

Spoken words fly away, **written ones remain.**

We have put in writing how we take a school group abroad. From student safety to visas, from room allocation to invoicing: 19 standards that are clear, measurable and the same on every trip.



19 standards in 6 parts

CampusORG plans school trips around students' safety, educational goals and daily needs. These standards define the scope of service offered to school leadership, our working principles and the conditions that apply throughout the trip.



Current version and shareable link

campusorg.com.tr/standartlar?lang=en

20+ years

Minimum professional experience of our tour managers

STANDARD 07

1:10

One accompanying teacher for every ten students

STANDARD 08

7/24

Head-office crisis desk

STANDARD 02

5 km

Full-service hospital required within this radius of the hotel

STANDARD 10

1/1000

Visa refusal rate across our school groups to date

STANDARD 12

14 days

Maximum time for refunds

STANDARD 16

WHAT WE PROMISE, AND TO WHOM

For parents

Your child is received in Türkiye and brought back to Türkiye. **07**

Phones on all night, a 24/7 crisis desk and a short update every evening. **02**

A separate bed for every student and a hospital within 5 km of the hotel. **10**

No student goes to hospital alone. **03**

If no visa appointment can be secured, every payment is refunded. **12**

No student's face is shown in the photos we share. **14**

For school leadership

One teacher for every ten students; one administrator with 40 students. **08**

Parents' documents never come to the school; we ask you only for institutional documents. **12**

Ministry of Education permit documents arrive prepared. **13**

The programme is planned around your educational goals. **09**

Extra charges come to you first, and to parents only after your approval. **15**

Cancellation solutions that prevent conflict between school and parents. **16**

For teachers

The tour manager's day starts before yours and ends after room checks. **07**

Your visa costs, exit fee, daily allowance and phone costs are covered. **08**

Twin rooms, and a single room if you have no same-gender roommate. **08**

Free time and headcounts follow written rules. **04**

You are never on your own in a difficult moment: the 24/7 crisis desk. **02**

19 promises at a glance

Each line summarises one standard; the numbers match the standards in the full text.

I PART 1 / 6

Safety first

- 01 Clear professional boundaries; our team does not drink alcohol during the trip.
- 02 A 24/7 crisis desk and phones that stay on all night.
- 03 No student goes to hospital alone.
- 04 Even free time has rules.
- 05 Seat belts in every seat, a rested driver at the wheel.
- 06 Comprehensive travel insurance, not just a visa formality.

II PART 2 / 6

From Türkiye and back

- 07 We receive the group in Türkiye and bring it back to Türkiye.
- 08 One teacher for every ten students.

III PART 3 / 6

Full days, restful nights

- 09 Every programme starts with a learning objective.
- 10 We choose a hotel by who else stays there.
- 11 Meals, water and breaks are built into the route in advance.

IV PART 4 / 6

The paperwork is on us

- 12 If no visa appointment can be secured, every payment is refunded in full.
- 13 Ministry of Education permit documents arrive prepared.
- 14 No student's face is shown in the photos we share.

V PART 5 / 6

Open books

- 15 What is included, and what is not, in one table.
- 16 No deductions for cancellations made at least 30 days before the trip.
- 17 No cash for trip fees, no surprise amounts.
- 18 Invoices within five working days, in the student's name.

VI PART 6 / 6

We measure what we wrote

- 19 At the end of every trip, you write our report card.

Safety first

Child protection is the founding principle of every CampusORG school trip. From the programme and supplier selection to the field team and night-time arrangements, every decision is tested against it first.

01



CHILD PROTECTION AND STUDENT SAFETY

Clear professional boundaries; our team does not drink alcohol during the trip.

- ✓ Staff are never alone and unsupervised with a student in a closed space, and never form personal closeness or private communication.
- ✓ No physical contact with students except when giving first aid.
- ✓ Our tour managers and group leaders do not drink alcohol during the trip.
- ✓ Staff who have contact with students provide a current criminal record certificate before assignment.
- ✓ Every concern is reported to the child-protection lead immediately and recorded.

PART B · FULL TEXT · STANDARD 01

02



EMERGENCY MANAGEMENT AND UNINTERRUPTED COMMUNICATION

A 24/7 crisis desk and phones that stay on all night.

- ✓ Several emergency channels: the tour manager, a trip-specific emergency line, the 24/7 crisis desk and, if assigned, the group leader.
- ✓ Contact details go to school leadership first, then to parents.
- ✓ The tour manager's room and mobile phones stay on all night.
- ✓ A parent briefing before the trip; short updates at every flight, on hotel arrival and every evening.
- ✓ A written risk assessment for every trip, prepared at proposal stage.

