



FAQs

Find answers here to frequently asked questions about Escape the Classroom including:

- The Basics
- Support
- The Group
- Accommodation, food & transport
- Flights
- Finances

Questions relating specifically to your itinerary or destination can be found in each trip document on our website.

Feel free to contact us with any other questions!

The Basics.

What is STC Escapes?

Escape the Classroom is an opportunity to travel, relax and discover something new in your break, helping you return to school feeling refreshed and inspired. It is a fully inclusive adventure to an exciting destination with a group of fellow teachers and their partners. The three STC Escapes for 2019 are to Morocco, Kenya and Vietnam. Join as an individual, a group of colleagues or with a friend or partner.

Who's in the group?

Fellow teachers, educators, colleagues, partners, jokers and adventure enthusiasts. Each STC Escape trip is led by a local STC Expedition Leader and an Assistant Leader from STC Expeditions.

What will the trip involve?

Each Escape trip has been carefully crafted by travel experts to have its own unique blend of action-packed days and genuine cultural experiences, as well as time to relax. You will meet the rest of the group and assistant STC leader at the airport in the UK or anyone booking their own flights will meet the group at a specified time and location on arrival. Your local STC Leader will collect the group on arrival and transfer to the first hotel for a welcome briefing.

Once in country, relax and enjoy the guided itinerary which showcases the very best of your destination. Activities could include trekking, cycling and white-water rafting! You could be overnighing in hotels or guesthouses; meeting with local people during the day and being shown their village and daily lifestyle. The group will eat together in local restaurants. There will be plenty of time to relax as each itinerary has a section for either yoga, star gazing and sunsets.

We – rather ironically – include a learning session in all Escape trips. This could be visiting a school for an talk about the education system, visiting a local cooperative or a villager teaching you to cook delicacies.

Is there an expedition leader?

A bilingual, first-aid qualified and extremely experienced local STC Leader will meet the team on arrival in country and be with you throughout. These are local legends who of course know the destination better than anyone, including its culture, local languages and so on. All leaders have a minimum of three years' leading experience and have gone through our in-house training programme.

Is it responsible travel?

We are the leading UK expedition company in responsible travel and the only to be Travelife and Child Safe Certified. Our ethos is to educate the next generation of responsible world travellers. You can rest assured any adventure planned with us will be sustainable and ethical.

We practice what we preach by carbon offsetting our flights, use eco-cars, use local providers, ban inappropriate uses of wildlife and support several non-for profit and conservation programmes worldwide.

[Click here](#) for more information.

How can I sign up?

Glad to have you with us! First, please register your interest by contacting Emma at STC Expeditions. You will then receive a digital booking pack by email to sign up. To join the group, you will need to complete an online booking form and pay the deposit. [Click here to register your interest.](#)

Support.

What information will I get before the trip?

We will keep you updated with everything you need to know in the lead up to your adventure. Log in to the STC online portal to access pre-departure trip information. This will be added to over time, and includes:

- Destination information
- Itinerary
- Flight details
- Kit list, advice & discounts
- Training Plan
- Travel health brief
- Insurance policy
- Visa information (if applicable)
- T&Cs

We will send you regular email updates to let when there is a new document available and reminders to action things like applying for your visa (if applicable).

What is the online STC Portal?

This is your 'go-to' resource containing all trip documentation. More information will be added over time and you will also receive regular emails from us with important trip updates.

To login, visit the STC website and click '[Log In](#)' on the top right-hand side of the page. You will need the email address and password used when you first registered. Click 'Forgot your Password' if you no longer have this to hand, you will then receive an automated email (check the junk folder) inviting you to reset your password.

Who can I contact at STC Expeditions with questions?

Your travel plans are being coordinated by: **Emma Anderson**

STC Expeditions, 6b King Street, Exeter, Devon, EX1 1BH

Direct dial: 01392 790013

Office: 01392 660056

Email: emma@thestc.co.uk



We are a small, friendly team here at STC Expeditions where we pride ourselves on our attention to detail. It is not uncommon for all of us to speak to clients during the course of your trip with us, sometimes just for a natter and catch up.

What about safety on the trip?

We work with many highly experienced teams and individuals around the world to create inspiring experiences in a carefully risk-assessed environment. We have an unblemished safety record (well, apart from the teacher dislocating her thumb whilst getting off a camel) and feel very confident when we say you couldn't be in better hands.

[Click here](#) for more information.

The Group.

How many in the group?

There is likely to be 12-20 in the group along with your local STC leader and assistant leader. We have set a maximum capacity of 25. In our experience this is an ideal size as it is large enough for you to be able to socialize within the group and form new friendships, whilst small enough to easily move around the country.

Can I bring my partner?

Absolutely! The more the merrier. You will both need to register individually online. You can request to share a room with your partner by email to emma@thestc.co.uk

Can I bring my children?

Afraid not. This is a trip just for teachers and their partners, to escape the classroom and leave any potential 'stressors' behind! See this as an opportunity to break away from your normal routine, unwind and have an entirely 'you' focused adventure.

Can I meet the group beforehand?

We will invite you to join a private Facebook group about 3 months before you depart so you can get to know the others teachers in your group, ask questions and share ideas.

There are a few of us signing up, can we book a private trip?

If you are a group of 10 or more, please contact us for more details on booking an entirely private and bespoke STC Escape. You can call us on 01392 660056 or email emma@thestc.co.uk

Is there a minimum number for the trip to go ahead?

The trip will run with a minimum group size of 6. If the trip does not meet our minimum numbers we will offer you to switch onto a different STC Escape trip, in line with our terms and conditions.



