoice, we will not make a refund if the final invoice amount is less than the deposits paid.



This does not affect your rights under the Distance Selling Regulations.

<https://www.gov.uk/online-and-distance-selling-for-businesses>

2. VAT

Customers will be charged VAT (and any other taxes) at applicable rates, as defined by HMRC.

3. If you Change or Cancel your Booking

If you wish to request a change to any part of your booking after our confirmation has been issued you must inform us (or your group leader, where applicable) in writing as soon as possible. This may include, but is not limited to, changes to booked dates, duration, product, timings and participant numbers. Whilst we will endeavour to assist, we cannot guarantee that either the change(s) will be possible, and/or that the booking charge can be adjusted. At our discretion, an amendment fee will also apply of £30 per change, as well as any costs and charges incurred by us and/or incurred or imposed by any of our suppliers in making this change and any changes to which may alter the payments specified in the Payment Schedule. Changes where we may charge an amendment fee include changes to the dates of the booking, changes in venue and any other changes that we deem to be material to the booking.

Please note that amendment charges are not refundable in any circumstances.

Any request to change dates within 8 weeks (56 days) of the start dates of the booking will be treated as a cancellation.

If you or any other participant included in your party decides to cancel the booking, in whole or in part, e.g., by reducing the number of participants, you must notify us (or your group leader, where applicable) in writing as soon as possible. Your notice of cancellation, or full details of the reduction in number of participants, will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. The person to notify us of any cancellation must be the same person that originally signed the booking form (or a person with delegated authority for the booking, where applicable and in accordance with our agreement with them).

Should one or more member of a group cancel taking the number of participants below the minimum required, it may increase the per person booking price of those still travelling and/or the arrangements and you will be liable to pay this increase.

Since we incur costs in cancelling your arrangements, you will have to pay any outstanding payments at the times specified in the Payment Schedule. No refunds of payments made will be made, including the deposit payments.

If you wish to reduce the number of participants (subject to always meeting the minimum number as specified in the confirmation email), you must notify us in writing of the reduction

and you will be liable to any outstanding charges at the times specified in the Payment Schedule. We will not refund any payments made if the number of participants reduces without less than 12 weeks before your course starts.

From time to time the cancellation terms applicable to your chosen arrangements may differ from those that are set out above. Where this is the case we will clearly advise you of the applicable cancellation terms, at the time of booking.

If you wish to change the number of participants on a group booking, these charges will apply:

When change is made	Reduction to numbers	Increase to numbers
Within 12 weeks of arrival	No refund or credit note for reduction to previously confirmed number.	If numbers can be accommodated and are confirmed in writing by the Centre, to be invoiced by Field Studies Council and paid within 7 days.
More than 12 weeks before arrival	The updated number will be updated on your booking.	If numbers can be accommodated and are confirmed in writing by the Centre, to be invoiced by Field Studies Council and paid within Payment Schedule

We will contact you around 14 weeks before your booking and ask for your final numbers. If you have not updated your numbers in writing at 12 weeks before the course starts we will raise the final invoice based on the last number we have recorded.

We will not provide credit notes or refunds for any changes to final numbers received after 12 weeks before the course starts.

4. Cutting Your Booking Short

If you are forced to return home early, we cannot refund the cost of any arrangements or services that you have not used. If you cut short your booking and return home early in circumstances where you have no reasonable cause for complaint about the standard of the services provided we will not offer you any refund for that part of your booking not completed or be liable for any associated costs you may incur. Depending on the circumstances, your own travel insurance may offer cover for curtailment, and we suggest that any claim is made directly with them.

5. If We Change or Cancel Your Booking

We may in exceptional circumstances be required to cancel your booking in which case a full refund of all monies paid will be made to you. We regret we cannot meet any expenses or losses that you may incur as a result of change or cancellation.

Very rarely, we may be forced by "Force Majeure" (please see Condition 11) to change or terminate all or some of your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds, pay you compensation or meet any costs or expenses you incur as a result.

Please note that the final programme will be agreed with you before your visit. Whilst we do our best to deliver the agreed programme, we sometimes must change the programme due to weather or staffing issues. Most changes are insignificant and will not affect your trip. If a significant change has to be made we will inform you as soon as reasonably possible.