PART B · FULL TEXT · STANDARD 02

03



HEALTH, ALLERGY AND MEDICATION MANAGEMENT

No student goes to hospital alone.

- ✓ A health and dietary form before the trip; the information is shared only with the people who need it.
- ✓ Allergies are communicated to restaurants and hotels in advance, in writing and in the local language.
- ✓ Who keeps regular medication, and how it is taken, is agreed with parents in writing.
- ✓ A teacher or the tour manager always accompanies a student to any medical facility.

PART B · FULL TEXT · STANDARD 03

04



FREE TIME AND GROUP SUPERVISION

Even free time has rules.

- ✓ Groups of at least three, a defined area and a meeting time announced in advance.
- ✓ A headcount at every departure, every boarding and every meeting point.
- ✓ Every student carries a contact card with the hotel address in the local language.
- ✓ A written search protocol if a student cannot be reached.

PART B · FULL TEXT · STANDARD 04

05



TRANSPORT SAFETY

Seat belts in every seat, a rested driver at the wheel.

- ✓ Transfers only with transport companies licensed in the country concerned.
- ✓ Vehicles with seat belts in every seat; belts stay on throughout the journey.
- ✓ Drivers observe legal driving and rest times and do not drink alcohol while on duty.

PART B · FULL TEXT · STANDARD 05

06



INSURANCE COVER

Comprehensive travel insurance, not just a visa formality.

- ✓ Medical cover: EUR 30,000 on Schengen trips, EUR 50,000 for other destinations.
- ✓ Over 20 benefits, including medical transport, a family visit, baggage, delays and accident cover.
- ✓ Up to EUR 1,000 per participant if the trip is cancelled for force majeure.
- ✓ A written summary of the policy for parents.

PART B · FULL TEXT · STANDARD 06

From Türkiye and back

CampusORG does not send school groups abroad alone to be met by a local guide at the destination. Our tour manager receives the group in Türkiye and brings it back to Türkiye, with one teacher for every ten students alongside.

07



TOUR MANAGEMENT AND GROUP COORDINATION

We receive the group in Türkiye and bring it back to Türkiye.

- ✓ Our tour management starts and ends in Türkiye; we do not work with a meet-at-destination model.
- ✓ For schools outside Istanbul, the minimum scope starts at Istanbul Airport; on request, from the school's own city.
- ✓ Our tour managers: at least 20 years' experience, at least two languages, pedagogical training.
- ✓ The tour manager's day starts before the teachers' and ends once room checks are complete.
- ✓ Larger groups get a second tour manager, a specialist group leader, or both.

PART B · FULL TEXT · STANDARD 07

08



ACCOMPANYING TEACHERS AND SCHOOL ADMINISTRATORS

One teacher for every ten students.

- ✓ With 40 students: four teachers and one administrator.
- ✓ The number of staff is decided together with the school.
- ✓ Teachers' visa costs, Turkish exit fee, daily allowance and phone costs are covered.
- ✓ Teachers share twin rooms; a teacher without a same-gender roommate, and every administrator, gets a single room.

PART B · FULL TEXT · STANDARD 08



Full days, restful nights

A mind ready to learn comes with a body that is rested and well fed. That is why we plan the programme, the hotel and the meals with the same care.

09



EDUCATIONAL PLANNING

Every programme starts with a learning objective.

- ✓ The programme is planned around the school's educational goals and the relevant curriculum outcomes.
- ✓ Museum, institution and university visits with age-appropriate content and timing.
- ✓ Preparation materials for students before the trip.

PART B · FULL TEXT · STANDARD 09

10



HOTEL SELECTION AND ROOM ALLOCATION

We choose a hotel by who else stays there.

- ✓ At least four-star hotels anywhere in the world; international hotel chains preferred.
- ✓ No party or festival hotels, no hotels on long-haul trucking routes, no hotels listed on last-minute booking sites.
- ✓ A full-service hospital within 5 km is mandatory.
- ✓ A separate bed for every student; girls and boys never share a room.
- ✓ Student rooms are placed near the teachers' rooms; minibars are emptied and pay-TV is switched off.
- ✓ Emergency exits are checked on arrival; students get an evacuation briefing on the first evening.

PART B · FULL TEXT · STANDARD 10

11



MEALS AND BASIC NEEDS

Meals, water and breaks are built into the route in advance.

- ✓ Full-board programmes for grades 4–7.
- ✓ Supervised choice for grades 8–12; set meals on busy days.
- ✓ Any extra charge goes first to school leadership, then in writing to parents once approved.
- ✓ Pork-free and vegetarian menu preferences are planned in advance.

