



BSME Games

Terms and Conditions

2026-27

Payment of a Games deposit or invoice is deemed as acceptance of the Terms & Conditions in the following pages.

LAST UPDATED MAY 2026 - VALID FOR ALL BSME GAMES IN THE 2026/27 SEASON

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1. Definitions:

"Group" or "you" means the organisation or entity entering into this agreement.

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

"British Schools in the Middle East" is abbreviated as "BSME", is the trading name of BBSME FZE, DIEZA company licence number 5028.

"Trans World Educational Experiences" abbreviated as "Twedex", is a trading name of GYS Travels LLC, company registration number 869510 .

"Participant" means any student, staff member, or accompanying individual registered to attend the BSME Games.

"Event Organiser" means BSME and Twedex acting in partnership and jointly responsible for the organisation, administration, and delivery of the BSME Games.

"Event Organiser Representative" means any individual engaged or appointed by the Event Organisers in connection with the delivery of the BSME Games.

"Booking Confirmation Document" means the document confirming participation in the BSME Games, incorporating acceptance of these Terms and Conditions. Payment of any deposit or invoice shall constitute acceptance of these Terms.

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

2. BSME Games Programme Confirmation:

The Event Organiser may issue a draft or sample BSME Games programme in advance of the event. While the Event Organiser shall use reasonable endeavours to deliver the BSME Games in accordance with the published programme, such programme is indicative only and remains subject to amendment, variation, or substitution at the sole discretion of the Event Organiser. Any changes shall be made for reasons including, but not limited to, enhancement of participant experience, health and safety considerations, or availability of venues, facilities, or activities.

The final detailed BSME Games schedule will ordinarily be issued approximately seven (7) days prior to the commencement of the event.

The Event Organiser reserves the right to cancel the BSME Games, in whole or in part, due to insufficient enrolment, operational constraints, venue or supplier limitations, safety considerations, or any other reason deemed necessary at its sole discretion.

Where the Event Organiser cancels the BSME Games prior to commencement for any other reason (excluding Force Majeure), the BSME Executive committee will determine what refunds may be payable. Any refunds due shall not be returned until all recoverable costs have been reconciled.

The final programme shall not be subject to alteration by the Group or any Group representative. Any changes or cancellations requested by the Group may result in additional costs, which shall be borne by the Group.

The Event Organiser reserves the right to amend fees, schedules, venues, formats, and activities where reasonably required. Such amendments shall not constitute grounds for withdrawal from the BSME Games or entitlement to refund outside the cancellation policy.

The Event Organiser shall not be liable for any additional costs incurred by the Group as a result of changes requested by the Group or arising from operational adjustments, including but not limited to changes in scheduling or timing. Any such costs shall be the responsibility of the Group. The Event Organiser may, where reasonably practicable, seek to accommodate requested changes and minimise associated costs.

3. Responsibility and Change of Circumstances:

The Event Organiser shall take all reasonable steps to ensure that all third-party suppliers engaged in the delivery of the BSME Games are reputable and maintain standards consistent with those required by the Event Organiser.

Where unforeseen circumstances arise beyond the reasonable control of the Event Organiser or any supplier, the Event Organiser reserves the right to amend, modify, or substitute elements of the BSME Games programme, including the replacement of scheduled activities with suitable alternatives. Any additional costs arising as a result of such changes shall be the responsibility of the Group and shall not be borne by the Event Organiser.

The Group shall be liable for any additional costs imposed by service providers (including, without limitation, venues, transport providers, or other suppliers) arising directly from the conduct or actions of the Group or any Participant.

The Event Organiser shall not be responsible for any costs associated with services not expressly included within the contracted BSME Games provision. Where additional costs are incurred during the event (including, for example, emergency transport or medical-related travel), such costs shall be the sole responsibility of the Group. The Group Leader shall ensure that appropriate and immediate payment facilities are available to cover such costs as required. Under no circumstances shall the Event Organiser be obliged to advance or reimburse such expenses.

The Event Organiser reserves the right to refuse any requested amendments submitted by the Group or Participants within thirty (30) days of the commencement of the BSME Games.

The Event Organiser may subcontract elements of the BSME Games to third-party providers, including but not limited to accommodation, transport, venues, and activity providers. All such services shall be subject to the terms and conditions of the relevant supplier. While the Event Organiser requires third-party suppliers to meet appropriate safety and operational standards, the Event Organiser shall not be liable for any loss, damage, injury, delay, or irregularity arising from the acts, omissions, or failures of such third parties.

