

EAGLE'S NEST SERVICE CHARTER TO CLIENTS – WHAT WE PROVIDE

Please take the time to read this information carefully!

Regular visitors will know that we are a very flexible organisation and whenever possible try to make sure that we fit in with your needs rather than the other way around. Clients who come with large groups and take over the whole centre will have access to all our resources. At other times however, we have 2, 3 or even 4 groups in the centre at the same time which means the resources, both physical and human, need to be shared.

We thought it would be useful therefore if we highlighted what we guarantee to offer and what we will endeavour to offer (and usually succeed without additional cost to you) and what we can offer but at additional cost. If you have any queries or worries please ring the office to discuss the matter. We are generally able to resolve most issues and pride ourselves on our flexibility.

Transport

- **Groups of 35 paying places (or more)** will have their own coach for their exclusive use. The only restrictions on its use will be due to driving rules and regulations. Coaches usually have 48 seats in total so groups should not exceed this number (including staff) unless they are sufficiently large enough to justify 2 coaches. A minimum of 60 paying places is needed to ensure exclusive use of 2 coaches. Any coach with more than 48 seats will normally **not** have WC provision.
- **Groups of less than 35 paying places** may find that they are sharing the coach with one or sometimes more small groups. To allow you the flexibility to carry out your programme of fieldwork, we will guarantee to provide transport, free of charge between the ski resort at Mont Lozere and Le Pont de Montvert. We are typically able to do this by scheduling the coaches accordingly. If sharing transport, for longer day excursion, e.g. down the Tarn or to the Mediterranean, it is necessary to carry these studies out on the same day as other groups sharing 'your' coach. If groups wish to visit **Vulcania** on the journey to or from The Eagles Nest this will only be possible if all groups wish to carry out this excursion.

Our trip prices are based on our standard itineraries. It is often possible to change these without additional cost. Sometimes if the change in itinerary involves the need for additional drivers (feeder drivers) a surcharge may apply.

To conclude then, we basically provide transport for your program of study but some give and take re: timings, etc. may be necessary.

- **Groups of less than 35 paying places** can choose to pay a surcharge to guarantee that the coach is for their exclusive use for the whole trip or for certain days.
- **Group size of less than 10 paying places can be arranged at special request.**
- **For those arranging their own travel to and from the centre e.g. flying or train** and paying a daily rate rather than an inclusive cost, transport whilst at the centre and travel insurance is **not** included in the daily rate fee. Although it is often possible for us to provide transportation for studies within the valley free of charge, i.e. between the ski resort and Le Pont de Montvert. This depends on other commitments for our transport and is not guaranteed. Transport can be arranged on your behalf using a local provider, but will cost extra. Remember that generally coach hire in France is more expensive than a similar service in the UK, and that it takes time to organise – please let us know your fieldwork itinerary as soon as possible. Please also bear in mind that transport arrangements do not

always go to plan, and if you are arranging your own transport, please have contingency plans in place in the event of train/flight cancellations.

Insurance

All bookings from **U.K. residents** are covered by travel insurance by Lloyds, which is included in the cost of your tour. The insurance is taken out by ourselves on your behalf once you have provided us with a passenger list and paid your deposit in full. Please note that until this is done the insurance cover can not be affected. Unfortunately, cover can not be affected for people resident outside the UK, who must arrange appropriate cover themselves, and it is a condition of this contract that they do so.

Provision of group leaders

Course itineraries, transport and teaching need to be arranged in advance through discussion between the Director of Studies and visiting staff. We will always try to be adaptable, but changes to the agreed programme depend upon transport, staffing, weather etc.

What we guarantee:

- **Fully tutored courses:** A group leader(s) will be provided who will teach all classroom sessions (if required), and lead the fieldwork activities outside the classroom.
- **Untutored courses:** Our literature states that we will guarantee a group leader for groups of over 25 paying places. The standard service that we guarantee is that our group leaders will act as facilitators to help your own teaching staff teach your course. Our group leaders are typically qualified geography/science teachers – but we do not guarantee that this will always be the case.
- Group leaders cannot assume the ‘duty of care’ for your group– so a member of the visiting staff should always accompany the group, even if a member of centre staff is teaching.

What we endeavour to offer and typically succeed:

- Groups of less than 25 paying places will have a group leader on many/all of the days.
- Fully tutored courses are available or tutored days are available at a surcharge of £10 per pupil per day.

Classroom allocation

We have 4 classrooms and generally do not have more than 4 separate groups in at the centre in any week. The classrooms are of varying sizes and the largest group will be allocated the largest classroom. Extra rooms can often be set up for teaching if necessary. Individual groups who are studying more than one subject (e.g. biology and geography) are not guaranteed separate rooms, although this will be done wherever possible.

Centre Facilities

Ski Station (Le Refuge)/Mont Lo : From time to time, use is made of the Ski Station for accommodation and classroom facilities. If Discover Ltd accommodates a group here, no additional charge is made. Every attempt is made to provide a service equal to that at the Eagles Nest. If a group wishes to stay at the Ski Station and space exists at the Eagles Nest, a supplement is charged. **Ski lodge supplement £30 for option 8a or 10 euros per day (and equivalent multiples thereof).**

Eagles Nest: When a number of different groups are staying at the Eagles Nest, it must be understood that the facilities are of a **shared** nature. Typically, unless unanimously agreed by all the groups the “standard operating procedures” covering bedtime, bar, use of tokens, etc. will apply.

Stationery/photocopying etc

Groups need to provide their own stationery, books, paper etc. Small stocks of paper are kept in the classrooms. Small quantities of photocopying can be carried out at the Eagles Nest (max 5 copies per student). All over this are charged at 5p per copy to Discover Ltd.

Additional costs: Excursions/Activities, etc. 2011 Prices (per person)

Excursion / activity	Cost (£ sterling, if paid in advance)	Cost (Euro if paid in France)
Restaurant meal	£15.50	17€
Pont du Gard entry (per coach)	£45	50€ per coach
Aven Armand cave	£6.30	7€
Pont de Montvert ecomusée	£2.30	2.5€
Vulture visitor centre	£1.80 children £4.10 adults	2€ children, 4.5€ adults
Bison reserve	£7.30 children £9.50 adults	8€ children, 10.5€ adults
Rafting	£20	22€
High Ropes Course	£14.50	16€
Aqualand	£18	20€
Vulcania	£25	23€

Visits to caves, mountain biking, canoeing, rafting etc can be arranged on your behalf with the many qualified local providers. The contract for activities is between **you and the providers**.

If you wish to guarantee reservations for these activities, payment must be received in advance. If not you can generally manage to arrange most of these excursions at short notice and pay for them directly when in France.

Exclusive Rental of the Eagle's Nest

- For groups of over 80 paying students we will allocate the whole of the Eagle's Nest to your group (provided no previous booking has already been taken). This will mean that the centre building and our staff will work around your needs and requirements, for example:
 - ✓ Meal times, bed times etc are totally within your control;
 - ✓ You can decide when and if certain recreational facilities are available;
 - ✓ Our teaching/academic staff will, assuming they are qualified to do so, teach certain topics- these must be arranged in advance.