PART B · FULL TEXT · STANDARD 11

IV

PART A · OUR PROMISES · PART 4 / 6

The paperwork is on us

Visas, Ministry permits and personal data: we take the most tiring part of the process off schools and parents. Parents' documents come straight to our head office and never pass through the school.

12



VISA APPLICATIONS AND APPOINTMENT GUARANTEE

If no visa appointment can be secured, every payment is refunded in full.

- ✓ An in-house visa department that works only for schools.
- ✓ Visa refusal rate across our school groups to date: 1 in 1,000.
- ✓ Full refund for a participant who cannot get an appointment; other registrations are unaffected.
- ✓ Parents' documents never go to the school; they come straight to our head office.

PART B · FULL TEXT · STANDARD 12

13



SUPPORT WITH THE MINISTRY OF EDUCATION PERMIT

Ministry of Education permit documents arrive prepared.

- ✓ Document preparation starts once all registrations are complete.
- ✓ Our responsible staff prepare the documents and deliver them to school leadership.
- ✓ If extra documents or support are needed, we help school leadership.

PART B · FULL TEXT · STANDARD 13

14



PERSONAL DATA AND PHOTOGRAPHS

No student's face is shown in the photos we share.

- ✓ Passport, visa and health information is stored in line with KVKK, with restricted access.
- ✓ Data is shared only with the organisations the trip requires, and only as far as necessary.
- ✓ Photo sharing follows Ministry of Education rules and school rules; students' faces are never shown in shared photos.
- ✓ For safety, nothing is posted on social media during the trip; posts are made after the trip ends.

PART B · FULL TEXT · STANDARD 14



Open books

You know from the start what you pay, what you pay for and what happens if you change your mind. Trip fees are paid only into our corporate accounts.

15



TRANSPARENT PROPOSALS AND PRICING

What is included, and what is not, in one table.

- ✓ Every proposal shows included and excluded items in the same table, in the same order.
- ✓ City taxes, tips and museum entries are clearly marked as included or not.
- ✓ Any charge outside the proposal goes to school leadership first, then to parents in writing once approved.

PART B · FULL TEXT · STANDARD 15

16



CANCELLATION, REFUND AND CHANGE TERMS

No deductions for cancellations made at least 30 days before the trip.

* Except mandatory taxes, duties and similar statutory costs.

- ✓ Refunds within 14 days at the latest.
- ✓ Free participant changes on Turkish Airlines group tickets up to 24 hours before the flight.
- ✓ Terms are shared with parents in the participant contract before registration.
- ✓ Solutions that prevent conflict between school and parents come first.

PART B · FULL TEXT · STANDARD 16

17



PAYMENT TERMS

No cash for trip fees, no surprise amounts.

- ✓ Payments only to corporate bank accounts or our corporate virtual POS.
- ✓ As many bank-transfer instalments as there are months until the trip.
- ✓ Corporate accounts at nine banks; paying from the same bank keeps costs down.
- ✓ For card payments, the total in TRY, including commission and exchange rate, is shown before you pay.

PART B · FULL TEXT · STANDARD 17

18



INVOICING

Invoices within five working days, in the student's name.

- ✓ Within five working days of the trip ending, never beyond the legal seven-day limit.
- ✓ The description shows the school, the trip, the dates and the student's full name.
- ✓ For payments from an organisation's account, an invoice in the organisation's name on request.

PART B · FULL TEXT · STANDARD 18

We measure what we wrote

A standard only stays a standard while it is measured. At the end of every trip we ask you whether we kept our word.

19

MEASUREMENT, FEEDBACK AND COMPLAINTS

At the end of every trip, you write our report card.



- ✓ A satisfaction survey for teachers and parents after every trip.
- ✓ A written reply to written complaints within five working days.
- ✓ Results are published as an annual report card at the end of every school year.
- ✓ These standards are reviewed at least once a year.

PART B · FULL TEXT · STANDARD 19

Frequently asked questions

Does the tour manager meet us abroad?

No. Our tour manager receives the group in Türkiye, accompanies it throughout the trip and brings it back to Türkiye. For schools outside Istanbul the minimum scope starts at Istanbul Airport; on request, our tour manager travels with the group from the school's own city.

STANDARD 07

What happens if a visa appointment cannot be secured?

All payments the participant made to CampusORG towards the trip price are refunded without deduction. Other participants' registrations are not affected.

STANDARD 12

How much is deducted if we cancel?

For cancellations made at least 30 days before the trip, nothing is deducted other than mandatory taxes, duties and similar statutory costs. With less time to go, the terms of the contract apply. Refunds are made within 14 days at the latest.

