Sheffield Students’ Union Code of Conduct for Tour Operators

(1) Deposits & finances

The trip provider acknowledges that:

- Before signing a contract with a society, all costs for the trip must be listed and made apparent to the students.
- If further costs are incurred after the signing of the contract, then the society must be notified at least three weeks in advance of their trip (including hostel deposits, baggage handling deposits). This is due to the fact the Students’ Union finance system requires two weeks to process cheques and BACS payments.
- If the society receives less than three weeks’ notice to make any payment (including deposits) then the trip provider must incur the cost until after the trip, and has no grounds to cancel the trip. If a deposit is lost through the fault of the society (e.g. due to damages/breakages caused by the society), then an invoice must be issued by the trip provider and the society must repay this amount after the trip.
- Under no circumstances should the students provide their personal card or account details, or cash, to pay for services which should be arranged by the trip provider (e.g. transportation and accommodation).
- When the trip provider receives any cheques or payments from the society, they must acknowledge receipt straightaway.

*Please note:* It is preferable that the society would pay a single deposit to the trip provider which covers the booking of places and the deposit for damages. The refund can be made to the society after the trip if no damages are incurred.

(2) Changes in contract or agreement

The trip provider acknowledges that:

- If the trip provider wishes to make any changes to the original contract/agreement, then the society must be notified at least two weeks in advance of their trip. This includes change of travel times, pick-up points, and accommodation.
- If there is a change to trip arrangements in under two weeks before the trip commences, then the society must be notified immediately, to check that this is acceptable and a reason must be provided.
- When departure/arrival point and time are set, it cannot be changed, unless this is acceptable for the society. If it is not acceptable then the trip provider must incur the cost to revert to what was originally stipulated.
- All final hostel information needs to be confirmed by the trip provider at least one week in advance. This includes the number and size of the room(s), and whether rooms are single or mixed sex.
• If the society does not receive one week’s notice of significant changes to their trip (e.g. hostel changes or time changes of over 2 hours not caused by an incident within the Tour Operator's or its associated suppliers’ control), then the society has the right to cancel their trip and retain their deposit.

(3) Customer service

The trip provider acknowledges that:

• It is unacceptable to “hassle” students to make bookings.
• They must treat societies and students with respect and excellent customer care. Rude behaviour will not be tolerated.
• Although it is preferable for societies to deal primarily with one trip provider contact, should they need to be assigned to another member of staff, they must be informed of this in advance.
• It is essential to ensure as far as possible that the website booking is working. Societies should be able to open bookings, complete bookings. If merchandise options are requested to be removed from the booking form, then this must be acted upon by staff.
• The needs of smaller societies must also be met adequately, and in particular their requirements for accommodation in the same location must be accommodated.
• If the trip provider has any problems with the society, financial or otherwise, they can seek advice and/or help from the Activities & Sports Zone Information Desk (activities@sheffield.ac.uk, 0114 222 8620) or the Student Groups Coordinator (society.coordinator@sheffield.ac.uk, 0114 222 8689).
• Staff should respond to enquiries in good time, and enquiries must never be ignored.

(4) Trip Representatives

The trip provider acknowledges that:

• Trip representatives must be suitably trained and competent in dealing with large student trips. Responsibilities include ensuring the safety of participants and robust emergency procedures in place.
• It is unacceptable for trip representatives to behave inappropriately towards any participants.

Signed (trip provider): ________________________________

Print name: _________________________________

Date: _________________