



TERMS & CONDITIONS

EVENT BOOKINGS

World School Games Event Series
A trading name of GYS Travels LLC.

Email: journeys@wsgevents.com
Website: wsgevents.com

Payment of your registration or deposit invoice is deemed acceptance of the Terms & Conditions in the following pages.

LAST UPDATED APRIL 2026 – VALID FOR ALL TOURS DEPARTING AFTER 01 AUGUST 2026

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1. Definitions:

"Group" or "you" means the organisation or entity entering into this agreement (as named on page 5).

"Group Leader" is the designated person in charge of the group of students, as identified by the group Principal, CEO or Educational Visits Coordinator.

"Insufficient enrollment" means the minimum numbers for the trip or event to run have not been met. All prices quoted are based on minimum numbers being met. Shortfalls in numbers may increase the price for remaining travellers before a trip is cancelled due to insufficient enrolment..

"World School Games Event Series" abbreviated as "WSG" is a trading name of **GYS Travels LLC, company registration number 869510** .

"Traveller" means any person, fee paying or not, who attends or is going to attend a WSG event for any period of time.

"WSG Representative" is any person employed or engaged by WSG to provide a service during an event. This includes WSG directors and photographers.

"Trips" & "Tours" are interchangeable terms that refer to the time at which the group lands at the destination airport and departs from the destination airport.

“Booking Confirmation Document” is the accompanying document that should be signed in recognition of the Terms & Conditions, payment plan and all other information on the Trip. For the avoidance of doubt, payment of your registration or deposit invoice for a trip is deemed acceptance of these terms and conditions.

“Associated Responsible Adult” is any person designated by the Group to legally operate as a guardian to Travellers in the group during the trip.

2. Itinerary Confirmation:

WSG has customised an itinerary that has been provided to you previously as a sample itinerary for your group. Although WSG will endeavour to provide a Tour in accordance with the itinerary, this itinerary is indicative only and remains subject to modification and change by WSG at its sole discretion. Change to an itinerary will be driven by a desire to enhance the experience of the Travellers, enhance the safety of the travellers or due to the availability of one of the previously planned activities.

The final detailed itinerary will typically be emailed to you seven days prior to your departure. WSG may cancel a programme due to insufficient enrolment, unforeseen operational difficulties, lack of projected availability or any other reason at its sole discretion. The final itinerary is not flexible and cancellation of activities by the group leader (or member of the Group) may result in additional costs being incurred by the Group. If a trip is voluntarily cancelled by WSG prior to the commencement of that trip (save in circumstances where WSG has to cancel such tour as a result of your actions), a full refund will be made to you within four weeks of the cancellation date. WSG reserves the right to make reasonable changes in fees, itinerary, accommodations and activities if considered necessary or appropriate and such changes shall not constitute grounds for withdrawal from a Tour or cancellation with a refund.

In addition, WSG shall not be responsible for additional costs which are incurred as a result of changes to the itinerary requested by the Group (including, without limitation, changes to flight times) and such costs shall be borne by the Group. However, WSG will seek to accommodate any changes to the itinerary requested by the Group and minimise the cost of such changes where possible.

3. Responsibility and Change of Circumstances:

WSG has taken all reasonable steps to ensure that the suppliers contracted to provide services during your trip are reliable and maintain high standards in accordance with those of WSG. If unforeseen conditions beyond the reasonable control of WSG or the relevant supplier necessitate changes (for example, a change in the start time of any live sports event), WSG reserves the right to make changes to the itineraries and substitute the best alternative available. Any additional costs incurred as a result of such changes shall be borne by the Group (and not, for the avoidance of doubt, by WSG).

The Group shall be responsible for any additional costs to the service providers (including, without limitation, hotels and airlines) which arise solely as a result of the conduct of the Group (or a member thereof).

WSG will not be responsible for the payment of additional services outside of the agreed contracted services during an event. In an instance where additional fees are incurred (for example, transport in a taxi to the local hospital for an unwell pupil) this will be the responsibility of the Group. It is essential that The Group Leader has a means to pay for such costs on the Tour (credit card / travel card on behalf of the organisation, or similar). Under no circumstances will WSG pay & re-claim expenses from the organisation.

- WSG reserves the right to refuse any requested changes made by the Traveller and/or Group within 30 days of departure.

