

**GROUP STUDY HOLIDAYS
CAMBRIDGE**

CLOSED GROUPS

3-5 night stays for groups

Organisation, communication, local
knowledge - and great value for money!
What more do you need for a group visit?
Quality, tailored courses all year based in
the heart of Cambridge's University Quarter.

CONTACT US FOR A QUOTE

INFORMATION

Prices valid: **September 2020 -August 2021**

Minimum number of students per group: **10**

Minimum age for staying in homestay: **14**

Minimum age for courses: **5**

Free Leader places: **1 per 10 students**

Arrive/depart any day of the week.

Tuition is in closed (single nationality) classes. Tailor-made lessons to meet your group's needs.

THREE NIGHTS

PACKAGE OPTIONS

Standard	8 lessons (6 hours)
Standard+	8 lessons (6 hours) + Tour and Punting
Semi-intensive	12 lessons (9 hours)
Intensive	16 lessons (12 hours)

INCLUDES:

- English lessons (as above)
- Course materials
- 3 nights homestay accommodation
- Half-board + packed lunch
- 1 free leader place per 10 students

SAMPLE PROGRAMME - SEMI INTENSIVE



FOUR NIGHTS

PACKAGE OPTIONS

Standard	12 lessons (9 hours)
Standard+	12 lessons (9 hours) + Tour, Punting and St Johns College
Semi-intensive	18 lessons (13.5 hours)
Intensive	24 lessons (18 hours)

INCLUDES:

- English lessons (as above)
- Course materials
- 4 nights homestay accommodation
- Half-board + packed lunch
- 1 free leader place per 10 students

SAMPLE PROGRAMME - INTENSIVE

ARRIVE	LESSON 09:00 - 12:30	LESSON 09:00 - 12:30	LESSON 09:00 - 12:30	DEPART
	LUNCH	LUNCH	LUNCH	
	LESSON 13:30 - 17:00	LESSON 13:30 - 17:00	LESSON 13:30 - 17:00	

FIVE NIGHTS

PACKAGE OPTIONS

Standard	16 lessons (12 hours)
Standard+	16 lessons (12 hours) + Tour, Punting, St Johns College and Grantchester
Semi-intensive	24 lessons (18 hours)
Intensive	32 lessons (24 hours)

INCLUDES:

- English lessons (as above)
- Course materials
- 5 nights homestay accommodation
- Half-board + packed lunch
- 1 free leader place per 10 students

SAMPLE PROGRAMME - STANDARD+

ARRIVE	LESSON 09:00 - 12:30	LESSON 09:00 - 12:30	LESSON 09:00 - 12:30	LESSON 09:00 - 12:30	DEPART
	LUNCH	LUNCH	LUNCH	LUNCH	
	TOUR	PUNTING	ST JOHNS COLLEGE	GRANTCHESTER CREAM TEA	

OPTIONAL EXTRAS

TRANSFERS

Stansted
Luton
Heathrow
Gatwick

Private two-way, escorted transfers with onward travel to/from accommodation.

LOCAL CULTURAL ACTIVITIES

Guided Walking Tour + Pembroke College
Open-top Bus Tour
St John's College, including its Chapel
King's College, including its Chapel
Self-hire Punting on the River Cam
Chauffeured Punting on the River Cam
Walk to Grantchester with Cream Tea
University Museums
Great St Mary's Tower (Panorama)
Photo Treasure Hunt

Prices cover admission, booking and any transport fees.

Activities are self-guided unless otherwise stated.

SPORTING ACTIVITIES

Clip 'n' Climb
Aqua Park (Seasonal)
Swimming
Cricket Experience

EVENING ACTIVITIES

Walking Ghost Tour
Ten-pin Bowling
Cinema
London Musical Theatre Trip (Wednesday only)

HALF-DAY EXCURSIONS

Duxford Air Museum
Wimpole Estate
Anglesey Abbey
Ely with Cathedral Tour
Paintballing

All activities/excursions are subject to availability during the period of your group's stay.
A supplement may be payable for taxis to/from coach pick up point at times when public transport is not operating.
Other destinations available on request.