STANDARD 16

How many students share a room?

Two students per room as standard, each with their own bed. Girls and boys never share a room. Triple or single rooms are provided only with the school's written approval and, at the school's request, parental consent.

STANDARD 10

How can we pay?

By bank transfer to our corporate accounts, in as many instalments as there are months until the trip, or by credit card. For card payments, the total in TRY including commission and exchange rate is shown before you pay. Cash is not accepted for trip fees.

STANDARD 17

Who do I call if something happens at night?

The tour manager's phone stays on all night. Before the trip you also receive a trip-specific emergency line and the number of our 24/7 head-office crisis desk.

STANDARD 02

Whose name is on the invoice?

Invoices are issued within five working days of the trip ending and show the school, the trip, the dates and the student's full name. If payment was made from an organisation's bank account, the invoice can be issued in that organisation's name on request.

STANDARD 18

Will photos of my child be shared?

Photo sharing follows Ministry of Education rules and the school's own rules. In photos shared on CampusORG's social media and promotional materials, students' faces are not visible. To avoid revealing students' location in real time, nothing is posted on social media during the trip; posts are made after the trip ends. Photos for parents are shared through closed channels agreed with the school.

STANDARD 14

Full text of the standards

This section contains the complete text of all 19 standards. Every promise in the summaries rests on the text below.

01 Child Protection and Student Safety

PART 1 · SAFETY FIRST

Child protection is the founding principle of CampusORG school trips. In every process, from programme design and the selection of service providers to the assignment of field staff and the practices followed during the trip, students' safety and wellbeing come first.

— Professional conduct and communication with students

Communication between staff and students takes place within professional boundaries and under conditions that can be supervised. Staff are prohibited from being alone with a student, unsupervised, in a closed space, from forming personal closeness with a student and from conducting private communication with a student.

Physical contact with students is prohibited **except when giving first aid**.

When a student needs to share a problem one-to-one, their privacy is protected; the conversation takes place in line with child-protection principles and under conditions that can be supervised.

Our tour managers and group leaders **do not drink alcohol** during the trip. The team on duty is responsible for keeping its judgement, decision-making ability, attention and emergency-response capacity intact.

— Staff screening

A **current criminal record certificate** is obtained before assignment from every CampusORG staff member and group leader who has direct contact with students.

Before assignment, field staff are trained in child-protection principles and the reporting procedure.

— Reporting and response

A designated child-protection lead works at our head office.

Any concern or rule breach relating to a student's safety or wellbeing is reported by field staff to the child-protection lead **immediately, and no later than the same day**, and is recorded in writing. School leadership is informed without delay; communication with parents is handled together with school leadership.

02 Emergency Management and Uninterrupted Communication

PART 1 · SAFETY FIRST

Before the trip begins, the following contact details are shared first with school leadership and then with participants' parents:

- Contact details of the tour manager on duty.
- Contact details of the group leader, if one is assigned.
- A trip-specific emergency line.
- The head-office crisis desk line, staffed 24/7.

Throughout the trip, more than one emergency channel is available, each reaching a different person in charge.

Our tour managers keep their room and mobile phones **on throughout the night**. In health, security and other

emergencies, the field team and head office act in coordination.

— Update rhythm

Before the trip, a **parent briefing** is held in person or online. A written information note covering the programme, trip rules, contact channels and a packing list is shared with parents.

During the trip, a short update is shared through the channel agreed with school leadership at every flight departure and landing, on arrival at the hotel and **every evening** with a summary of the day.

— Written risk assessment

For every trip, a written **risk assessment** is prepared at proposal stage and submitted to school leadership together with the proposal. It covers the current travel advisories of the Turkish Ministry of Foreign Affairs for each destination country, the nearest full-service hospital to each hotel and

its distance, the risks specific to the activities in the programme and the measures taken, local emergency numbers, and the person responsible for each measure.

The risk assessment is updated as conditions change up to the trip date; the approved final version is shared with school leadership before departure.

03 Health, Allergy and Medication Management

PART 1 · SAFETY FIRST

During registration, a **health and dietary form** is collected for every participant. It covers chronic conditions, allergies, regular medication and dietary preferences.

This information is protected as special-category personal data and shared only with the accompanying teachers, the tour manager and the relevant operations team, to the extent necessary.

Food allergies are notified to booked restaurants and hotels in advance, **in writing and in the local language**. The tour

manager and accompanying teachers know which students have allergies and what precautions to take.

Who keeps any regular medication, and how it is to be taken, is agreed in writing with parents before the trip.