WSG may subcontract various elements of a tour to independent suppliers including, but not limited to, providers of overnight accommodations, transportation, sightseeing, and activities. All such services are subject to the specific terms and conditions of those suppliers. While WSG requires its third-party suppliers to undergo risk assessments and adhere to safety protocols consistent with WSG’s internal standards, WSG shall not be held liable for any personal injury, property damage, loss, delay, or irregularity resulting from any act, omission, or defect in any service provided by a third party.

4. Force Majeure & Exceptional Circumstances

Except where otherwise expressly stated, WSG accepts no liability for any loss, damage, delay, disruption, or additional expense arising from a Force Majeure event. This refers to any event or situation beyond the reasonable control of WSG or its suppliers, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Scope of Events: These events include, but are not limited to: war or threat of war; civil unrest; terrorism; governmental actions or sanctions; travel advisories; border closures; epidemic or pandemic; industrial disputes; transport failure; supplier insolvency; natural or nuclear disaster; and adverse weather conditions.

Liability and Refunds: In such situations, WSG shall not be liable for compensation, damages, or costs, including claims relating to personal injury or death, to the fullest extent permitted by law. WSG reserves the right to amend, postpone, or cancel itinerary elements to ensure traveler safety or tour viability. In the event of cancellation due to Force Majeure, WSG will endeavor to recover and refund third-party costs, less any unrecoverable expenses and an administrative fee. Please note that refunds from the supply chain are not guaranteed and are subject to the individual providers' policies.

5. WSG Event Support:

All key event information will be communicated to school via email in advance of departure and via the staff WhatsApp group which will operate throughout the event.

WSG will be contactable by phone throughout the duration of your tour. When on site at accommodation or event venues, WSG staff will be present and available to assist your group at all times.

Where schools are organising their own flights or travel to the event destination, WSG will not be responsible for the logistics related to your independently organised travel arrangements.

6. Accommodation/Meals:

WSG has taken all reasonable steps to ensure that the accommodation provided during your trip is reliable and providers maintain high standards in accordance with those of WSG. All Travellers will typically be accommodated in twin/triple/quad rooms during the Tour unless otherwise stated. Rooming for adults is based on twin occupancy unless otherwise stated. If available (adults only), single rooms will incur a single room supplement fee, which will be added to your invoice. This single room supplement fee applies to any free staff places as well. All such rooming requests must be received no later than 60 days prior to departure. WSG arranges the room only and will not be liable for any further fees such as Wi-Fi, room service or damages.

While WSG shall endeavour to accommodate special requests, such requests cannot be guaranteed. This includes, without limitation, requests for specific room allocations, rooms on the same floor, adjacent rooms, or any other preferences. All room assignments remain subject to hotel availability at the time of check-in.

If your group departs early in the morning they will be encouraged to eat breakfast AND bring a packed lunch. Please refer to your specialised itinerary for details concerning your specific event booking. Dietary and medical requirements will be requested 60 days prior to departure. WSG will make every effort to accommodate dietary requests but cannot guarantee that every supplier will be able to do so.

7. Travel Insurance Coverage:

WSG maintains public liability insurance with cover up to USD 5,000,000. However, it is understood that WSG shall not be liable for damages, medical costs, losses, or other expenses that are typically covered under appropriate travel or trip insurance.

Please note the distinction between our Professional Liability Insurance and your group's Personal Travel Insurance. Our company insurance covers our legal liabilities as a tour operator (e.g., negligence or professional errors). It does

not provide personal protection for individual travelers. Consequently, all travellers must maintain comprehensive travel insurance to cover personal risks such as medical expenses and emergency repatriation, travel delays or cancellations, and loss or damage to personal baggage and effects. Any claims arising from these personal incidents must be directed to your travel insurance provider, as they fall outside the scope of our corporate liability policies.

Where WSG sources travel insurance on behalf of a parent, or school, the policy is held by GYS Travels L.L.C, with participating students, teachers, and staff recognised as insured travellers under the group policy. The enhanced insurance coverage typically provided through this arrangement includes emergency medical expenses of up to USD 500,000 and accidental death or permanent disability benefits of up to USD 35,000, subject to the full policy terms and conditions. Any applicable excess relating to a claim will be the responsibility of the traveller's parent or guardian. Full policy wording and coverage details can be provided upon request.

Liability Cap: Notwithstanding any other provision, WSG's maximum liability shall not exceed 2× the tour price per traveller, except in cases of death or personal injury caused by negligence.

