



## TERMS AND CONDITIONS

These **Terms and Conditions and Essential Pre-Booking Information** form the basis of your contract with Compassion UK (CUK). Please read them carefully as they show your and our contractual commitments to each other. CUK is a leading children's charity, registered in the England and Wales (1077216) and Scotland (SC045059). We are also a company limited by guarantee, registered in England and Wales (03719092) whose address is Compassion House, Barley Way, Fleet, Hampshire GU51 2UT.

CUK is committed to the proper provision of an immersive, safe and guided trip to experience the heart of Compassion's work. Our desire is to delight you (the named traveller) with our services. If you are unhappy or dissatisfied with the performance of the service provided, please let us know right away on Phone: 01932 836 490 or Email: [info@compassionuk.org](mailto:info@compassionuk.org)

### 1. General

By registering and making payment for a booking the named traveller confirms that he/she:

- 1.1. Is over 18 years and is making an informed decision to travel.
- 1.2. Is not travelling against the advice of a medical practitioner.
- 1.3. Holds a valid passport which is valid for at least 6 months from the date of return to the UK.
- 1.4. Has read the **Essential Pre-Booking Information** and these **Terms and Conditions** and agrees to be bound by them.
- 1.5. Has read the **Privacy Notice** which explains what to expect when CUK collects and uses your personal information.
- 1.6. Accepts financial responsibility for the full payment of the booking as set out by CUK.

### 2. Making a Booking

2.1. All bookings are subject to:

- a) Availability on a first come, first served basis and minimum number of places being filled.
- b) Payment of a deposit towards the cost of the trip. The amount will be specified in the **Essential Pre-Booking Information**. The remaining balance is payable 12 weeks before the date of departure. If the balance is not paid by the due date, CUK reserve the right to treat the booking as cancelled and will be entitled to keep all deposits paid or due at that date.
- c) Background screening as specified in the **Essential Pre-Booking Information**. CUK reserve the right to decide on eligibility to travel based on background check information.
- d) Completion of Child Protection Training and signing of a **Statement of Commitment to Child Protection and Code of Conduct**.

- 2.2. The named traveller will ensure they have checked the details of the booking carefully and notify us promptly if there are any mistakes.
- 2.3. CUK reserves the right to reject a booking and will notify the named traveller in writing.

### 3. Your Key Rights and Responsibilities

#### The named traveller is responsible for:

- 3.1. All the costs not included in the package.
- 3.2. Being in possession of a valid passport and visa that meets the requirements of the destination country and any transit stops.
- 3.3. Their own health and well-being while travelling and on return. This includes:
  - a) Seeking medical advice from a medical practitioner in good time, preferably 4-8 weeks before travel.
  - b) Carrying all necessary medication and medical items for the entire duration of the journey.
  - c) Obtaining a letter from a medical practitioner for any prescription medicine being carried that may be questioned by customs officials and/or security personnel.
  - d) Notifying CUK about any pre-existing physical or mental health conditions which require special assistance and/or additional arrangements to be put in place. CUK reserves the right to request a medical certificate confirming suitability to travel.

#### The named traveller has the right to:

- 3.4. Transfer the booking to another person subject to:
  - a) Promptly notifying CUK at least seven days before the departure date.
  - b) The transferee satisfying all applicable booking conditions and agreeing to be bound by the **Essential Pre-Booking Information** and these **Terms and Conditions**.
  - c) Full payment of the outstanding balance or payment of any additional fees arising from the cost of the transfer.
- 3.5. Cancel the booking at any time before the departure and get a full refund of payments made to CUK due to:
  - a) Unavoidable and extraordinary circumstances occurring at the destination country or its immediate vicinity which will significantly affect the travel arrangements. We will observe advice provided by the UK Foreign and Commonwealth Office (FCO).
  - b) Significant changes made to essential elements of the trip (other than price) and where suitable alternative arrangements are not available.
  - c) A price increase which exceeds 8% of the price of the trip. This excludes increase in transport costs due to changes in fuel prices, changes in taxes or fees on travel services imposed by third parties and changes in exchange rates.

If there is a price reduction based on similar factors mentioned above, the difference in price will be refunded to you.

- 3.6.** Cancel the booking at any time before departure for any reason other than in 3.5 above and receive a refund after deduction or payment of appropriate cancellation fees and charges.

## **4. CUK's Rights and Responsibilities**

### **CUK is responsible for:**

- 4.1.** Offering the full and proper performance of the Compassion Tour service in accordance with the Package Travel and Linked Travel Arrangements Regulations 2018.
- 4.2.** Providing essential pre-booking information about the trip to ensure you are well informed and understand the implications of the trip
- 4.3.** Providing a point of contact where you can get in touch about any information related to the trip.
- 4.4.** Informing you no later than 20 days before the departure date of any specific rise in costs, for example fuel prices.
- 4.5.** Assessing travel-related risks to ensure as far as is reasonably practical that each traveller is safe, protected and additional arrangements are put in place.
- 4.6.** Handling personal information in accordance with all relevant data protection and privacy laws.
- 4.7.** Taking out appropriate insurance. This covers the named traveller for cancellation, lost luggage, cost of assistance in the event of accident or illness including repatriation. It also includes cover for refunding all payments for any travel service not fully provided because of insolvency. This includes any repatriation costs.

### **CUK has the right to:**

- 4.8.** Cancel the booking at any time due to:
  - a) Unavoidable and extraordinary circumstances occurring at the destination country or its immediate vicinity which will significantly affect the travel arrangements. We will observe advice provided by the FCO.
  - b) The minimum number required for the package to go ahead not being reached.
  - c) Any other reason, including but not limited to, the insolvency of a third-party service provided where CUK has been unable to provide suitable alternative arrangements.
- 4.9.** In the event of the booking being cancelled for the reasons given in 4.8 above a full refund of all monies paid to CUK will be made.
- 4.10.** Vary the price of the trip for, but not limited to, the following reasons, increase in transport costs due to changes in fuel prices, changes in taxes or fees on travel services imposed by third parties and changes in exchange rates.

If there is a price reduction based on similar factors mentioned above, the difference in price will be refunded to you.

## 5. Liabilities

The booking is accepted on the understanding that CUK does not accept liability:

- 5.1. If you are refused access by immigration, customs and other authorities into the destination country.
- 5.2. For loss or damage to personal property.
- 5.3. For compensation for damages due to:
  - a) The named traveller failing to conform with the terms and conditions of the trip.
  - b) Unforeseeable or unavoidable actions of a third-party providing travel services.
  - c) Unavoidable or extraordinary circumstances occurring at the destination country or its immediate vicinity which will significantly affect the travel arrangements.

## 6. Declaration

I confirm that I am aged 18 years or above and have read and understood the **Essential Pre-Booking Information** and these **Terms and Conditions** and agree to be bound by them.

**Name:**

**Signature:**

**Date:**