Whenever a student needs to visit a medical facility, an accompanying teacher or the tour manager is always with them; **no student is left alone in hospital**. School leadership and parents are informed immediately.

04 Free Time and Group Supervision

PART 1 · SAFETY FIRST

Free time is given only in areas assessed as safe, with boundaries set in advance. Students move in **groups of at least three**; the meeting point and time are announced beforehand.

During free time, accompanying teachers and the tour manager are stationed at set points that students can easily reach.

A **headcount** is taken every time the group leaves the hotel, boards a vehicle or meets up.

Every student is given a **contact card** showing the hotel's name and address in the local language, together with the numbers of the tour manager and the emergency lines.

If a student cannot be reached within the agreed time, a written search protocol setting out each field-team member's role is put into action immediately; school leadership and head office are informed at the same time.

05 Transport Safety

PART 1 · SAFETY FIRST

Airport transfers, city journeys and intercity travel are provided only by transport companies **holding the required licence** in the country concerned.

Every seat in the vehicles used has a **seat belt**, and we make sure students wear them throughout the journey.

Drivers must comply with the legal driving and rest times of the country they are in. The daily programme is planned around these limits.

Drivers not drinking alcohol while on duty is a basic condition of working with any transport company.

Every participant, students and accompanying teachers alike, is covered by **international travel insurance** for the whole trip. The amount of cover is never lower than the destination country's visa requirement.

The minimum insurance required for a visa only has to cover emergency treatment and medical repatriation. The policy

CampusORG takes out goes further: it includes **more than 20 benefits**, covering family support, baggage, flight disruption, personal accident and trip cancellation.

— Main benefits (per person)

BENEFIT	COVER
Medical treatment	For injury or sudden illness: EUR 30,000 on European (Schengen) trips; EUR 50,000 for other destinations such as the UK, the USA, Japan and Korea.
Medical transport	Transfer to hospital and return to Türkiye on medical grounds; included in the medical cover.
Family visit	If a participant spends at least 5 days in hospital, travel is arranged for one family member and up to 7 days in a 4-star hotel are covered.
Extended stay	Up to 7 days in a 4-star hotel if illness or injury delays the return.
Personal accident	Permanent disability after an accident: up to EUR 2,500 for students and EUR 5,000 for teachers.
Trip cancellation	Up to EUR 1,000 per participant when the trip is cancelled for one of the force majeure reasons listed in the policy.
Baggage	EUR 500 for loss, damage or theft; EUR 200 if delayed by more than 12 hours; tracing and delivery of lost baggage.
Flight disruption	Delays over 2 hours: EUR 20 per hour within Europe or EUR 40 outside Europe (up to 10 hours); EUR 100 for a missed connection or overbooking.
Early return	Return to Türkiye arranged after a bereavement in the immediate family or serious damage to the family home.
Assistance	Shipment of medicines, urgent messages, medical advice and legal information.

— Important conditions

- Trip cancellation cover applies to the **force majeure reasons listed in the policy**, such as serious illness, an accident or a bereavement affecting the participant or a first-degree relative, a court summons or serious damage to the family home. These conditions are explained to parents at registration.

- In an emergency, our tour manager or head office calls the insurer's emergency assistance line; treatment and medical transport are then handled through that line, with the insurer's approval.
- All benefits are subject to the general and special conditions of the insurer issuing the policy.

A summary of the policy, including its cover, exclusions and the assistance line to call in an emergency, is sent to parents in writing.

07 Tour Management and Group Coordination

PART 2 · FROM TÜRKİYE AND BACK

CampusORG does not work with the local-guide model, in which a school group is sent abroad on its own and only met at the destination.

Our tour management **starts within Türkiye and ends within Türkiye**. Our tour managers receive the group in Türkiye, accompany it throughout the trip and bring it back to Türkiye on return.

For our schools outside Istanbul, the minimum scope of service starts and ends at Istanbul Airport. On request, our tour manager is assigned to accompany the group from the city where the school is located.

— Size of the field team

The number of tour managers and group leaders is set according to criteria such as the number of students, the capacity of our vehicles in the region, the students' age

group and the intensity of the programme. For larger groups, **a second tour manager, a specialist group leader, or both** are assigned in addition to the tour manager.

— Minimum requirements for our tour managers

- At least 20 years of professional experience.
- Field experience gained in many countries.
- Command of at least two languages.
- Pedagogical training in communicating with teachers and students.
- Sufficient experience in managing school groups and in child-protection principles.

Our tour managers' working day begins before the teachers wake up and continues until room checks are complete and the teachers have retired for the night. Their availability for emergency contact throughout the night is also ensured.