8. Losses and Damage:

WSG takes no responsibility for any personal loss of property or damage to personal items during an event. It is the Travellers' own responsibility to look after their personal belongings and obtain appropriate insurance. WSG will endeavour to provide security (safes in rooms) but cannot guarantee that this will always be available.

9. Safeguarding, Supervision & Group Leader Responsibility

The safety and well-being of all participants, especially the Travellers, is our top priority. All Tour Directors undergo annual comprehensive internal Safeguarding training.

Group Leader Responsibility (Loco Parentis): The Group Leader and accompanying staff act "in loco parentis" for all Travellers throughout the duration of the Tour. The Group Leader holds full legal and operational responsibility for the supervision, discipline, and behaviour of the Group. This includes maintaining appropriate boundaries, ensuring compliance with local laws, and serving as positive role models.

Supervision Boundaries: The supervision of Travellers is the sole responsibility of the Group Leader and accompanying staff. Under no circumstances should a WSG Tour Director be expected or asked to supervise, monitor, or be left alone with a Traveller(s). Any concerns or incidents regarding adult conduct will be addressed swiftly, with the ultimate goal of ensuring a secure and enriching experience for all.

10. Behaviour:

If your behaviour or the behaviour of any group member or the group as a whole is such that, in WSG's opinion or in the opinion of its suppliers, it may be considered to be disruptive or dangerous or in breach of any applicable local laws or if you, any other group member or the group as a whole, appear unfit to travel or partake in activities (whether by virtue of incapacity through drugs or alcohol or otherwise), WSG reserve the right, in their own absolute discretion or that of any supplier, to terminate immediately the provision of event arrangements for the individual person or the group as a whole.

This will include any return travel arrangements and, in this event, neither WSG nor their suppliers shall be liable for any compensation, refund or reimbursement of expenses.

Additionally, WSG reserve the right to cancel or terminate the school's participation at the event without refund, compensation or reimbursement of expenses where (i) you have failed to disclose all material facts that are required by the booking form and the booking conditions or (ii) you have made a materially false statement on the booking form or (iii) persons other than group members are found in occupancy of the accommodation or (iv) the behaviour of the Group is such that the WSG Event Manager believes it is unsafe or inappropriate to continue with the Tour.

The Group agrees to fully indemnify, defend, and hold harmless WSG against any and all claims, damages, losses, legal costs, or liabilities arising directly or indirectly from the conduct, actions, or omissions of any Traveller or member

of the Group. This includes, but is not limited to, property damage, misconduct claims, and any third-party litigation resulting from the Group's presence or actions during the Tour.

11. Health & Safety and Operational Standards:

Local Standards: All services (including transport, accommodation, and activities) are subject to the laws and safety standards of the country in which they are provided. Travellers acknowledge that these local standards may differ significantly from those of the UAE, UK, or the Traveller's home country. WSG's obligation is to ensure that suppliers comply with local regulations; WSG shall not be liable for any failure of a service to meet standards higher than those required by the local jurisdiction.

Venue Restrictions: Resorts and venues are legally required to enforce local Health & Safety legislation. Consequently, certain facilities may be restricted based on age, height, or supervision requirements (e.g., theme park rides or swimming pools). WSG is not responsible for any Traveller's inability to access facilities due to these mandatory local restrictions.

Medical Responsibility: It is the Group's responsibility to ensure all Travellers carry necessary medical information and supplies (e.g., allergy lists, inhalers, and prescriptions). The Group Leader holds sole responsibility for the maintenance, storage, and administration of all medications. Medical disbursement protocols must be agreed upon by the Group internally prior to travel.

12. Website Accuracy:

WSG regularly checks and reviews price information displayed on their websites but note whilst every effort is made to ensure the accuracy of all information and prices displayed on their website, such information may not be fully up to date.

13. Permission to Photograph or Videotape:

It is assumed that parents and guardians consent to their child being photographed or videotaped for the purposes of the Tour or WSG advertising or marketing material, by any WSG representative unless notification is received. WSG expects the school to notify parents of this clause during the school's normal procedures for obtaining parental approval for extra-curricular activities. WSG reserves the right to publish all photographs on their website but are happy to withdraw any photographs upon specific request from parents or teachers. If participants do not wish to appear in WSG media posts, please notify WSG at least 7 days prior to departure, in writing, to indicate the extent to which you deny such reproduction.

14. Risk Assessments:

Where possible WSG obtains risk assessments for all known venues that Travellers will be attending on their Tour. WSG is not responsible for completing any internal risk assessments schools may be required to complete but will assist in the completion of these and are happy to provide copies of their own risk assessments.

