



**Office of the Secretary general of the
European schools**
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OPEN TENDER N° BSGEE 2023-016

SUSTAINABLE SCHOOL TRIPS FOR THE EUROPEAN SCHOOLS

TENDER SPECIFICATIONS

PART II – TECHNICAL SPECIFICATIONS

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1. TYPE OF SCHOOL TRIPS REQUESTED:

The subject of this call for tenders is the conclusion of a framework contract with a travel agency (here after the “Contractor”) for the organisation of overnight school trips (accommodation, travelling, activities, etc) for the pupils of the European schools (hereafter the “Schools” or the “School”), the teachers and accompanying staff. Specific attention will be given to sustainability aspects of the trips, such as: the type of accommodation, the means of transport proposed, the quality of the foods (bio, local, etc.).

The Contractor shall be able to offer the organisation of two different types of school trips – depending on the request of each Schools :

- Turnkey trips (Nature, sea, snow trips, ...)
- ‘A la carte’ trips

For turnkey trips, the services to be provided and paid for by the Contractor shall include at least the following services:

- Accommodation; and
- catering; and
- educational supervision, i.e. regulatory and specific supervision; and
- the organisation of activities and visits according to the requested educational theme; and
- Transport from the School premises to the place of accommodation, and on site for educational outings and activities, if applicable.

The travel agency may also be requested by the School to have a catalogue gathering proposals of turnkey trips adapted to schools.

More details about the organisation of turnkey trips are given in *section 3 - Additional conditions for the execution of the services for turnkey trips* below.

A la carte trips will be organised differently from the turnkey trips. It will be entirely adapted to the School requirements. It will include transportation and accommodation but could also include on demand educational supervision and transportation while on stay, depending on the request of the concerned School.

2. GENERAL CONDITIONS OF EXECUTION FOR ALL TRIPS – MINIMUM TECHNICAL REQUIREMENTS.

2.1 PRINCIPLES OF ORGANISATION OF THE SERVICES

2.1.1 Contract management: SPOC

The contractor shall identify a coordinator within its organisation who will be the single contact point (SPOC) for all administrative and operational communication in relation with the contract with the Schools.

All communication and exchanges of information between each School and the contractor shall be addressed to the coordinator designated by the contractor.

The coordinator shall communicate in English orally and in written, *plus* in:

- French for the lots 1 and 6,
- Dutch for the lot 2,
- German for the lot 3,
- Italian for the lot 4,
- Spanish for the lot 5.

The Contractor shall have a website presenting its agency and services available in the above languages.

2.1.2 Request of the Schools

The school trips (turnkey or “à la carte”) shall be organised at the request of each concerned School, according to its needs.

2.2 GENERAL CHARACTERISTIC OF THE SERVICES TO PROVIDE

The services covered by the contract shall include all the services offered by a travel agency in connection with school trips. The Contractor must comply with the following minimum requirements that are considered essential for the proper completion of the contract and the required quality of service. The requirements for one type of service apply *mutatis mutandis* to the other types of service (airplane, accommodation, train, etc.).

2.2.1 Price

The Contractor will submit a price per participating pupil for the organisation of the stay in compliance with these specifications. The price per pupil shall include the price of the participating teachers and staff's stay and travel.

The Contractor will also clearly state the detailed breakdown of the total price requested, between the different types of services provided (accommodation, transportation, activities, ...).

The price shall be all inclusive, i.e. deemed to include all the services, and when applicable all taxes (VAT application or exemption is subject to national legislation and is different in each Member State) or any other charges that must be paid for the services and all costs relating to all services under the contract.

2.2.2 Availability of the services

The services described in the contract must be carried out by the Contractor between 10:00 and 17:00 from Monday to Friday.

The Contractor shall be reachable in case of emergency outside these normal working days.

2.2.3 Compliance of the services

The travel agency services provided shall be in strict compliance with the national legislation of the country in force at the place of stay.

2.2.4 Preparation of the journey and information

Each School will provide the Contractor with the details and characteristics of the trip to organize.

The Contractor shall prepare and propose a project for the trip and its price in accordance with the request of the School.

The project and its price will be discussed between the Contractor and the School in accordance with section 2.2.6 *Planning and deadlines* below.

