

**10 Weeks before departure****Final balance due***

To see our payment terms & conditions visit our [website](#)

**6 Weeks before departure**

All passenger details (ie passport details, height, weight, shoe size, dietary needs, etc.) must be entered by parents on the parent portal before this date

**4 Weeks before departure**

Airline fees will now apply for any amendments to names provided on the portal, see fees below:
Full name change fee - €/£150
Full Change of forename or surname - €/£75
Additional Forename/Surname - €/£50

Important Deadlines for Parents

INSURANCE & PASSPORT/VISA INFORMATION

01

Insurance Pre existing medical conditions



It is very important that parents of students with pre existing medical conditions contact the traveller Medical Screening Line where the medical co-ordinators will advise if specified conditions can be covered and how much it will cost to do so. Please refer to the school for your insurance policy number before calling.

TEL: 00353 1 533 7357

02

Insurance Claims



All cancellations must be advised to the school. The school will provide you with the policy number. Check the Insurance information document to see if your claim is covered and then request claim forms by phone or email at:
FAIRSURE TRAVEL
INSURANCE CLAIMS -
00353
15337352/claims@white-horse.ie

03

EHIC/GHIC



The European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC) entitles your child to healthcare through the public system if they become ill or injured during the trip.

GROUPS TRAVELLING
FROM NORTHERN
IRELAND AND UK WITHIN
EUROPE ONLY - POST
BREXIT
<https://www.gov.uk/global-health-insurance-card>

GROUPS TRAVELLING
FROM IRELAND WITHIN
EUROPE ONLY
<http://www.ehic.ie>

04

Passport & Visa



Irish Passport holders: We recommend you have at least 3 months validity on your passport at the time of travel

British passport holders:
Your passport must have been issued within the previous 10 years the day you enter the EU on condition that it is valid until the end of your stay plus an additional 3 months.
<https://www.gov.uk/foreign-travel-advice>

Non-EU passport holders: a Visa may be required to travel to your chosen destination and it is each individual's duty to ensure they have the necessary documents for travel.

Groups travelling to USA
In order to travel to the United States, passengers will need to apply and obtain an [ESTA online](#)

How & When Parents should contact Topflight

1

Check the **FREQUENTLY ASKED QUESTIONS SECTION** on our website to help answer your query



2

Watch the Parent Portal **VIDEO TUTORIAL**



3

If your query cannot be answered on the above links, please email us at: schools@topflight.ie

PLEASE ONLY CONTACT US IF YOU ARE EXPERIENCING THE FOLLOWING:

- Issues logging into the Parent Portal
- Issues making a payment online

PLEASE CONTACT THE SCHOOL FOR ALL OTHER QUERIES