Risk Assessments for all venues/experiences, as well as coach travel, can be emailed to the group leader in advance of the Tour on request.

15. Laws and Jurisdiction:

This contract is subject to UAE Law which also covers any dispute, claim or other matter which arises between the parties. Both parties also agree that any dispute, claim or other matter of any description which arises between them must be dealt with by the Courts of the UAE only.

Complaints must be submitted in writing within 21 days after tour completion.

16. Registration and Payment Terms:

A registration will be considered binding on both parties upon receipt of the signed Booking Confirmation Document and the required deposit for each Traveller. Upon receipt of these items, the Group Leader and WSG will work together to fulfil the programme as outlined in the itinerary supplied to the group and in accordance with the terms contained within this International Travel Terms & Conditions document.

It is the responsibility of the Group Leader to ensure that parents or payers have read and understood these terms prior to making payment. In most cases, parents will also be required to complete a Traveller Information Form (TIF) which includes acknowledgement of the International Travel Terms & Conditions. In essence, the completion of the TIF and payment of the deposit form part of the same registration process and should be completed at the same time.

WSG accepts the deposit payment as confirmation that the payer has read, understood, and agreed to these terms and has willingly entered into a binding agreement. Any clarifications, questions, or concerns should therefore be raised before payment is made.

Payment structures and instalment schedules are designed in line with WSG's supply chain commitments and supplier payment deadlines. These structures ensure that reservations for flights, accommodation, activities and other travel services can be secured in a timely manner and help avoid disappointment caused by unavailable inventory or price increases. Payments may be made either through the school or directly to WSG by parents, depending on the structure agreed for the trip and the payment platform selected in coordination with the school.

All Travellers are required to follow the payment schedule issued to the group, with the final balance due no later than 30 days prior to departure unless otherwise stated in the Booking Confirmation Document. All payments must be made by the stated due dates. Where payment remains outstanding up to seven (7) days after a due date, WSG reserves the right to apply a late payment fee of 500 AED per Traveller. If payment remains outstanding beyond seven (7) days after the due date, WSG reserves the right to remove the Traveller from the booking. In such circumstances the Traveller's place on the trip may be cancelled and any deposits and payments made up to that point will be non-refundable.

Where payments are made directly to WSG through the chosen payment platform, merchant processing charges and administrative fees may apply. These charges will be clearly displayed and transferred to the payer at the point of checkout. In the event that a Traveller withdraws from a trip or is removed from a booking after payment has been made, any administrative fees and merchant processing charges are non-refundable.

17. Traveller Information Form (TIF):

The Traveller Information Form (TIF) is a critical document used to collect essential travel information required for group bookings, operational planning and the preparation of travel documentation. It is essential that the TIF is issued by the Trip Leader to parents or travellers at the time the deposit payment is requested. Failure to distribute the TIF in a timely manner may result in incomplete or delayed submission of required traveller information, which may affect WSG's ability to prepare and issue necessary documentation, including visa support letters and other travel-related paperwork.

Schools are responsible for distributing the TIF to parents or travellers within five (5) working days of receipt from WSG. WSG will only issue visa support documentation once all travellers have fully completed and submitted the TIF. Where delays occur in the distribution, completion or submission of the TIF, WSG cannot be held responsible for any resulting delays in documentation, visa processing or associated administrative requirements. WSG reserves the right to delay or withhold the preparation of travel documentation, bookings or visa support until all required traveller information has been received in full. Any additional costs, penalties, expedited processing fees or administrative charges arising from late or incomplete submission of the TIF will be the responsibility of the school or traveller and not WSG.

Parents & travellers are responsible for ensuring that all information submitted via the TIF is accurate, complete and provided within the requested timeframe. WSG cannot be held responsible for any errors, omissions or inaccuracies in the information provided, and any resulting costs, delays or penalties arising from incorrect or incomplete information will remain the responsibility of the traveller or school.

18. Changes to Group Size:

Prices stated in the Trip Booking Form are based on a pre-agreed number of Travellers. Should the number of Travellers decrease below a certain threshold this will result in an increase in price for the remaining Travellers or a negotiated reduction in certain elements of the itinerary (activities, insurance or similar) in order to cover the fixed costs which are to be shared among the group.

19. Cancellation & Refund Policy:

Written notification of cancellation must be received by WSG if a Traveller wishes to cancel their place on a Tour at any time.

