



Educational Group Bookings Policy

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Introduction

Policy statement

This policy has been established to outline easyHotel's position on Educational Group Bookings. To ensure safe and efficient operations at our hotels and provide the best possible environment for staff and guests, easyHotel expects schools, colleges and other educational institutions to adhere to the standards outlined in this policy.

Who does this policy apply to?

This policy applies to any Educational Group Booking (as defined below) made with easyHotel UK Limited (company no. 05018910) or one of its subsidiary (connected) companies ("**easyHotel**", "**we**", "**us**" or "**our**") and should be read carefully in conjunction with the terms and conditions on our website (www.easyhotel.com/terms-conditions).

There are a number of franchisees trading under the "easyHotel" brand. Where a franchisee is the owner or operator of a hotel, this policy is not applicable and separate terms shall apply to Education Group Bookings made at the relevant hotel.

Contacts

If you have any questions about this policy, please contact our group bookings desk at groups@easyhotel.com or visit our website (www.easyhotel.com) and click on the "Contact Us" link. We will respond to you as quickly as we can, the expected maximum response time is 5 working days.

Definitions and interpretation

Except where indicated defined terms in this policy have the same meaning as set out in the terms and conditions on our website. Words in the singular include the plural and vice versa.

Educational Group Booking

means a booking of five or more rooms for the same night made by a school, college, or educational institution, that includes children aged 11-17 in the booking.

Group Leader

means the representative of the school, college or educational institution who is responsible for leading the group and is easyHotel's main point of contact.

Loco Parentis

means the legal responsibility of a person or organisation to take on some functions and responsibilities of a parent.

Procedures

In addition to following the booking process set out in our terms and conditions, at least 48 hours before your stay at easyHotel, the Group Leader must provide a confirmation letter in the form attached to this policy (see *Annex 1 – Confirmation Letter*).

The confirmation letter must be on headed paper and should be emailed to groups@easyhotel.com.

If you choose to email a full list of the names of each group member ahead of your arrival, you must ensure that you bring a copy with you and that the hotel reception are made aware of any changes/updates on arrival and during your stay.

The school, college, or educational institution should risk assess the children that are staying with easyHotel (especially vulnerable children) and discuss the outcome of any risk assessments that might be relevant to the hotel stay with the hotel before the visit commences e.g. any relevant allergies, special requirements etc.

The school, college, or educational institution should contact the relevant hotel before the visit commences and a copy of the hotel fire plan including how guests will be warned of fire and the assembly point location should be noted and discussed with the relevant supervising adults

Conduct

Behaviour

We expect all easyHotel guests to have consideration for other people. If, in our reasonable opinion, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the booking of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the hotel. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not be liable or pay for any loss, damage, cost or other expense incurred as a result of the termination.

Supervision

The Group Leader and the other adults accompanying the group shall, at all times:

1. act *in Loco Parentis* to group members;
2. ensure that the group is adequately supervised;
3. ensure the safety of each group member so as not to put themselves or others at unnecessary risk including, without limitation, ensuring that the group members:
 - a. take care when in or around the hotel;
 - b. do not wander corridors or communal areas between 22:00 and 07:00 hrs;
 - c. are not intoxicated or under the influence of any other substances and, in any event, shall not permit anyone under the age of 18 to consume alcohol;
 - d. are aware of their behaviour and actions in the context of their surroundings;
 - e. ensure that no members of the group behave in any way which may cause a fire hazard; and
 - f. ensure that the group or any members of the group do not break any laws.

Supervision ratios

The school, college, or educational institution must determine the appropriate supervision ratio. Where children have medical needs, special educational needs or disabilities we expect your risk assessment to help you decide on appropriate supervision ratios.

Further guidance on supervision ratios is available on the NSPCC's website:

<https://learning.nspcc.org.uk/research-resources/briefings/recommended-adult-child-ratios-working-with-children>

Overall responsibility and easyHotel liability

You have overall responsibility for the children that are part of your Educational Group Booking. Except where the applicable law cannot be excluded or limited, easyHotel has no liability to you or any member of an Educational Group Booking.

Data protection

Our Privacy Policy is available to view on our website (www.easyhotel.com/privacy-policy) together with details of how we process personal information in connection with you, your group and your booking(s).

Quality control

Please contact our group bookings desk (groups@easyhotel.com) if you:

- notice any formatting errors in this policy (broken links, spelling mistakes and so on);
- have any comments about the layout or navigability;
- or you require this policy in a different format.

Annex 1 — Confirmation Letter

(To be on headed paper)

Dear Sirs,

Date

Educational Group Booking

Name of School:

Name of Group Leader:

easyHotel location:

Check in date:

Check out date:

In relation to our booking (as detailed above), we confirm the following:

- the Group Leader and all other adults accompanying the group have been DBS checked;
- we have conducted relevant risk assessments and discussed the outcome of the risk assessment with the hotel (where relevant);
- we have obtained relevant consent from the parent or guardian of any group member under 18 years of age;
- we have read easyHotel's fire safety policy; and
- we have provided, or at the time of arrival the Group Leader will provide, a full list comprising the first and last names of each group member staying at easyHotel.

Yours faithfully,