This service will be organized as follows:

- (1) The Contractor must provide all relevant information concerning the organization of the travel, including timetables, formalities, prices, need of visa, etc. This information will be provided by e-mail clearly indicating the services and the price;
- (2) The project shall be expressly agreed between the School and the Contractor (purchase order and deposit);
- (3) The Contractor must confirm final bookings and the corresponding prices to the Schools, sending all the information relating to the reservation, including details of the itinerary and the conditions of use of tickets, by any written means of communication;
- (4) if needed, at the request of teachers/trip's organizer and/or the contracting authority, the Contractor must provide details of public transport (including courtesy buses organized by hotels) between the airport/station and the city center;
- (5) The Contractor will clearly state the total price to be invoiced for the service, including the detailed breakdown between the different types of services provided;

(6) The Contractor will provide the Contracting authority and persons going on a school trip, with any topical information (in the style of a travel alert) that may have repercussions on the organization of the journey, even if it has already started.

2.2.5 Tickets and related services

The Contractor will provide all tickets, accommodation reservations and other related services requested by the contracting authority, in good time.

The Contractor will ensure that the contracting authority always receive the best available rates, special offers or any preferential rates and will immediately notify the contracting authority of such arrangements.

For environmental and cost reasons, preference will be given as far as possible to tickets issued electronically (e-tickets). If it is not possible to issue e-tickets, the Contractor may use any other medium or means of delivery.

2.2.6 Programme of the stay

The Contractor shall produce a programme for the trip, drawn up in collaboration with the School.

Each trip must meet the specific conditions set out in the specifications and in the educational projects that will be drawn up with the School.

2.2.7 Number of participants

The number of participants may vary (increase or decrease) between the initial request and the start of the trip.

The price proposed per trip must include cancellation insurance. An increase in the number of participants is subject to the approval of the Contractor, depending on the capacity of the host centre and transportation.

The accompanying School staff do not pay for their stay. In this case, all costs relating to these people are to be added to the price paid per pupil (see above section 2.2.1 *Price*).

2.2.8 Transport

- *Principles*

The Contractor shall offer the most suitable transportation mode (bus, train, plane or boat) taking into account environmental impact, security, distance and time, and also depending on the age group of the pupils ; from the School premises, airport or trains station to the trip's location premises, including participant's luggage, plus on-site transportation when necessary.

When possible, particular attention shall be paid to stays that can take place not too far from the School (less than 400 km) in order to reduce transportation.

The following principles apply to transportation mode:

- Bus or train:

Where the outward journey does not exceed 400 km (800-km round trip) and does not include a sea crossing that can only be made by boat, bus will be preferred over train when the train journey is too complex (number of changes, etc.).

Transport will preferably be by day, and by train. Bus is possible if the train journey is complex (number of changes, late hours, etc.) or too expensive.

- Plane:

For environmental considerations, travelling by plane is forbidden in some Schools.

Plane is possible only where the trip exceeds 400 km (800-km round trip) or for shorter distances when justified on grounds of cost-efficiency, and at the condition to be specifically authorized by the School. Low-cost airlines should be avoided unless specifically requested by the School.

- Bus transport

For bus journeys, the service includes:

- the assignment of two drivers per vehicle from the School for the entire duration of night-time transfers and when required by regulations for daytime transport;
- for journeys of more than 7 hours excluding breaks, night transport may be proposed;
- drivers' meals and accommodation;
- any downtime costs;
- tolls of any kind, including motorway tolls;
- Snow chains if necessary.

All buses must comply with the applicable national legislation on the transport of children.

Bus drivers will be required to present a certificate of good conduct towards children.

- Other means of transport

If there is more than one means of transport, the Contractor will provide each necessary transfer and handling of luggage on the outward and return journeys.

Transport between the place indicated by the School and the host centre is organised by the Contractor, including the transfer to and from the School to the departure station in the case of transport by train or to the departure airport in the case of transport by air.

- Luggage

For bus transportation, the driver will take care of the fitting of the luggage in and out of the hold.

Similarly, the transport and handling of the educational trunks (1 to 2 trunks per class) will be carried out by the Contractor door to door. The Contractor shall ensure that the trunks are delivered to the place of stay at the latest at the same time as the arrival of the group.