FULL-DAY EXCURSIONS

London

Stratford Upon Avon & Warwick Castle

Canterbury & Leeds Castle

Salisbury & Stonehenge

Greenwich & Thames River Cruise

Brighton

Windsor & Windsor Castle

York

Nottingham & Sherwood Forest

Bath

Thorpe Park

Alton Towers

Blickling Estate

Oxford & Bicester Village

Oxford & Blenheim Palace

Oxford with Walking Harry Potter Tour

Oxford with BMW/Mini Factory Tour

Lotus Factory Tour

Warner Bros Studios Tour (Harry Potter)

Cromer

Great Yarmouth

Norwich

Theatre Workshop in West End Theatre (London)

Theatre Workshop in London + West End Show

All activities/excursions are subject to availability during the period of your group's stay.

A supplement may be payable for taxis to/from coach pick up point at times when public transport is not operating.

Other destinations available on request.

GROUP LEADERS

One free leader place is offered per 10 paying students. This includes single-room homestay accommodation, breakfast, dinner and return airport transfers with their group.

NOTES

Additional group leaders are welcome. A supplement per night per leader applies, less any pro rata allowance for 11+ students.

We are unable to provide leaders with two or more single rooms in the same house. However, we will always try our best to place leaders close to one another.

Leaders can upgrade their accommodation to single en-suite rooms in local hotels, B&B's or college rooms.

Airport transfers are only included where the whole group pre-books transfers.

LEADER ACCOMMODATION UPGRADES

Including breakfast:

Travelodge Newmarket Road

Premier Inn City East

University College Rooms, private bathroom

University College Rooms, shared bathroom

BOOKING TERMS

Group Study Holidays (GSH) Limited.

1. GSH holds firm bookings and reservations (also known as "options") for a client, subject to receipt of payment(s) to GSH Accounts Department or our bankers by latest due date as detailed in the 'option letter' or invoice(s). Unless clear cancellation (see 4) is made or extension(s) or alteration(s) to due dates are agreed by GSH, bookings are immediately released if payments as specified are not then received in full. Please note that no reminders are sent and that:

- a. Partial payments of amounts due, or any payment which falls short of the full amount stated, will not be sufficient to retain bookings.
- b. Notification(s) of payment(s) will not be sufficient to retain bookings, unless the payment arrives on time or an extension has been agreed by GSH.
- c. Failure of an agent partner to secure a specific booking or reservation by appropriate payment, or alternatively to make clear cancellation, may result in the release of other or all reservations or options held by GSH for that agent partner.

2. If credit facilities have been specifically agreed in writing between GSH and an agent partner, such payments/dates as have been specifically agreed will apply, notwithstanding any different due dates as stated on the invoice. However, if such agreement is not met by a partner and sufficient payments are not received by the required dates, credit facilities for that partner are automatically suspended. All their reservations and options become then subject to immediate release and may only be re-instated (in part or in full) at the discretion of GSH after full payment of the outstanding account(s) has been received and subject to the availability of places.

3. In cases where customers are immediately arriving on or are already following a GSH programme, and there are any overdue invoices relating to them or their agents, GSH may at its discretion and without notice refuse or discontinue services to those customers (as their reservations will have ceased under 1 or 2 above)

4. Cancellations:

a. A deposit is taken as an instalment payment and is non-refundable in case of any cancellation by the client.

i. An instalment payment for a group is considered a part-payment of the final balance due, which will be adjusted to represent the actual number of places finally taken up, less any cancellation charges.

b. Cancellation charges are as follows:

31 or more days before commencement: 10%

Between 30 days and 15 days before commencement: 30%

Between 14 days and 7 days before commencement: 50%

Less than 7 days before commencement: 100%

i. If a replacement is found for a cancelling pax. (i.e. for the same dates and services) no cancellation charges will be made, but an amendment charge of GBP 15 will be levied.

ii. Cancellation charges are not varied in case of illness, accident, bereavement etc. It is the client or agent partner's responsibility to insure themselves adequately regarding cancellation (see 10).

iii. Cancellation charges apply not only for cancellation of the whole of the services booked, but also regarding cancellation of part of the services booked (e.g. any supplementary trips or transactions etc.) or of cancellation of part of the time period booked (e.g. a reduction in the number of weeks or nights).

See also amendment charges in 7 below.

5. Refunds:

a. As stated, deposits/instalments are not normally refunded. However, all monies paid will be refunded in full in cases where GSH has itself cancelled the services in question (except cancellation due to non-payment or any default by the client) or changed them substantially causing justified client cancellation (see 7).

b. Refunds due to clients in the event of customer cancellation will be refunded or credited to the client as soon as possible.

- c. There are no refunds appertaining to any services not taken up or cancelled by the customer during the programme (i.e. on or after arrival), e.g. in cases of late arrival, early departure (for whatever reason), illness, accident, absence or change of mind. The full invoice charge applies, even in the cases where the invoice remains to be settled.
- d. A refund may be applied for in case of justifiable complaint (see 6) by a client regarding the non-provision of a service or facility promised by GSH or the defective quality of the service or facility provided.
- e. No refund is due in case of expulsion or suspension of a client from a programme for irregular, anti-social or disruptive behaviour.
- f. There is no refund for cancellation or failure to provide services due to factors beyond our control, for example, war, riot, global pandemic, airline cancellations or any other 'act of God'.

6. Complaints:

In the unlikely event that a client wishes to complain about any aspect of the services provided by GSH, the complaint should be made in the first instance to the GSH Director on site. In the event that the matter is not resolved, the client or his agent should make an immediate complaint in writing to GSH Head Office. Such complaints are investigated in full by GSH, are always taken seriously and replied to in detail, and may be a subject for appropriate refund, provided always that:

- a. The complaint (to Head Office) is received within one month of the client's return.
- b. The client has registered in writing his initial complaint with the GSH Director at the earliest opportunity during the programme.
- c. The invoice relating to the client and all other payments due from the same client/agency have been settled in full.

7. Changes of price, dates, facilities, services:

Prices as invoiced represent a contract of booking and will not be altered by GSH except in case of extraordinary circumstances beyond our control e.g. act of government, excessive currency fluctuations etc. However, GSH may alter its prices as per its general tariffs or its agency agreements at any time without notice before any booking has been confirmed or invoiced.

Changes of dates or of facilities and services described by GSH in its publicity are avoided wherever possible, but are occasionally necessary in circumstances normally beyond GSH's control e.g. by cancellation of reserved places in schools, hotels, or in rare cases where the bookings received for a programme or any option associated with it do not reach the number required to viably operate it (such cases must normally be notified at least two weeks before the programme is due to commence). GSH reserves the right to make such changes, but if in case of accommodation or services, shall either offer equivalent or superior accommodation etc. without charge, or make appropriate refund (e.g. if a facility or service is missing or accommodation is of a lesser category). GSH shall whenever possible inform the client of such changes and if these are substantial, the client may choose to cancel (but only within 7 days of the date of notification) and a full refund will be awarded. No other claims for compensation or expenses will be considered.

- a. Any sample programmes, schedules or lists of customer activities (e.g. sports) published by GSH are subject to change at any time regarding the timing or type of activity, providing that the overall 'package of services' is, in substance, fulfilled.
- b. Some accommodation provided by GSH may include access to communal or other facilities e.g. swimming pools, tennis courts, etc, and it is always possible that such facilities may be withdrawn from service during the whole or part of the stay or tour e.g. for maintenance.