In the event of such cancellation:

- All team registration fees are **non-refundable** as standard.
- All Payment 1 instalments are **non-refundable**, but places can be transferred to another student where appropriate.
- Cancellations **more than 60 days** before departure will be eligible for a refund of 50% of any fees paid after Payment 1.
- Cancellations received within 60 days of the departure date will not be eligible for any refund.
- In case of illness or injury preventing a passenger from travelling, WSG can assist with an insurance claim; however, we cannot guarantee any compensation*.

*If a suitable replacement is found by the Group Leader, it may be possible to substitute one Traveller for another. In the event a replacement traveller is found, any fare change fees applied by the airline will be charged to the cancelling Traveller. Required changes will not be made until the change fees are paid (directly to WSG).

If a Traveller withdraws from a Tour due to personal circumstances, perceived safety concerns, media reports, or changes in personal comfort levels, standard cancellation terms will apply. Where a Tour continues to operate in accordance with official government guidance and safety advice, a Traveller's decision not to participate will be treated as a voluntary cancellation. WSG may adjust itineraries, activities, or daily schedules in response to operational or safety considerations. Such adjustments do not constitute cancellation of the Tour or create entitlement to refunds outside the standard cancellation policy.

Cancellation by the Educational Institution: In the event that a school, university, or educational institution initiates a cancellation of the Tour on behalf of its enrolled participants, such cancellation shall be governed by the following terms:

- *School as Authorised Agent:* By enrolling a Traveller in a school-organised Tour, each family, parent, or guardian expressly acknowledges and agrees that the enrolling institution acts as their duly authorised representative and agent for all aspects of trip management, including cancellation decisions. Any cancellation decision made by the institution is absolute and binding on all registered families.
- *Deemed Consultation & Consent:* The institution's decision to cancel shall be treated as conclusive evidence that it has fully consulted with all registered families/guardians, and that such families have been informed of, and consented to, the cancellation.
- *Classification as Voluntary Cancellation:* A cancellation initiated by the educational institution shall be classified legally as a voluntary cancellation by all registered participants, regardless of the individual circumstances or preferences of each family.
- *Limitation of Liability:* Once an institutional cancellation is classified as voluntary, WSG shall have no liability for refunds, compensation, or damages beyond what is strictly recoverable and stipulated under the standard cancellation policy outlined above.

20. Passport, Visa & Entry Requirements:

- Passports must have a minimum of 6 months validity from the last day of the tour and at least two blank pages.

- It is the sole responsibility of each parent/guardian to check and ensure compliance with all passport and visa requirements for the destination country and return to home country, including but not limited to validity, entry conditions, and supporting documentation.
- Upon receipt of deposit payments to WSG and all necessary traveller information, WSG will provide visa application supporting documents (i.e. Invitation letter, flight booking reference, and hotel booking) within 14 days. Processing times may vary depending on embassy requirements.
- WSG will not be held responsible for any travel issues relating to an individual not having the correct travel documents.
- WSG acts only as a facilitator in providing supporting documents and does not guarantee visa approval, as final decisions rest solely with the respective embassies or consulates.
- WSG will not issue refunds to an individual if they discover they cannot travel due to visa denial, visa restrictions, incomplete documentation, or failure to meet entry requirements after payment has been made.

WSG does not provide individual visa advice. While we provide standard supporting documents, it is the family's sole responsibility to identify and obtain any additional requirements. WSG accepts no liability for costs or losses resulting from visa delays, refusals, or incorrect documentation. We strongly urge families to consult the relevant embassy and notify WSG of any potential issues before confirming a booking.

21. Trip Approval

If an organisation is required to seek approval from a governing body or education authority, this should be done as early as possible. In the event that the trip is cancelled because approval has not been granted, WSG will not be held in any way liable, and no refunds will be given. If, for whatever reason, there are outstanding payments at the time that the trip is cancelled, all fees due at that point in time must still be paid, in full, by the Group to WSG.

22. Overall Aim

As partners in travel, we are committed to providing an unforgettable experience for all stakeholders. We understand that challenges may arise during both the customer journey and in the destination itself. However, rest assured that we are committed to finding fair and reasonable solutions to any issues that may come your way. We believe in clear and timely communication and know that any bumps along the road are better navigated collaboratively. Our aim is to build a trusted relationship with you and your organisation, and at every stage of the process ensure a smooth experience for all involved.