08 Accompanying Teachers and School Administrators

PART 2 · FROM TÜRKİYE AND BACK

One accompanying teacher takes part **for every 10 students**. When the number of students **reaches 40, four teachers and one administrator** take part.

Any change to the number of staff is decided together, in line with the school's assignment rules and the supervision

needs of the programme. The cost of changing the standard number is reflected in the trip price.

— Expenses covered

EXPENSE	WHAT IS COVERED
Visa application	All of the teachers' visa application costs are included. If they have to travel to another city to apply, their flights are also covered.
Daily allowance	A daily allowance of EUR 50 is included for the duration of the trip.
Turkish exit fee	The fee for leaving Türkiye is included.
Trip services	Services listed as included on the price page of the proposal are covered. Teacher expenses explicitly listed here are also covered by our company, even where they are not included in the price.
Phone and communication	For each day spent abroad, TRY 400 per day of phone and communication support is provided. This amount is based on Turkcell's "Tarifem Yurt Dışında Geçerli" pricing. Using a different operator does not change this support. It is not reduced if usage costs less; if usage costs more, the difference is also covered.

— Accommodation

Teachers are accommodated in twin rooms. Teachers left without a roommate because of the gender split are given a single room.

For example, if three female teachers and one male teacher take part, one twin room and two single rooms are provided.

Administrators taking part are always accommodated in single rooms.

09 Educational Planning

PART 3 · FULL DAYS, RESTFUL NIGHTS

Every trip programme is built around **educational goals** set together with school leadership and the accompanying teachers; visits are matched to the relevant curriculum outcomes.

Visits to museums, institutions and universities are planned with content and duration suited to the students' age group

and grade level.

Before the trip, students receive **preparation materials** about the destination, the places they will visit and local cultural norms.

10 Hotel Selection and Room Allocation

PART 3 · FULL DAYS, RESTFUL NIGHTS

We work only with hotels of **at least four stars**, anywhere in the world. We prefer **international hotel chains**, because we need to be certain what service and conditions the hotel we choose will provide, wherever it is in the world.

The first criterion in choosing a hotel is **the profile of its guests**.

We do not work with hotels favoured by festival, concert or party-goers. We do not work with hotels on trade routes that are favoured by long-haul truck drivers. We do not work with hotels listed on last-minute booking sites.

Hotels are assessed on Google Maps within a **five-kilometre radius** centred on the hotel. Having a **full-service hospital** within this radius is one of our mandatory selection criteria.

— Student rooms

Girls and boys **never share a room, under any circumstances**.

Rooms are allocated according to a rooming list approved by the accompanying teachers. The list is sent to the hotel in advance and rooms are assigned accordingly; on check-in, the list with room numbers is handed to the accompanying teachers.

Every student has **their own bed**. More than one student may not sleep in the same bed. This condition is stated clearly in the very first conversation with the hotel.

The standard arrangement for student rooms is two students per room.

If the gender split leaves an odd number, or if the accompanying teachers make a firm request, a triple room can be provided with the school's written approval. School

leadership is told clearly that the third bed will not be of the same standard as the others. At the school's request, parental consent is also obtained.

For safety reasons, single rooms are not provided for students as standard. However, a single room can be provided at the written request and with the approval of school leadership; the price difference is notified separately. At the school's request, parental consent is also obtained.

In choosing a hotel, safety, cleanliness, comfort and pedagogical suitability come first. The variety of the breakfast depends on the property, and no guarantee is given regarding variety.

— Night-time arrangements

Student rooms are placed on as few floors as possible and close to the accompanying teachers' rooms.

Minibars in student rooms are emptied or locked; pay-TV and similar paid in-room services are switched off.

We work only with hotels whose **reception is open 24 hours**.

— Fire safety and evacuation

Before booking, the hotel **confirms in writing** that it has a fire alarm system and marked emergency exits.

On arrival, the tour manager and accompanying teachers check the **emergency exits and evacuation route** on the floors where students are staying.

On the first evening, students are told where the assembly point is and what to do if the alarm sounds: lifts are not used, belongings are left behind and a headcount is taken at the assembly point.

11 Meals and Basic Needs

PART 3 · FULL DAYS, RESTFUL NIGHTS

CampusORG offers programmes that include all meals. These packages are especially recommended for grades 4, 5, 6 and 7.

For grades 8–12, rather than always limiting students to set restaurants and menus, arrangements that let them choose are preferred. On busy days, on full-day activities or for institutional visits at special locations, set meal options are added to the programme.

Any extra charges arising from these meals are notified before the trip, **first to school leadership** and then, after the school's approval, to parents in writing.

