



Diversity
Study Trips

INTRODUCING DIVERSITY STUDY TRIPS





Introducing Diversity Study Trips

Diversity Study Trips is a specialist provider of educational group travel, serving schools, colleges, and universities. We tailor trips to meet learning objectives and allow cultural immersion for your students.

We are proud to be the exclusive contracted provider for all group and student travel for several large UK universities, including the University of Edinburgh, Oxford Brookes University, York St John University, and De Montfort University. This allows us to manage all departmental field trips, cross-cultural trips, and the universities' global mobility programs, including Turing-funded exchanges.

In addition to serving over 100 university clients, we have built strong relationships with numerous schools, academies, colleges, and international exchange programs, providing enriching trips that help build confidence and independence in young people.

To arrange a conversation about our offering please contact us on studytrips@diversitytravel.com.



THE UNIVERSITY
of EDINBURGH





Your Friendly and Experienced Study Trips Team

Our Head of Groups & Study Trips, Petra Albrecht, has 17 years of experience in educational group travel and leads a management team comprising Operations Team Manager Lauren Frodsham and Account Manager Charlene Okaga.

Your dedicated account manager will ensure the seamless delivery of our group travel management service:

- Provide a single point of contact for procurement, finance, SLT, and teachers.
- Conduct account reviews with key stakeholders, providing reporting and MI data based on your requirements.
- Create a continuous improvement plan working in partnership with you to achieve the goals you set for your travel spend.
- Communicate significant business, destination, and industry updates.
- Run online and in-person sessions for teachers and SLT to provide an overview of the booking process and consult on destination and trip inclusions.



From Enquiry to Booking

When you require a quote for an upcoming trip, contact us via studytrips@diversitytravel.com or our website www.diversitystudytrips.co.uk. Your account manager will introduce you to one of our experienced School Trip Experts.

Our Trip Experts have an average of 6 years of group travel experience. All our trips are tailor-made, from UK-based trips to worldwide tours. Trips may include educational workshops, themed walking tours, museums and attractions, meals, public transport passes, or coach transfers. We can accommodate your group in hostels, field study centres, or hotels to suit all budgets and trip styles.

Our Travel Experts Take Care of:

- Sourcing products and negotiating with suppliers to provide the most convenient and best value options.
- Creating multi-day travel itineraries with all desired inclusions.
- Ensuring products used as part of your quote, such as coach hire, activities and accommodation are fully audited and vetted through our industry-leading safety management process (Safe Hands Policy).
- Making recommendations on cost savings by consulting on routings, alternative carriers or modes of transport, different ticket types, or looking at different dates where possible.
- Your dedicated account manager will oversee the day-to-day management of your account working closely with you to ensure all teachers and bookers are happy with our service levels.



Quotation

We will create your quote using our simple-to-use, web-based trip management tool, aiming to provide quotes within 5 working days. Our interactive online portal allows your bookers to view and manage all their trip itineraries in one place. The full quote options will be provided with a clear breakdown of inclusions, optional extras, and pricing. As standard, we provide free staff places on a 1:10 ratio unless requested otherwise. We can include costs for recce trips for teachers if you request this.

Booking

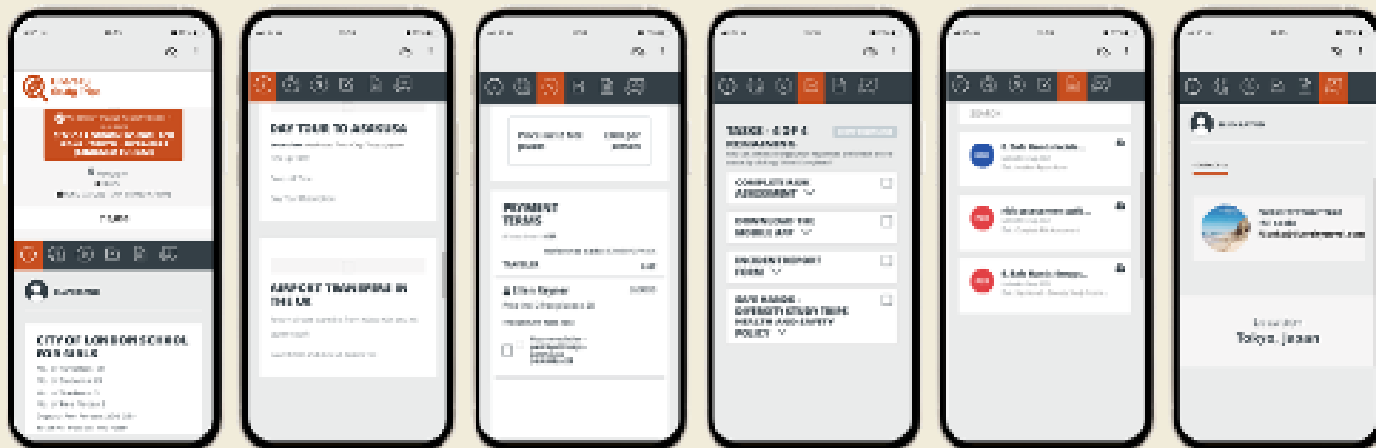
Once the group leader has chosen their preferred option, they can accept the quotation through the portal, which will alert your travel expert to issue an invoice for the deposit or full balance. We can usually hold requested services for a couple of weeks (dependent on lead time and suppliers involved) to allow sufficient time for a purchase order or BACS to be raised. We recommend booking 6 – 11 months before departure to ensure the best value for European trips, and 9 – 11 months for long-haul trips.