If a maximum weight per bag is applied, the agency will notify the School in due time.

If necessary and if required by the School, a dedicated mean of transportation for the luggage will be provided by the Contractor and the cost of these services must be included in the price per pupil.

2.2.9 Accommodation

The proposed premises shall be appropriated to the age group being hosted and to the activities proposed (youth center, hostel or youth hostel, collective accommodation, ...). It shall have the capacity to receive all the pupils and accompanying persons.

In the case of large groups, the Contractor may propose several places of accommodation, in close proximity to each other and adapted to supervision needs, upon the express prior agreement of the School.

- Safety

At the beginning of the course, teachers and supervisors will be asked to carry out a reconnaissance of the buildings with a representative of the host centre, so that the measures to be taken in the event of a fire can be explained to them. Teachers will identify emergency routes and show these to the children.

- Costs

All management and administration costs related to the place of accommodation, as well as the general services of heating, water, gas and electricity shall be included in the price offered.

- Catering

Collective catering should be provided upon request of the School.

- Linen and laundry

Sheets, pillowcases and duvets shall be provided by the host centre.

The host centre shall change the sheets halfway through the stay for stays of more than 8 nights. Change of sheets and washing of soiled items shall be possible when necessary.

The host centre shall provide laundry for the participants' small linen at least once during the stay for stays of 6 days or more.

- Visits before or during the stay by the Contracting Authority

Once the initial school trip project is agreed or during the stay, the Contracting Authority reserves the right to visit the premises and the environment where the activities will take place.

2.2.10 Accidents, medical expenses and other expenses

Upon request of the School, an infirmary will be provided within the host centre for the care and possible isolation of pupils.

Upon request of the School, the services of a nurse will be provided during the stay and the cost of these services will be included in the price per pupil.

A complete first-aid kit shall be available in the host centre. A complete first aid-kit will be available to the accompanying staff during the trip (one kit per vehicle in case of several vehicles).

2.2.11 Insurances

Each School has an insurance covering its civil liability, including property damage.

The Contractor shall have an insurance covering at least trip cancellation or interruption.

Upon request of the School, additional insurance coverage may have to be provided by the Contractor.

- ***Insurance of the host centre***

The Contractor shall make sure that the host centre is covered for any damage of any kind that may occur during the performance of the Contract as a result of its staff, equipment or vehicles and shall therefore take out a professional indemnity insurance policy.

For each stay, the host centre shall take out insurance covering:

- the buildings, annexes and outbuildings that will receive the children;
- civil liability, which covers all activities and persons under its responsibility, as well as the supervisory and service staff, in the event of accidents or damage of any kind to persons or property that may occur during the performance of the contract, due to their staff or equipment. The guarantee shall be unlimited for personal injury.

Upon request, the host centre shall provide a copy of the insurance policies valid for the year in question.

In case of outsourcing, the host centre shall provide copies of their insurance policies upon request too.

2.2.12 Satisfaction Survey

The European Schools may launch satisfaction survey after the end of a stay amongst its participants, and will communicate the results to the Contractor with the objective of optimizing cooperation and the quality of services.

2.2.13 Obligation of confidentiality and data protection

Without prejudice to the Articles related to confidentiality and data protection in the contract, the Contractor undertakes to deal strictly confidentially with any information and any document associated with the performance of the Contract and not to use or to divulge them to third parties. The Contractor remains bound by this commitment after completion of the tasks. The Contractor ensures that all its sub-contractors comply with these requirements.

The processing of personal data by the contractor shall meet the requirements of Regulation (EU) No 2016/679 and be processed solely for the purposes of provision of the services requested by the Schools. The Contractor ensures that all its sub-contractors comply with these requirements. The contractor shall grant personnel access to the data to the extent strictly necessary for the implementation, management and monitoring of the provision of services requested by the Schools. The contractor must ensure that its staff authorised to process personal data has committed itself to confidentiality or is under appropriate statutory obligation of confidentiality.