6. Our Responsibilities for your Booking

- (1) Subject to the remainder of this Condition 6, we have a duty to select the suppliers of the services making up your booking with us with reasonable skill and care. We have no liability to you for the actual provision of the services, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the suppliers/subcontractors with reasonable skill and care, we will have no liability to you for anything that happens during the service in question or any acts or omissions of the supplier, its employees or agents.
- (2) We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:
 - (a) the act(s) and/or omission(s) of the person(s) affected; or
 - (b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
 - (c) Force Majeure (see Condition 13)
- (3) We limit the amount of compensation we may have to pay you if we are found liable under this Condition 6:

- (a) loss of and/or damage to any luggage or personal possessions and money. If you bring any valuables, e.g., mobile phone, tablets, jewellery or other personal possessions, you do so at your own risk. The maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind.
- (b) Claims not falling under (a) above and which don't involve injury, illness or death. The maximum amount we will have to pay you in respect of these claims is the total price paid by you in respect of your booking. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your booking.
- (4) It is a condition of our acceptance of liability under this condition that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in Condition 12.
- (5) Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.
- (6) Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) relate to any business.
- (7) We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised by us. For example any excursion you book whilst away, or any service or facility which your accommodation provider or any other supplier agrees to provide for you.
- (8) Nothing in this Condition 13 or these Booking Conditions shall exclude our liability for death or personal injury caused by our negligence or the negligence of our employees, agent or subcontractors, or for fraud or fraudulent misrepresentation.

7. Your Responsibility & Rules

All participants are expected to behave in line with our [Behaviour Policy](#) and our [Drugs and Alcohol Policy](#). Both policies are available on our website:

www.field-studies-council.org/customerinformation



Our Behaviour Policy sets out your and our responsibilities:

- Everyone should be encouraged to care for themselves, others and the environment.
- Everyone has a responsibility to contribute to a positive, enjoyable and safe learning environment for all.
- Everyone has a right to learn in a safe, inclusive and fair environment.

You will be responsible at all times for the general conduct of the group participants throughout the visit or experience. All our customers are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of others.

If in our reasonable opinion or in the opinion of any person in authority, you or a member of your party behaves in a way as to cause or be likely to cause danger, upset or distress to any third party, damage to property, equipment or materials, or behaves unreasonably during their transport via minibus or coach, we or they are entitled to terminate the booking of the person(s) concerned without notice or warning and no refund will be due. In such situations the person concerned and/or the members of their party to leave the course, accommodation or other travel service. Our responsibility to the person(s) in question ceases and you will be responsible for making immediate arrangements for them to return, the costs of alternative arrangements and any damages or legal costs incurred.

Field Studies Council has a commitment to enhancing the health and safety and wellbeing of our visitors and recognises the risks that may be caused by the misuse of alcohol, drugs and other substances.

Field Studies Council in no way condones the misuse of drugs or alcohol. At all times Field Studies Council reserves the right to request that an individual leaves its premises immediately if centre staff feel that the individual poses a risk through their activities to other visitors.

No alcohol or illegal/recreational substances may be brought to the Centre by participants on Courses for unaccompanied young people or consumed during the course, even if they are over 18 years old. Any alcohol or illegal/recreational substances will be immediately confiscated, and participants may be asked to leave.

If you are making a Group booking, you agree to:

- Ensure that all details relating to the Booking and any other conditions and relevant general information, including the Participant Information on our Website, are drawn to every Participant's attention before any booking is taken.
- Ensure that the Booking Conditions are drawn to the Participants attention before any booking is taken and that the Participant is given the opportunity to read the Booking Conditions and the Customer Information.



- Make all bookings (whether a Provisional Booking or a Confirmed Booking) in accordance with Field Studies Council's booking procedure as notified by FIELD STUDIES COUNCIL from time to time and collect from the Participants and provide to FIELD STUDIES COUNCIL all information required in order to secure the booking.
- Share with Field Studies Council all relevant medical and dietary information of all participants within the requested timelines.
- Ensure that all participants and/or parents of participants under 18 years, have acknowledged that the activities they are undertaking may carry an additional level of risk and are subject to change before the trip or on the day.

You are responsible for ensuring your group is aware of the payment schedule for your trip, and for these Booking Terms & Conditions. We cannot enter into any dialogue with individuals in your group, or their parents about refunds, cancellations or changes to bookings.

8. Deductions for damage

If you or any member of your party cause damage to our property or anything within our property, we reserve the right to charge you equal to the costs that we incur plus an administration fee of £30. You are required to notify us of any damage already present upon arrival within 24 (twenty-four) hours and we recommend taking photographs of any existing damage.

When assessing damages, we will consider and disclaim possible maintenance, cumulative wear and tear and any other pre-existing factors that may have contributed to the damage. We will always be reasonable in determining whether to charge you.

Deductions for damage may include charges for staff time involved in making good any damage and responding to and managing behaviour incidents.

Deductions for damage may include charges to compensate if anti-social behaviour, damage or noise has adversely affected our guests, staff or neighbouring properties and individuals.

9. Accuracy of Advertising Material

We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally, changes and errors occur, and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before you make your booking.



We do our utmost to provide photographs to give you a depiction of the accommodation and services offered. The purpose of these is to show you the level of the accommodation and services and the degree of comfort. Any photographs or diagrams must not be considered to be making any representation for anything other than this purpose.

10. Insurance

We advise you to obtain adequate travel insurance. You should be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

11. Special Requests

Any special requests must be advised to us at the time of booking e.g., diet, room location, special facilities, learning needs etc. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. We can cater for most special diets as specified by culture, religion and medical concerns including allergies and intolerances providing we have adequate notice. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us. We do not accept bookings that are conditional upon any special request being met.