Confirmation

Once we have received confirmation from you, bookings are confirmed with all suppliers. Our dedicated Operations Team will carefully prepare all documents and tickets for travel and liaise with the group leader to ensure they are well prepared. You will now also receive a copy of your insurance policy.

On Trip

The full itinerary and tickets can be accessed by the trip leader while on the move using our app. Our Operations Team supports the group leader with any questions or last-minute amendments. Out of office hours, our 24/7 emergency team, staffed by senior consultants trained in crisis management, is available should the group face any travel disruption.



[Please click here for a video showcasing our web-based trip management portal.](#)

OUR DUTY OF CARE

Safe Hands Health and Safety Policy

We are proud to run an industry-leading, externally verified Safety Management System, called Safe Hands. This policy dictates how we work with our suppliers to guide us in procuring safe and secure products for your trips. A full document for group leaders can be shared upon request.

We use an experienced and renowned external consultancy firm to carry out risk assessments using audits on all our transport and accommodation providers, as well as any activities that we feel provide a higher level of risk.

Our Safe Hands policy allows your bookers and group leaders peace of mind, knowing we have taken care of the vital checks for you. If you have coach operators, hostels, or hotels that you have used previously and would like to continue working with, we are happy to audit them for your upcoming booking.



Risk Assessments

We can provide a generic risk assessment document to any guide group leaders and bookers through key stages of the trip and associated potential risks. If group leaders need additional information regarding any element of the trip, this can be requested from our friendly team.

Insurance

Our quotations include a single trip insurance policy, provided by Endsleigh, for all school groups traveling from the UK. The policy contains multiple areas of cover, including cancellation or curtailment, emergency medical and other related expenses including, baggage, and personal money.

Some examples of activities included within the policy are: whale watching, cycling, glacier walking, scuba diving, trekking up to 2500m, and even climbing Sydney Harbour Bridge. Full details and any limitations/requirements regarding equipment or supervision can be found in the policy.

Accreditations

We are proud to be ATOL and ABTOT accredited, and have met ISO9001, ISO14001 and ISO27001. We are delighted to be the only approved academic group travel provider on the YPO framework used by schools, FE and HE.

On the UKUPC framework used by the majority of HE and FE institutions in the UK, we have been awarded leading travel management company for student group travel and business travel. This allows us to be contracted or preferred provider for the UK's leading universities.





Visas

We provide a free web-based tool called Sherpa, which advises our groups on visa, immigration, and health requirements for their destination. The tool provides links to official government sources and visa application forms. We work with CIBT, who can process visas for our clients, and we can quote for any visa your group members may need. We can also provide supporting documentation for passengers who apply for visas independently at the relevant embassy. It is the group leader's responsibility to ensure each group member has the relevant visa, immigration, and health requirements in place pre-travel.

Student Support

We are experienced in organising group travel for students from a variety of backgrounds and abilities. In order to make an adjustments to your booking, we encourage open communication with both the student and the group leader. This allows for you to guide us through requirements that you may have for your trip regarding mode of transport, number of hours travelling, or accommodation, as just a few examples.

Out of Hours / Emergency Support

The Study Trips team is supported by an, in-house out-of-hours emergency service, providing bookers and travellers access to a seamless offline service, 24 hours a day, 365 days a year. The Study Trips management team provides rota cover during evenings and weekends, supporting the out-of-hours team if required on group-specific queries. We carry out externally run on-trip emergency simulations and regular desktop exercises to keep policies and processes fresh with our team members.

Managing Issues and Incidents on Trip

Our experienced team is always ready to support where travel is disrupted, whether due to a missed or cancelled flight, weather-related incidents, strikes, or accidents. In spring 2024, we carried out an on-trip emergency response simulation conducted by our partner consulting firm, Tranquilico, to help test our processes and teams. Our experienced Study Trips team is supported by our out-of-hours emergency response team to assist our groups during any incidents. Contacts will be provided in your trip documents.



PAYMENTS AND BOOKING CONDITIONS

Payment Process

Quotes will provide an overview of costings and will detail whether we can hold rates for a certain period. Unfortunately, this is not always possible, especially where budget airlines are concerned. Based on trip dates and included products, we will provide a deposit payment option where possible. Balances and full names are due approximately 8 – 10 weeks before trip departure.

We can offer academy groups 30 days of credit (once a credit check has been carried out) to secure bookings via purchase order number. Our finance team will then share individual invoices or monthly statements with your finance team for payment.

We can also accept BACS or card payments to secure bookings.