4. Force Majeure & Exceptional Circumstances

Except where otherwise expressly stated, the Event Organisers accept 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 the Event Organisers 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, the Event Organisers shall not be liable for compensation, damages, or costs, including claims relating to personal injury or death, to the fullest extent permitted by law. The Event Organisers reserve the right to amend, postpone, or cancel event elements to ensure traveler safety or event viability. In the event of cancellation due to Force Majeure, the Event Organisers will endeavor to recover and refund any recoverable third-party costs, after deduction of any unrecoverable expenses. Please note that refunds from the supply chain are not guaranteed and are subject to the individual providers' policies.

5. Event Organisers Representatives:

The Event Organiser shall appoint one experienced representative from both BSME and Twedex to support the delivery of each BSME Games. These representatives shall be responsible for coordinating event logistics and acting as the primary point of contact with schools, suppliers and service providers in relation to operational matters.

The Event Organiser Representative shall not assume responsibility for the supervision, safeguarding, discipline, or behaviour of Participants, which shall remain at all times the sole responsibility of the Group Leader and accompanying school staff.

Event Organiser Representatives will have relevant experience in the coordination and delivery of large-scale school sporting events. The responsibilities of the Event Organiser Representative shall commence upon arrival at the designated event venue(s) and conclude upon departure from the final event location. All arrival, departure, check-in, and related procedural responsibilities shall remain the responsibility of the Group Leader.

6. Accommodation/Meals:

The Event Organiser shall take all reasonable steps to ensure that any accommodation provided in connection with the BSME Games is supplied by reputable providers and meets standards consistent with those required by the Event Organiser.

Participants will ordinarily be accommodated in twin, triple, or quad occupancy rooms unless otherwise specified. Adult staff accommodation will typically be based on twin occupancy, with single occupancy rooms available where offered and subject to a single room supplement, which shall be payable by the Group. This supplement shall also apply to any complimentary staff places

where single occupancy is requested.

All rooming requests must be submitted no later than forty five (45) days prior to the commencement of the BSME Games. Any incidental charges incurred during accommodation, including but not limited to Wi-Fi, room service, or damages, shall be the responsibility of the Group or individual concerned.

Room allocations and specific preferences, including adjacency or floor requests, cannot be guaranteed and remain subject to availability at the time of allocation and/or check-in.

Where meals are included within the BSME Games, these will be provided in accordance with the event programme. Participants may be required to take packed meals where scheduling necessitates. Dietary and medical requirements must be submitted no later than forty five (45) days prior to the event and will be accommodated where reasonably practicable, without guarantee.

7. Travel Insurance Coverage:

Both BSME and Twedex maintain public liability insurance with coverage up to USD 5,000,000. This insurance covers the legal liabilities of the Event Organiser in respect of its role in the delivery and organisation of the BSME Games, including liability arising from negligence or professional error.

This insurance does not provide personal coverage for Participants. Accordingly, all Participants are required to have in place appropriate personal insurance covering, as a minimum, medical expenses, emergency medical treatment, emergency repatriation, cancellation, travel disruption, and loss or damage to personal belongings. Any claims arising from such matters shall be directed to the relevant insurer and shall not fall within the responsibility of the Event Organiser.

Where insurance is separately arranged through Twedex, the policy shall be held by GYS Travels L.L.C, with Participants, staff, and accompanying adults included as insured persons under the group policy. Such cover typically includes emergency medical expenses up to USD 500,000 and accidental death or permanent disability benefits up to USD 35,000, subject always to the full policy terms, conditions, and exclusions. Any applicable excess shall remain the responsibility of the individual claimant or their parent/guardian. Full policy documentation is available upon request.

Notwithstanding any other provision, the total liability of the Event Organiser shall be limited to two (2) times the Event Fee per Participant, except in cases of death or personal injury resulting from proven negligence, where such limitation shall not apply to the extent required by applicable law. For the purposes of this clause, 'Event Fee' means the total amount paid by or on behalf of the Participant to attend the Event, including any participation, accommodation, and related event charges payable to the Event Organiser.

8. Losses and Damage:

The Event Organisers take no responsibility for any personal loss of property or damage to personal items during a Tour. It is the Participants' own responsibility to look after their personal belongings and obtain appropriate insurance. The Event Organisers 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 shall be the overriding priority at all times. All Event Organiser Representatives shall undergo annual safeguarding training in line with internal safeguarding procedures.

Group Leader Responsibility (In Loco Parentis): The Group Leader and accompanying school staff shall act in loco parentis for all Participants for the duration of the BSME Games. The Group Leader shall retain full legal and operational responsibility for the supervision, discipline, conduct, and welfare of the Group. This includes ensuring appropriate standards of behaviour, adherence to applicable laws, and maintenance of appropriate professional boundaries at all times.

Supervision and Safeguarding Boundaries: Responsibility for the supervision and monitoring of Participants shall rest solely with the Group Leader and accompanying staff. Under no circumstances shall any Event Organiser Representative be required or expected to supervise Participants or be left alone with any Participant. Any safeguarding concerns or incidents involving adults or Participants shall be addressed in accordance with applicable safeguarding procedures and relevant policies.

