

Inclusion Policy - Customers

FURTHER & HIGHER TRAVEL

Further & Higher Travel values the individuality of all its customers. We are committed to giving all of our customers every opportunity to achieve the highest of standards. We do this by taking account of customers varied life experiences and needs. We offer lots of options to ensure that we can assist our customers and promote the individuality of all our participants, irrespective of ethnicity, attainment, age, disability, gender or background.

Options for customers could be one or more of the following:

- Additional free staff place
- Specific rooming
- Sponsoring of a student to attend field trip.
- Additional meals
- Free insurance
- Airport assistance
- Assistance with getting to and from train station/airports
- Free name changes

It is the responsibility of each of our fully trained Tour Consultants to identify such needs on an individual case by case basis and feel empowered to make the right choices without the need for justification.

Further & Higher Travel aims to be an inclusive Educational Tour Operator. We actively seek to remove the barriers to participation in field trips that can hinder or exclude individual participants or groups of participants.

<http://www.fhtgrouptours.com/uploaded/files/413-abta-checklist-for-disabled-less-mobile-passengers.pdf>

December 2015

TB/KC/WP