12. Disabilities and Medical Conditions

We continually work to enable all participants to enjoy the benefits of our courses and experiences. Where applicable, we require medical, additional educational needs and dietary requirements for all participants in advance of your experience. To ensure we can cater for additional needs of an individual, we require advance notice, to enable us to assess our options, agree actions and plan our course. If you or another participant has any medical problem or disability which may affect your booking or require us to adjust, alter or adapt our courses/programmes, you must provide us with full details so that we can try to advise you as to the suitability and to enable us to cater for individual needs. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and



impose applicable cancellation charges (see Condition 8 and your Payment Schedule) when we become aware of these details.

13. Force Majeure

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event which we or the supplier(s) of the service(s) in question could not control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, epidemics, pandemics and significant risks to human health such as the outbreak of serious disease at the travel destination (including the ongoing effects of the COVID-19 pandemic), natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s)'s control.

14. Complaints

We make every effort to ensure that your booking arrangements run smoothly but in the event that you are not satisfied with the course or other services provided in your booking, please inform the relevant FIELD STUDIES COUNCIL Centre Manager during the stay or your booking contact as soon as possible and provide us with the opportunity to rectify the problem at the time. We aim to resolve your complaint promptly, at least before the end of your course or stay with us. If however your complaint remains unresolved after 14 days, please provide full details in writing to enquiries@field-studies-council.org or FIELD STUDIES COUNCIL Head Office, Preston Montford, Montford Bridge etc. and we will endeavour to find a satisfactory solution. Failure to follow the procedure set out in this Condition 12 may affect ours and the applicable supplier's ability to investigate your complaint and will affect your rights under this contract.

15. Insolvency Protection

We provide financial security for all residential bookings by way of a bond held by The Association of Bonded Travel Organisers Trust Limited (ABTOT) Member number 5049, of 117 Houndsditch, London, EC3A 7BT.



ABTOT protects non-flight packages sold to UK customers, for residential courses only and provides for a refund in the event that FIELD STUDIES COUNCIL ceases trading and you have not yet completed your booking. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Field Studies Council.

In the unlikely event that you require assistance due to our financial failure, please call ABTOT's 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>

16. Delays, Missed Transport Arrangements & other Travel Information

If you or any member of your party misses your transport arrangement, it is cancelled or you are subject to a delay that will significantly affect your arrival time for any reason, you must contact us immediately.

17. Excursions

Excursions or other activities that you may choose to book or pay for whilst you are on your booked experience are not part of your contracted arrangements with us. For any excursion or other activity that you book, your contract will be with the operator of the excursion or activity and not with us. We are not responsible for the provision of the excursion or activity or for anything that happens during the course of its provision by the operator.

18. Government Guidance

You are responsible for making yourself aware of all relevant government guidance, including the Foreign, Commonwealth and Development Office advice concerning the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure (see Condition 12).

19. Conditions of Suppliers

Some services which make up your booking may be provided by independent suppliers. These suppliers provide these services in accordance with their own terms and conditions which will



form part of your contract. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

20. Data Protection, Data Processing and Privacy

Field Studies Council has systems and processes in place to ensure it is compliant with the Data Protection Act (2018), incorporating the General Data Protection Regulations (GDPR 2016) and the Electronic Communications And Privacy Regulations (ECPR 2019).

These documents set out our Data Protection Policy and provide information about our Data-Processing and Privacy commitments. It is important to stress that we will never sell your personal data, and only share information with our service providers who support our day to day operations as a supplier of products and services to you; and as an employer to our staff. Where we do use external agencies and suppliers to support our day to day operations, we ensure that we have the necessary contractual arrangements in place and that our third-party data-processors are Data Protection compliant.

- Data-Protection Policy
- Data-Processing and Privacy Statement
- Website Privacy and Cookies Statement
- Data Compliance Agreement Form (for schools, colleges, and universities)

Due to the nature of the work carried out and services provided by Field Studies Council on behalf of its customers both on-site at its Centres and off-site at field locations, it is necessary that we obtain key personal information about course attendees for operational and health & safety reasons.

Because the primary flow of personal data is from group booker/organiser to service provider, Field Studies Council therefore falls within the definition of 'data processor' on behalf of you as 'data controller' to personal information that you as the customer/group organiser/group agent supply to Field Studies Council to enable fulfilment of the booking. To satisfy your obligation as 'data controller' it is recommended that you download, complete, and keep on record a copy of the form that sets out Field Studies Council's data protection responsibilities as data processor. This Data Compliance Agreement form can be accessed from the link above.



21. Law and Jurisdiction

These Booking Conditions are governed by English law and we both agree that the courts of England and Wales have exclusive jurisdiction over any dispute, claim or other matter which may arise between us (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).