10. Behaviour:

Where the conduct of any Participant or the Group, in the reasonable opinion of the Event Organiser or its suppliers, is deemed unsafe, disruptive, unlawful, or otherwise inappropriate, or where Participants are considered unfit to continue participation, the Event Organiser reserves the right to exclude or remove the individual or Group from the BSME Games with immediate effect.

In such circumstances, no refund, compensation, or reimbursement shall be payable, and any associated costs, including removal or return arrangements where applicable, shall be borne by the Group.

The Event Organiser also reserves the right to withdraw participation without refund where there has been a material breach of these Terms, including the provision of false or incomplete information, unauthorised participation by non-registered individuals, or conduct that renders continued participation unsafe or impractical.

The Group shall indemnify and hold harmless the Event Organiser against all claims, liabilities, damages, losses, costs, or expenses arising from the actions or omissions of any Participant or member of the Group during the BSME Games.

11. Health & Safety and Operational Standards:

Local Standards: All services, including transport, accommodation, venues, and activities, shall be subject to the laws, regulations, and safety standards of the country in which they are provided. Participants acknowledge that such local standards may differ from those applicable in the UAE, the UK, or the Participant's home country. The Event Organiser's responsibility is limited to ensuring that appointed suppliers comply with applicable local regulations. The Event Organiser shall not be liable for any service that does not meet standards exceeding those required under local law.

Venue Restrictions: All venues and facilities are required to comply with applicable local health and safety legislation. As a result, access to certain facilities or activities may be restricted based on criteria including, but not limited to, age, height, or supervision requirements (for example, swimming pools or sporting facilities). The Event Organiser shall not be responsible for any inability of a Participant to access or participate in such facilities where restrictions are imposed in accordance with local regulations or venue rules.

Medical Responsibility: The Group shall be responsible for ensuring that all Participants have and carry any necessary medical information, medication, and supplies, including but not limited to allergy information, inhalers, and prescribed medication. The Group Leader shall hold sole responsibility for the safe storage, management, and administration of all medications. All medical disbursement and administration protocols must be agreed and managed internally by the Group prior to the commencement of the BSME Games.

12. Website Accuracy:

Event Organisers regularly check and review 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 websites, such information may not always be fully up to date.

13. Permission to Photograph or Obtain Video Footage:

Consent is deemed to be given by parents and guardians for participants to be photographed or filmed by the Event Organiser or its representatives for the purposes of documentation, reporting, and promotional or marketing use, unless written notice is provided to the contrary. The Event Organiser expects schools to communicate this clause to parents through their standard consent processes for extracurricular activities.

The Event Organiser reserves the right to use such images on its website and related media platforms. However, images will be removed or excluded upon receipt of a specific written request from a parent or teacher.

Where a Participant does not wish to appear in Event Organiser media, written notice must be provided no later than seven (7) days prior to the commencement of the BSME Games, clearly specifying the extent of any restriction on use.

14. Risk Assessments:

Where reasonably practicable, the Event Organiser shall obtain risk assessments for known venues and activities forming part of the BSME Games. The Event Organiser shall not be responsible for the completion of any internal risk assessments required by schools; however, reasonable assistance may be provided upon request, and copies of relevant Event Organiser risk assessments may be made available.

Risk assessments relating to venues, activities, and any associated transport may be provided to the Group Leader in advance of the BSME Games upon written 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 event completion.

16. Registration and Payment Terms:

A school's participation in the BSME Games is considered confirmed and binding upon receipt of the completed registration confirmation and the required deposit for each participating school and/or participant, as applicable.

Following confirmation, the Event Organisers will work in collaboration to deliver the BSME Games in accordance with the event programme and the terms set out in this document.

It is the responsibility of the Group Leader to ensure that all parents and participants are fully informed of, and understand, these terms prior to payment being made. Submission of participant information and payment of the required deposit form part of the same registration process and must be completed within the stated deadlines.

By submitting payment, the payer is deemed to have read, understood, and accepted these terms and has entered into a binding agreement. Any queries or clarifications must be raised prior to payment, as payment constitutes acceptance of all conditions outlined herein.

Payment schedules are issued in line with operational requirements, supplier commitments, and event delivery timelines to ensure the effective organisation of the BSME Games. Payments may be made via the school or directly to the Event Organiser, depending on the agreed arrangement.

All payments must be made by the specified due dates. The final balance is due no later than 30 days prior to the event unless otherwise stated. Where payment is not received within seven (7) days of a due date, the Event Organiser reserves the right to apply a late payment fee of \$500 USD per squad. Where payment remains outstanding beyond seven (7) days after the due date, the Event Organiser reserves the right to withdraw the squad's place from the BSME Games. In such circumstances, any deposits and payments made will be non-refundable in accordance with the cancellation policy.