Accommodation, food & transport.

What's the accommodation like?

Your itinerary will involve a variety of accommodation, mainly hotels and local guesthouses. You will also experience lodgings unique to your destination for example traditional stilt houses in Vietnam and Moroccan gites. The Morocco and Kenya trips include camping. Rooms are based on twin sharing and single-sex and you are welcome to request a room share preference.

Who will I be sharing a room with?

Rooms are based on twin sharing and single-sex so you will be sharing with another member of your group.

Can I share a room with my partner/friend?

Absolutely! Just request this during your booking or email us at emma@thestc.co.uk

Do I need to bring a sleeping bag?

Tents and sleeping matts are usually provided – please see the 'Kit & Equipment' section of your trip information on our website. If your itinerary includes camping you should bring your own sleeping bag and can find more details on which type in your specific kit list & advice once signed up.

Can I purchase a single supplement?

Yes you can purchase an optional single supplement and can select this option during your registration or email us at emma@thestc.co.uk. The cost of this varies from trip to trip and you will find this in the trip document on our website. This will be added on to your final balance.

What is the food like?

As traditional as possible! You will not go hungry on our trips and meals are usually prepared by a local cook or team, or enjoyed at local restaurants. Please see your itinerary for details on which meals are included.

Will my dietary requirement be catered for?

Of course. You should inform us of any dietary requirements or allergies as soon as possible so that we can cater for you. As you will have likely found on other travels, sometimes dietary requirements can mean you are offered a more limited diet so we do recommend you also bring some of your favourite snacks or seasonings with you.

What transport is there?

Road transport is usually in private minibuses or coaches. Depending on the itinerary, you may also travel by speedboat or camel!

How can I keep in touch with home?

Let's face it – no matter how off the beaten track we feel or would like to feel – there is usually WiFi.

Flights.

When will we receive flight details?

We take care of all flight arrangements for you and are usually able to share the group flight details with you 9 months before the trip. Flights will depart from a London airport, contact us if you would prefer to fly from Manchester.

Flights are of course subject to minor schedule changes. Minor changes will be reflected on the portal and in the case of a major change we will notify you by email.

Can I book my own flights?

There is a land only option available if you would prefer to book your own flights. You **must** inform us of this during or before registration. We will then notify you of a specific time, date and location to meet the group in country and it is your responsibility to be on time. You will still need to register online and pay the deposit to secure your place and your final balance will be less.

Do I need to check in in advance?

No, we take care of all flight arrangements for you and the assistant leader from STC Expeditions will hand out your tickets at the airport.

What is the baggage allowance?

We usually advise you to pack your main bag to approx. 20kgs and smaller day bag no more than 10kgs – with space for the inevitable souvenirs! You will receive a confirmed baggage allowance for the airline in your flight details.

Where do we meet up?

We will confirm a meeting point at the UK airport for you to meet the rest of the group and assistant leader from STC Expeditions. This is usually about 3 hours before the flight departs.



Finance.

Is my money safe?

All the flight inclusive tours and expeditions are financially protected by the ATOL scheme.

Our ATOL licence number is **11054**.



When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it.

Please see our booking conditions for further information or for more information about financial protection and the CAA website for more details on the ATOL Certificate:

<https://www.caa.co.uk/ATOL-protection/Consumers/About-ATOL/>

What's included in the cost?

We wish to be absolutely transparent when it comes to where your money is going. Our trips are fully inclusive - there are no hidden costs. Everything included and not included in your specific Escape trip is listed in your trip document on our website. These are included in all of the trips:

- Return international flights & airport departure taxes (unless you select the land only option)
- All accommodation
- All transportation in country
- All meals as set out in itinerary (usually here is 1 dinner or lunch not included so that you and a few friends or partner can head off to find your own restaurant if you prefer)
- All activities set out in the itinerary
- FREE trip t shirt
- FREE Water2Go Bottle & access to daily water refills
- Bi-lingual, first aid-qualified STC local expedition leader
- Assistant leader from STC Expeditions
- 24 hour UK operational support whilst overseas
- Permanent operations team in your destination
- Travel insurance (this does not include cancellation and personal effects insurance)
- Group first aid kit and prescription meds pack
- Full support, safety management & emergency plans
- Online portal for 24/7 access to detailed pre-departure information
- ATOL financial protection

What's not included in the cost?

- UK airport transfers
- Visa (if required)
- Any necessary/optional inoculations
- All drinks
- Tips for guides, drivers and porters

How much am I likely to spend in country?

As these are fully inclusive tours you are likely to only need spending money for drinks, tips and souvenirs. We recommend bringing about £50-100 spending money.

What currency shall I bring?

We will advise you what currency is best to bring to exchange in country. US Dollars are widely accepted or bringing a currency card is advisable.

How can I pay?

Payments can be made either by BACS transfer or cheque. Regretfully we are not yet able to accept credit card payments or take payments over the phone. The cost of the trip can be split over:

1. Deposit payment (due on registration)
2. Interim payment (due 6 months prior to travel)
3. Final payment (due 1 month prior to travel)

Once you have registered for a trip we will send you the bank details to set up your payments.

Can I pay the final balance with a credit card?

Unfortunately we do not accept credit card payments. You may make payments by cheque or BACS transfer.

What about tipping?

Tipping is not included in the cost of the trip but we will give you advice as to how much is typical. This is entirely at your discretion. Tipping is greatly appreciated by local Leaders, guides and porters in most destinations we visit.