We are unable to collect payments from parents/group members and instead ask the school to collect payments and passenger details so the whole trip can be confirmed as a group booking.

AMENDMENTS AND CANCELLATIONS

Name Changes (Swapping a Passenger)

At deposit stage, you have not provided us with the full names for the booking, so there are no financial implications for name changes. At final balance stage, 8 – 12 weeks before departure, when you have already provided us with the full names, airline/supplier fees may apply. For budget airline bookings, we may require the full names at deposit stage and will advise of possible financial implications within your quote.

Cancellations

Our standard Diversity Study Trips amendment and cancellation fee is £25 per person, representing market-leading value.

For group travel, airline cancellation fees are generally higher, and we will provide the exact details at quotation stage, along with the relevant fare conditions and deadlines. Please be aware that all charges and cancellation fees will be supplier-imposed. Within 30 days of travel, group air tickets are generally non-refundable.



BENEFITS OF WORKING WITH THE LEADING ACADEMIC TRAVEL MANAGEMENT COMPANY

Negotiating Industry-Leading Group Rates

Our specialist groups team uses Diversity Travel's global buying power to secure market-leading rates and conditions, due to our fully owned divisions in strategic markets such as the UK, USA, and Europe. We have relationships with more than 15,000 partners globally, including local Destination Management Companies and hostels.



Benchmarking Against Other Academic Travel Management Companies

Benchmarking our services against other providers is complex and requires a comparison of both services and rates. We are one of very few TMCs currently able to offer a full student group service, with the ability to provide fully tailor-made tours by air, coach, and rail in the UK and overseas.

Our recent wins in tenders, such as the University of Edinburgh (which has one of the largest academic travel budgets in the country), inspire us to continue providing exclusive services to both business travelers and student groups.

The raw data we will be able to collate per trip as a minimum are:

- Date of enquiry, quote, booking
- Booker and trip leader details
- Trip information including destination, type of trip, dates, number of travellers
- Costings per person and group
- CO2 Emissions

We can also provide the following reports to showcase a general overview of the travel program:

- SLA
- Incidents
- Benchmarking report
- Top bookers across the account
- Average lead-in times (time of enquiry to departure date)



Please see below a snapshot of our management information reporting.

Sustainability

We strive to comply with all environmental legislation and go further than the minimum UK and International Standards by reducing and offsetting environmental impacts wherever possible.

As well as the above baseline set by the ISO14001 standard, we have achieved the Carbon Neutral 2060 standard awarded by the Carbon Footprint Standard. While many providers are working towards the Carbon Neutral certification, we have been operating as a carbon-neutral company since 2011, offsetting our operating emissions through verified carbon standards (VCS) schemes, which invest in socially beneficial programs.

Further, our website hosting is 100% carbon neutral and has achieved the BSI PAS 2060 Carbon Neutral standard in 2010.



**Carbon neutral
since 2011**

**ISO 14001
accreditation**

**Website hosting
100% carbon
neutral**

An aerial photograph of a dense, vibrant green forest. A dark blue river or stream winds through the trees, creating a natural path. The image is partially obscured by a large, light green circular graphic on the right side of the page.

CARBON REDUCTION STRATEGY

We have an ambitious Carbon Reduction Strategy and goals. Recently, our Board and Directors have unanimously declared a climate emergency. Our overarching objective is to accelerate the reduction of carbon and agree on challenging targets to achieve net zero across Scopes 1 to 3 by 2025.

- ✓ Declared a Climate Emergency
- ✓ 6 pillar Carbon Reduction Strategy
- ✓ Appointed Head of Environmental Action
- ✓ Dedicated Climate Emergency Team

Encouraging Sustainable Choices

We will tailor and configure our quotes to support your staff in making sustainable travel choices, and align this with your travel policy. CO2 information is stated for every quote and clearly shown within our travel management portal, encouraging group leaders to consider greener options prior to booking.

Carbon Offsetting

In partnership with Carbon Footprint Ltd, as part of our service we can provide a carbon offsetting solution to compensate for unavoidable emissions and support your Sustainability Program. Carbon Footprint Ltd's offsetting projects help fight global climate change, as well as improving health, biodiversity, reforestation, and ensuring the well-being of local communities.

There are a vast range of projects to choose from; whether you're looking for a more cost-sensitive option or want to contribute to a project in a specific region of the world. Carbon Footprint will also discuss alternatives if these do not suit your requirements. All their projects meet the Quality Assurance Standard for Carbon Offsetting and BSI's PAS 2060 specification on carbon neutrality.

Carbon Reporting

We offer a comprehensive measurement and reporting tool that provides detailed data on travel emissions. This encompasses all air and overland travel in line with the DEFRA Guidance regarding Scope 3 Emissions. Active Scope 3 reports are provided which use actual distances and class, travel type, and radiative forcing to ensure carbon emissions are measured and presented correctly.



Our reports can be saved and rerun using a desired date range and can be downloaded and saved instantly in a wide range of formats.



CHECK OUT SOME OF OUR MOST POPULAR ITINERARIES



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WWW.DIVERSITYSTUDYTRIPS.CO.UK