Where payments are processed via the Event Organiser's payment platform, merchant processing fees and administrative charges may apply and will be clearly indicated at the point of payment. Such fees are non-refundable in the event of withdrawal, cancellation, or removal from the BSME Games.

17. Participant Information Form (PIF)

The Participant Information Form (PIF) is used to collect essential information required for event planning, group bookings, and the preparation of necessary documentation. The Group Leader must ensure the PIF is completed and submitted at least forty five (45) days prior to the BSME Games event.

Failure to meet this deadline may result in delays to documentation, including visa support materials. The Event Organiser accepts no responsibility for delays caused by late or incomplete submission and reserves the right to withhold the preparation of documentation or bookings until all required information is received in full.

Any additional costs, penalties, or expedited processing fees resulting from late or incomplete submission will be the responsibility of the school or traveller. Parents and travellers must ensure that all information provided is accurate and complete, as the Event Organiser will not be liable for any errors, omissions, or resulting consequences.

18. Cancellation & Refund Policy:

Written notice of cancellation must be provided to the Event Organiser should a participant or Squad wish to withdraw from the BSME Games at any time.

Squad withdrawals

Squad withdrawals received after 10th September 2026 will result in an automatic forfeit of the \$3000 USD deposit paid per squad.

Additionally, in the event of such cancellation:

- Cancellations made **60 days or more prior to the event** will receive a 100% refund of invoiced fees (minus the deposit)
- Cancellations made **45–59 days prior to the event** will receive a 75% refund of invoiced fees (minus the deposit)
- Cancellations made **30–44 days prior to the event** will receive a 50% refund of invoiced fees (minus the deposit)
- Cancellations made **15–29 days prior to the event** will receive a 25% refund of invoiced fees (minus the deposit)
- Cancellations made **less than 15 days prior to the event** will not be eligible for any refund

Individual Participant withdrawals

In cases of illness or injury preventing participation, the Event Organiser may assist by providing supporting documentation for an insurance claim; however, no guarantee of reimbursement or compensation can be made.

If a suitable replacement for an individual participant is identified by the school, it may be possible to substitute one participant for another, subject to the approval of the Event Organiser. An administrative fee may apply, and any additional costs incurred as a result of the substitution must be covered by the school. Changes will not be processed until all applicable fees have been received.

If a participant withdraws due to personal circumstances, perceived safety concerns, or changes in personal preference, the above cancellation terms will apply. Where the BSME Games proceed in line with official guidance and safety requirements, a decision not to participate will be treated as a voluntary withdrawal.

The Event Organisers reserve the right to amend schedules, formats, or event logistics where necessary for operational or safety reasons. Such changes do not constitute cancellation of the BSME Games and do not entitle participants to refunds outside of the standard cancellation policy.

19. Passport, Visa & Entry Requirements:

- Passports must be valid for a minimum of six months beyond the final day of the event and contain at least two blank pages.
- It is the sole responsibility of each parent/guardian to ensure full compliance with all passport and visa requirements for both the destination and return country, including (but not limited to) passport validity, entry conditions, and all required supporting documentation.
- Upon receipt of the deposit payment and all required traveller information, the Event Organiser will provide supporting documentation for visa applications (including an invitation letter, flight booking reference, and hotel booking confirmation) within 14 days. Please note that visa processing times may vary depending on the relevant embassy or consulate.
- The Event Organiser accepts no responsibility for any travel issues arising from an individual failing to obtain or present the correct travel documentation. The Event Organiser acts solely as a facilitator in providing supporting documents and does not guarantee visa approval, as all decisions rest with the relevant embassy or consulate.
- No refunds will be issued where an individual is unable to travel due to visa refusal, visa restrictions, incomplete documentation, or failure to meet entry requirements after payment has been made.

The Event Organisers do 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. The Event Organisers' accept 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 the Event Organisers of any potential issues before confirming a booking.

20. Event 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, the Event Organisers 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 the Event Organisers.

21. Overall Aim

As partners in the delivery of the BSME Games, the Event Organisers are committed to providing a safe, well-managed, and high-quality event experience for all stakeholders.

The Event Organisers acknowledge that issues or operational challenges may arise before or during the event. In such circumstances, the Event Organisers shall act reasonably and in good faith to identify appropriate and proportionate solutions.

The Event Organisers are committed to clear, timely, and professional communication with participating schools and Group Leaders throughout the process.

The objective of the Event Organisers is to establish and maintain a professional working relationship with participating schools, ensuring the effective and orderly delivery of the BSME Games at all stages of planning and execution.