From the team that designs the programme to the tour manager in the field, all our staff give priority to students' basic needs. Besides meals, the route is planned and prepared for **access to water, toilets and rest**.

Meal breaks are arranged according to students' ages, reasonable intervals between meals and the route. Depending on local conditions, meal breaks are taken at booked restaurants or at locations offering supervised free choice.

— Meals by destination

On our Japan and Korea trips, meals are taken at pre-booked restaurants, where students choose from the menu. On our Europe trips, we choose safe, central areas with plenty of options where supervised free time can be given.

— Preparing for busy days

On busy programmes, meal intervals are assessed in advance. When needed, students are told well ahead to carry snacks in their bags, and a stop is made at a shop where they can buy them.

— Dietary preferences

Religious and cultural preferences stated in the health and dietary form (for example, a **pork-free menu**) and **vegetarian** diets are planned in advance for booked meals. For meals with free choice, students are guided towards suitable options.

For food allergies, Standard 03 applies.

12 Visa Applications and Appointment Guarantee

PART 4 · THE PAPERWORK IS ON US

The entire visa application process is handled by our in-house visa department, which **works exclusively for our schools**.

From the final registration date, we contact the parents who indicated on the registration form that a visa is needed and start the process. For participants who indicated that no visa is needed, passport and visa details are also collected and the necessary checks are made.

The country of application is determined by the actual route of the trip and the jurisdiction rules of the consulate concerned. The application centre is chosen according to the participant's residence and the application rules of the country concerned. Where more than one valid option exists, the school's location is also taken into account.

Appointment availability and the application timetable are tracked by our visa department. For countries where appointments are difficult to obtain, school leadership is kept informed and we communicate with the relevant missions throughout the process.

— Full refund if no appointment can be secured

If a person cannot join the trip because a visa appointment could not be obtained, all payments they made to

CampusORG towards the trip price are **refunded without any deduction**.

This guarantee applies **only to the participant who could not get an appointment**. It does not affect the other participants' registrations or the trip going ahead.

— Visa refusals

The refusal rate to date for our school groups' visa applications is **1 in 1,000**.

Where a refusal results from the applicant's individual circumstances, responsibility lies with the parent. Refunds are assessed in line with the law and the terms of the contract. Any deduction cannot exceed the amounts that genuinely cannot be recovered; the remainder is refunded to the participant.

— Document handling

Parents' visa documents **are not sent to the school campus**. The document process is run directly through our head office. If documents are missing, we contact the parent directly to complete the process.

From the school, we ask only for institutional documents such as those for the accompanying teachers' applications, the participation certificate and the consulate letter.

13 Support with the Ministry of Education Permit

PART 4 · THE PAPERWORK IS ON US

Preparation of documents for the Ministry of National Education (MEB) permit process begins once all participant registrations are complete.

Our staff responsible for MEB procedures **prepare the documents to be used in the application and deliver them to school leadership**. If additional documents or support are needed during the application, we help school leadership.

14 Personal Data and Photographs

PART 4 · THE PAPERWORK IS ON US

Personal data such as passports, visa documents and health information are stored in line with **Türkiye's Personal Data Protection Law No. 6698 (KVKK)**, in environments where access is restricted to authorised staff.

This data is shared only with the organisations and people the trip requires (such as consulates, hotels, airlines and the insurer) and only as far as necessary; once the purpose of processing no longer exists, it is deleted or destroyed in line with the law.

The sharing of photos and videos taken during the trip follows **Ministry of National Education (MEB) rules and the**

school's own rules.

In photos shared on CampusORG's social media accounts, website and promotional materials, **students' faces are not visible**.

In line with our principle of never revealing students' location in real time, no photos or trip-related posts are shared on social media **during the trip** for safety reasons; posts are made only **after the trip has ended**.

Photos shared with parents are sent through closed channels agreed with school leadership.

15 Transparent Proposals and Pricing

PART 5 · OPEN BOOKS

In every proposal, all items included and not included in the price are shown in **a standard table**, in the same order.

It is clearly stated whether items such as accommodation and city taxes, tips, museum and archaeological site entries,

local transport and meals are included in the price.

If a charge not covered by the proposal becomes necessary, it is notified **first to school leadership** and then, after the school's approval, to parents in writing.

16 Cancellation, Refund and Change Terms

PART 5 · OPEN BOOKS

Cancellations and refunds are handled within the framework of Turkish consumer law and the Package Tour Contracts Regulation.

CampusORG prefers solutions that prevent conflict between the school and parents. Discretionary accommodations, gestures and additional solutions offered by our company are applied with the approval of school leadership. Participants' statutory rights are reserved.