The contractor, acting as a ‘processor’ under the meaning provided by Regulation (EU) 2016/679 (hereinafter, referred to as the “GDPR”¹), shall meet the requirements of the GDPR and process the data solely for the purposes set out by the controllers (Directors). More particularly, the supplier shall:

- implement appropriate technical and organisational measures in such a manner that processing of personal data meets the requirements of the GDPR (e.g. technical expertise with regard to security measures and data breaches);
- be able to demonstrate compliance with the GDPR’s requirements through written documentation (e.g., data protection policies, appointment of a DPO, certifications, register of processing activities, employees’ training, etc),
- the localisation of and access to the personal data processed by the contractor shall comply with the following:
 - the personal data shall only be processed within the territory of the European Union and the European Economic Area and will not leave that territory;
 - the data shall only be held in data centers located within the territory of the European Union and the European Economic Area;
 - no access shall be given to such data outside of the European Union and the European Economic Area. Access to data may be given on a need-to-know basis only to authorised persons established in a country which has been recognised by the European Commission as providing adequate protection to personal data;
 - the supplier cannot change the location of data processing without the prior written authorisation of the Secretary-General;
- Any certification and/or Code of Conduct relevant in the context of data protection is considered as an advantage.

2.2.14 Invoicing

The actual services and their actual prices shall correspond to the declared standard and shall not to exceed their quoted prices provided by the Contractor.

The invoice should contain:

- Name of the class (for trips covering an entire level, a single invoice will be issued) and teachers.
- Order reference number, provided at the moment of confirming the reservations.
- Short description: Dates, location,
- Ticket cost: Cost per participant and number of participants

The detailed breakdown of the cost of the different types of services provided such as : transport, accommodations, visits, activities, staff, service fee, etc.If the invoice contains any amount which are not due, the contracting authority will request a credit note from the Contractor.

Depending on the lot, prices must be free of all duties, taxes and dues, or not.

VAT application or exemption is subject to national legislation and is different in each Member State.

2.2.15 Compensation

Without prejudice to the contract, if, for reasons of serious negligence attributable to the Contractor and excluding "force majeure", it transpires that the agency has not provided the main services (transport, destination, nature of the planned activities) in accordance with what was agreed with the School, a compensation will be negotiated with the agency.

This compensation is only applicable when the Contractor has not shown due diligence in order to proactively take, if necessary, adequate preventive measures in order to ensure or to restore the required level of service as quickly as possible. This negotiated compensation should cover the damage suffered by the School.

2.3 PLANNING AND DEADLINES

- *Planning*

Steps		Who?	Timing ID: Initial date DD: Departure date
1.	Planning of trip(s) The School prepares a request for quotation for one or more locations including the destination, the means of transport, type of accommodation, estimation of the number of pupils, activities, meals (ex: full board), ...	The School	ID0
2.	Check availability The Contractor checks the availability, makes a pre-reservation and gives an estimate of the price per pupil.	The Contractor	ID+15 days (*)
3.	Agreement on the price and conditions The prices and conditions shall be agreed between the Contractor and the School. The timing shall be modified if necessary.	The Contractor and the School	ID+20 days (*)
4.	Confirmation by the School The School transmits the updated estimate number of pupils, teachers, instructors, ...	The School	ID+25 days (*)
5.	Final quote Based on previous information, the Contractor sends the final quote, with a fixed price and leaving a flexibility	The Contractor	ID+30 days (*)

	margin of up and down 10 % of the total number of participants (without changing the price per pupil)		
6.	<p>Commitment of the School and payment of the deposit</p> <p>The School commits itself to the Contractor by issuing a purchase order (PO) corresponding to the deposit (the amount of which cannot exceed 30% of the total estimated amount) ; the Contractor shall confirm the order within 5 days by sending an invoice corresponding to the amount of the deposit. Upon reception of the invoice, the School pays.</p>	The School	ID+45 days (*)
7.	<p>Information meeting at the request of the School</p> <p>The Contractor must give a complete information dossier about the trip (detailed trip costs – transport, activities, accommodation and meals, insurance, teacher costs, carbon footprint; and cancellation conditions). If requested by the school, the Contractor must make itself available for in situ or online meeting(s) with the school and/or parents to explain the details of the trip and provide them with the information.</p> <p>Upon request of the School, this information meeting may be organized earlier and the timing modified accordingly.</p>	The Contractor	DD-90 days (*)
8.	<p>List with the exact number of participants</p> <p>The School forwards to the Contractor the exact number of participants (including pupils, teachers and accompanying adults). The list of participating pupils, with surnames, first names, gender, section, and class of each of the participants.</p>	The School	DD-60 days (*)
9.	<p>Final invoicing</p> <p>The School issues a 2nd PO for the amount corresponding to the final number of participants ("remaining amount"). The Contractor issues a 2^o invoice for the remaining amount, corresponding to the difference between the final cost of the trip (cost per pupil times the final number of pupils) and the deposit paid.</p>	The School / the Contractor	DD-30 days (*)