By the client: If there is a notification before arrival, but after confirmation of booking, of change of date and/or services required or requested by or for a client, GSH will not be obliged to meet such request(s) but shall endeavour to do so. Such changes may, however, be subject to a GBP 15 per student amendment charge. If a customer, group or agent partner changes (or wishes to change) the services requested or dates of arrival/departure without notification (e.g. on or after arrival) GSH will not be obliged to service these changes (e.g. early arrival or late departure) but may do so if able and as long as the value of services is not reduced. In case of (such) changes of dates and services an amendment charge of GBP 15 per student may also be levied, and/or the appropriate charges for any accommodation nights or services other than those booked.

- c. Any accommodation or services booked for a customer are reserved exclusively for those (named) customers. No other persons may use these in addition or by substitution without written permission by GSH, in which case extra charges may be levied.

8. Behaviour:

A reasonable standard of conduct is expected on all programmes and on junior language courses good attendance and study-performance. A customer may be expelled or suspended without refund in case of extremely irregular or anti-social behaviour. Any damages committed by a customer must be paid for by that customer in full.

9. Services commence/end:

Unless otherwise agreed, services are not guaranteed to commence earlier than 14:00 hrs on the day of arrival or to continue later than 11:00 hrs on the day of departure.

Clients may only arrive/depart earlier/later by prior agreement. For arrivals between 21.00 and 14.00, and departures between 11.00 and 07.00, a supplement of £10 per person will apply for each transfer that falls within these periods.

10. GSH Liability, Client Liability (damage etc), Insurance:

GSH: accepts and is fully insured for all liability arising out of loss, damage, injury, sickness etc. caused by GSH employees or their negligence. However:

a. We cannot accept liability for the action or omissions of a third-party or public persons (e.g. hotels, homestay hosts, coach operators), including those contracted to perform services or provide facilities as part of the 'package' or as additional extras; or for any events over which we do not have control. GSH will, however, give any reasonable help in resolving any disputes with third parties.

b. In the case of lost or stolen property, whether taking place inside or outside premises hired or owned by GSH, GSH is only liable if such property has been entrusted to a responsible GSH representative in return for a written receipt.

c. GSH, of course, accepts no responsibility for loss or damages or changes caused by 'force majeure' events such as strikes, riots, terrorism, war, fire, flood, weather problems, problems to transport or similar events beyond its control.

Client: any losses or damages to any GSH or GSH-hired property or equipment or transport during the course or tour caused by the customer(s) or by persons occupying any accommodation or using any equipment allocated to him or them is/are his/their responsibility to pay at the time of discovery. In case of a group, the group leader will be responsible to pay any loss or damage committed by members of the group. Failure to make such payments may lead to suspension of services to the customer(s) in question.

11. Insurance:

We strongly advise that all customers appropriately insure themselves or be insured against the usual risks associated with overseas travel, e.g. personal accident or injury, ill-health (medical/hospital fees), cancellation, delay, loss of baggage or property, i.e. comprehensive travel insurance.

GSH provides inclusive insurance as part of its 'package'. Clients should, in any case, satisfy themselves that this cover appropriately insures them as outlined above. In case of client opt-out they should satisfy themselves that they are appropriately insured as outlined above.

12. Photography & Filming:

Students and group leaders agree that photographs, videos, artwork or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by Group Study Holidays (GSH) Limited, or by a third party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, Group Study Holidays (GSH) Limited will respect their wishes, but it is the students' responsibility to absent themselves.

ABC Languages is a trading name of Group Study Holidays (GSH) Limited, registered in England and Wales under No. 9660364

WE'RE LOOKING FORWARD TO WELCOMING YOU AND YOUR STUDENTS

WE'RE HERE TO HELP!

Why choose us?

- Over three decades of experience
- Independent, family-owned school
- Flexible, personalised programmes
- Historic, University location
- Local knowledge and advice

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