Cancellation and refund terms are set out in the participant contract attached to the registration form. Parents complete registration only after reading and accepting these terms.

For notices of termination given **at least 30 days before** the trip begins, **no deduction is made** other than mandatory taxes, duties and similar statutory costs.

For terminations with less than 30 days to go, the terms set out in the contract apply. In cases the participant could not foresee or prevent despite due care, and in cases of force

majeure, documented, non-refundable costs permitted by law are taken into account.

Refunds are made **within 14 days at the latest** from receipt of the notice specified in the relevant legislation.

— Changes on Turkish Airlines group tickets

Under the conditions CampusORG applies to its Turkish Airlines (THY) group tickets, a participant can be replaced **up to 24 hours before the flight**. No penalty or deduction applies.

— Cancellations linked to the visa process

A participant who cannot get a visa appointment receives a full refund without deduction.

For participants who obtained an appointment but did not submit the required documents, could not be contacted, or were refused because they did not meet their application obligations, the deductions permitted by law apply. The deduction cannot exceed the amount that genuinely cannot be recovered.

17 Payment Terms

PART 5 · OPEN BOOKS

All payments towards the trip price are made to CampusORG's **corporate bank accounts or corporate virtual POS systems**. Cash payments and payments to personal accounts are not accepted.

Based on the first and last registration dates set in the trip announcement, the price can be paid by bank transfer in as many instalments as there are months until the trip begins. Instalments do not have to be equal. We make payment as easy as possible.

Full payment of the balance before the trip begins is a fixed rule that cannot be changed.

Depending on the route, prices are set in EUR, USD or GBP. Our corporate account details at **nine banks** widely used in Türkiye are shared with parents at registration. To reduce currency-transfer costs and hassle, parents are directed to use our account at the same bank as their own.

Payment by credit card, in instalments or in a single payment, is available. The **total amount in TRY**, calculated from the bank commission and the foreign-exchange selling

rate applied at the time of payment, **is notified to the parent before payment**. Parents who accept these terms can pay each instalment or the full amount by credit card.

Parents who wish to pay in TRY are sent the current exchange rate and the amount due by our accounting department. This practice is explained in the registration form and the registration confirmation email.

— Refund account

Refunds are made only to the same account, at the bank from which payment was made, and to the same account holder. No refund is made to another bank account or to another person.

— Visa application fees

Visa application fees are paid for consular procedures and are documented in the applicant's name. For this reason, they are not paid into our corporate accounts together with the trip price.

Visa application fees are handed over in cash at the time of application or together with the application documents.

18 Invoicing

PART 5 · OPEN BOOKS

All payments towards the trip price are received through our corporate bank accounts or corporate payment systems. Payments to personal accounts and cash collection of trip fees are not accepted.

Invoices are issued within **five working days** of the official end of the trip, without exceeding the legal maximum of seven days.

The service description on invoices includes the school name, trip name, trip dates and **the student's first name and surname**.

Invoices are issued in line with the service components and the relevant tax legislation. The tax provisions applicable to

services provided abroad, international transport and other service components are applied.

— Corporate invoices

When the trip price is paid from a company's or organisation's bank account, the invoice is issued **in that organisation's name** on request; no corporate invoice is issued for payments made from personal accounts. The requirements for describing the student and the trip are kept on corporate invoices too.

For most types of company, these invoices may not be accepted as a business expense in corporate accounting.

19 Measurement, Feedback and Complaints

PART 6 · WE MEASURE WHAT WE WROTE

After every trip, a **satisfaction survey** is sent to the accompanying teachers and to parents. The results feed into our evaluation of tour managers and suppliers and into the planning of future programmes.

Complaints and suggestions submitted in writing receive a written reply **within five working days at the latest**.

— Indicators and the annual report card

For every school year, the following indicators are calculated from survey results and trip records:

- Teacher and parent satisfaction: the share who rate their trip 4 or 5 out of 5.
- Survey response rate.

- The share of written complaints answered within five working days.
- The share of refunds completed within 14 days.
- Visa applications and refusals across our school groups.

The indicators are calculated from all responses, without selection or weighting, and published with the number of responses as an **annual report card** at campusorg.com.tr/standartlar at the end of every school year. The report card names no student, parent or school.

These standards are reviewed **at least once a year**. The current version is always published at campusorg.com.tr/standartlar.



Written down. Put into practice.

These standards are the working rules CampusORG applies on every school trip. They are reviewed at least once a year; the current version is always at this address.

Classrooms without walls, **standards in writing.**



Current version and shareable link

campusorg.com.tr/standartlar?lang=en

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