(*) working days according to the European schools calendars

This planning shall be adapted in the cases where exceptional circumstances or urgencies (such as pandemics, terrorist attacks, natural disasters, etc.) arise.

- *Compliance with deadlines*

In the event of non-transmission of documents or information (train ticket, schedule, etc.) making impossible the correct execution of the services provided by the Contractor for the School within the time limits indicated above, the trip may be cancelled without the Contractor being entitled to claim any compensation.

An extension of the deadline may be granted if the Contractor is unable to meet the deadline due to the concerned School or to an event of force majeure.

3. ADDITIONAL CONDITIONS FOR THE EXECUTION OF THE SERVICES FOR TURNKEY TRIPS

For the so-called “turnkey” trips, the services proposed by the Contractor shall include at least the following.

3.1 STAFF AVAILABLE IN THE HOST CENTRE

For the entire duration of the stay, staff shall be provided by the host centre, in strict compliance with the national legislations concerning the number of staff per pupil and their qualifications.

The host centre will provide:

- A qualified director or manager. He/she will be the Contractor and School's reference person at the host centre,
- The host centre shall be sufficiently staffed to ensure the services proposed in the premises,
- A nurse: there will be as many qualified nurse(s) as required by the national legislations in force and/or if requested by the School.

Copies of the qualification or proof of the absence of a criminal record under the national legislation may be requested by the contracting authority.

3.2 ANIMATION IN THE HOST CENTRE UPON REQUEST OF THE SCHOOL

If requested by the School, the host structure shall be able to provide an animation team and/or animators for specific activities such as sporting, cultural, ... , qualified in accordance with the national legislations in force.

The European Schools welcome pupils of many nationalities, so it is important that the animation team is able to speak at least one of the languages required for each specific lot. The School will specify the number of pupils and the required languages.

The animators may, in close collaboration with the teachers and accompanying staff;

- help or supervise the children in the centre or on outings;
- organise extra-scholar activities and evening entertainment.

Copies of the qualification or proof of the absence of a criminal record under the national legislation may be requested by the contracting authority.

3.3 SUPERVISION OF THE CHILDREN BY THE HOST CENTRE UPON REQUEST OF THE SCHOOL

If requested by the School, the host structure shall be able to provide staff qualified in accordance with the national legislations in force for:

- supervision of the pupils in the evening and at night;
- and/or supervision of the children during daily tasks (getting up, washing, eating, etc.).

- Copies of the qualification or proof of the absence of a criminal record under the national legislation may be requested by the contracting authority.

3.4 EQUIPMENT OF THE HOST CENTRE

It will include at least:

- a dining room and the usual equipment necessary for its proper functioning;
- children's rooms (with separate rooms for boys and for girls);
- individual rooms with sanitary facilities (sink, WC and shower) for accompanying adults;
- one room per class for the duration of the stay;
- sanitary facilities (showers, washbasins and toilets, in sufficient number);
- an equipped infirmary upon request of the School or if requested by the national legislation;
- activity and games rooms.

The rooms must be made available to the children on their arrival with the individual beds made (check in in hotel could happen PM).

For the duration of the stay, the children will have access to the premises, the available green yard, the equipment, the furniture and the various installations and fittings accessible.

3.5 COLLECTIVE CATERING

Catering should be provided on-site, except when outings, during the journey, etc.

The collective catering will be prepared on site when possible. The host centre will favour short circuits and/or organic food when possible.

