

Frequently Asked Questions – Imberhorne Year 8 LGD – Insurance Cover

1. What is the insurance cover should my child be unable to travel due to the COVID situation (requirement to self-isolate for example)?

Via our travel agency, we have pre-departure cancellation cover for any students or teachers who can't travel because they've contracted COVID-19 in the run up to the trip and cover for students or teachers who are unable to go on the trip because they've been told to self-isolate by NHS Test & Trace. Additionally, whilst on the trip we have the following cover:

- *Emergency medical expenses cover if someone falls ill with COVID-19 while on the trip*
- *Additional accommodation and travel expenses incurred if an individual is required to self-isolate at resort*
- *The accommodation and travel costs incurred by a parent or guardian to travel to the resort and accompany their affected child, so teachers can return home with the group.*

2. What is the insurance cover should a further national lockdown or similar COVID restriction come into effect preventing travel to France?

Our travel agency will refund the cost of the trip if it is cancelled due to COVID-19 restrictions as below, within 21 days of the planned departure:

- *The FCDO advises against all but essential travel to your chosen destination*
- *The Department for Education recommends against taking school trips to your chosen destination*
- *The whole group is required to quarantine at your travel destination*
- *Your group is required to quarantine on your return due to the government's traffic light system*
- *Local or national lockdowns in the UK will prevent your departure*
- *Local or national restrictions at your destination will impact the main purpose of your trip.*
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3. What is the process the school would adopt if a student presented with COVID symptoms whilst on the school trip. How would that student be isolated from others?

The hotel has separate quarters situated within the main accommodation but away from the main dormitory areas where students could be isolated with their own bathroom facilities. Obviously, this student would be supervised and supported by a member of Imberhorne staff. We have had students who have fallen ill and needed isolating on previous trips and have managed this well with this accommodation at these venues.

4. What would happen if a student were to fall ill requiring hospital admission while on the trip, or prevented the student from returning to the U.K. with the rest of the party?

We would follow our normal procedures of making sure that the student is accompanied to hospital by a member of staff (usually French-speaking) who would be responsible for their welfare and wellbeing and who would be in constant contact with parents/carers. Additionally, the travel agency's insurance is underwritten by AXA, one of the world's leading insurance companies, which means that the cover includes:

- *24/7 emergency helpline*
- *Telemedical video assistance included night or day*
- *Travel EYE app providing a medical translator, hospital locator, emergency numbers, health alerts, global security and risk information*
- *UK-based call centre for customer service and claims*
- *Dedicated specialist school group insurance support.*

Link to powerpoint from voyager: [STF-Travel-Sure-presentation-for-schools-and-parents.pptx](#)

Link to page on Voyagers website: <https://www.voyagerschooltravel.com/>

[How to get an NHS COVID Pass](#)