The catering will include all meals and drinks between the time of arrival at the centre and the time of departure, and for example:

- breakfast;
- mid-morning snack for younger pupils;
- lunch (on-site or picnic depending on the activities of the day);
- snack;
- dinner;
- a snack and/or picnic if the journey takes place during a meal time;
- tee, coffee, snack available for teaching and supervisory staff.

For all arrivals at the reception centre between 2 p.m. and 6 p.m., a welcome snack will be served at the centre.

Each main meal consists of a starter (hors d'oeuvre or soup), a main protein dish (meat or fish), a vegetable side dish (consisting of a green vegetable dish every other day), a slow sugar dish, a dairy product (cheese, yoghurt, etc.), a dessert and drinks. Vegetarian or other meal options should be provided if requested by the School.

These meals shall be appropriate and served in sufficient quantities, depending on the age group being catered for.

The host centre undertakes to vary the menus as much as possible so that the food corresponds to the standards of a balanced diet and healthy.

Children suffering from food allergies and benefiting from an individualised reception project must be accommodated and the host centre must respect medical diets.

Exceptionally, on the day of arrival and depending on bus or train schedules, families may be asked to prepare a packed lunch for the journey.

3.6 ACTIVITIES

If requested by the School, the host centre will set up during the whole stay:

- specific activities linked to the teacher's project;
- traditional activities such as evening parties, small and large games, various sports, indoor and outdoor games, manual activities, various workshops, etc.
- various outings in line with the teacher's project and allowing the discovery of the environment such as walks, visits, excursions, etc.

The list of activities is not exhaustive. It is given as an indication and will be the subject of a detailed preliminary project completed or adapted with the teachers.

Visits, outings and other travel during the stay will be included in the price offered.

The host centre will provide all the material and equipment necessary for the activities, in particular protective equipment (knee pads, riding or ski helmets, etc.) in strict compliance with the regulations in force.

3.7 SNOW/MOUNTAIN CLASS - SPECIFIC CONDITIONS FOR THE EXECUTION OF THE SERVICES

The **main objective** of the trip is to learn and practice snow sports and activities.

For this trip:

Ideally, the reception centre will be located close to the slopes (maximum 15 min. by bus).

The number of downhill skiing sessions will be a minimum of 5 per stay.

The supply of technical equipment (ski boots, skis, poles, helmets, etc.) and lift passes shall be included in the price of the trip.

Activities requested: organisation of ski groups by certified instructors and activities related to the theme (e.g. visits to sites related to the theme (cable car, visit to the village, museum, farm, cheese factory, sawmill, etc.) and other typical sites in the region - introduction to ice sports, snowshoeing,

dog sledding, downhill skiing and discovery of the jobs of ski patrol, introduction to the life of mountain animals in winter, etc.).

Ideally, the reception centre shall have a ski room at the foot of the slopes or, failing that, shall take all necessary steps to ensure the handling and transport of skis and other equipment, so that children do not have to carry them.

In the event of insufficient snow cover, the host centre shall offer an alternative solution or an equivalent activity.

If requested by the School, buses will be available on site for daily excursions.

3.8 SEA CLASS - SPECIFIC CONDITIONS FOR THE EXECUTION OF THE SERVICES

The main objective of the trip is to provide activities by the sea and water (such as sailing, sand yachting, kayaking, etc.).

For this trip:

The reception centre will be close to the sea, the lake or the leisure centre (no more than 10 minutes by bus).

Activities requested: workshops organised with specialists in line with the pedagogical project, observation of animals, water sports, visits, ...

The provision of material and technical equipment for the activities shall be included in the price of the trip.

3.9 NATURE CLASS - SPECIFIC CONDITIONS FOR THE EXECUTION OF THE SERVICES

The main objective of the trip is activities in contact with nature (making a fire, looking for herbs, outdoor cooking, animals in nature and in the water (pond etc), fishing, building a shelter in the forest,...)

For this trip:

The reception centre will be close to the woods, a lake or the leisure centre (no more than 10 minutes by bus)

Activities requested: workshops organised with specialists in line with the pedagogical project, observation of animals, water sports, visits, organisation of special evenings for pupils organized by the animators.

The provision of material and technical equipment for the activities shall be included in the price of the trip.
