



# Peru Insight Trip

## ESSENTIAL PRE-BOOKING INFORMATION

### Cost of Trip

The total cost of the trip is £2,645 per person based on sharing a twin room. If you would prefer a single room (subject to availability), there's an additional charge of £200. A deposit of £350 is payable by 28 February 2020 to secure your registration. The final balance will be required by 28 August 2020.

### **What costs are included in the package?**

**Round-trip Airfare:** The round-trip airfare between London Heathrow Airport and Lima International Airport.

**Accommodation:** Adequate lodging for 8 nights including all meals and soft drinks.

**Insurance:** This covers you for cancellation, lost luggage, cost of assistance in the event of accident or illness including repatriation. It also includes cover for your payments made and repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Compassion UK. More details will be provided once your booking is confirmed.

**In-Country Transport:** Travel within Peru which will include internal flights.

**Other costs:** These include tips, guides and translators during the tour, admission fees, departure tax and administrative costs.

### **Costs not included in the package are:**

**Transport:** Your journey to and from London Heathrow Airport.

**Fun Day:** Your sponsored child's travel to the Fun Day (if applicable) Fun Day costs will be charged separately, varying from £50 - £500 per child depending on their location. Costs will be confirmed prior to departure and payment will be taken after the trip.

**Vaccinations and anti-malarial:** Your Doctor will be able to advise you on which immunisations and anti-malarial tablets you will need for the trip. For legal reasons, Compassion is unable to offer this advice.

**Passport and visas:** You are responsible for all costs incurred for obtaining the necessary travel documentation. You must check in good time the requirements and approximate period for obtaining a passport and visa with the embassy or consulate of the country to and through which you will travel.

**Background Screening:** Any person visiting the field, must provide an original basic Disclosure and Barring Service (DBS) Certificate that is dated less than two years from the date of departure of the trip.

In the case you are unable to provide a basic DBS Certificate because you are not resident in the UK or have not lived in the UK for the requisite amount of time, Compassion UK will ascertain what alternative background checks may be available and request these, together with a written self-disclosure and "certificate

of good character” references. Compassion UK reserve the right to decide on eligibility to travel based on disclosure information.

**Incidentals:** Any snacks, alcoholic beverages, laundry, phone calls and other personal items must be covered at your own cost. You may also want to bring extra spending money for shopping at the local markets.

**Fuel surcharge:** We sometimes encounter additional airline fuel surcharges applicable to each ticket and determined by the airline carrier. In the event these surcharges are higher than expected, we may require additional funds strictly to cover these surcharges. We appreciate your understanding in this matter and will communicate any changes immediately. See the **Terms and Conditions** for more information.

### Who can go?

There are 15 places available. A minimum of 10 persons is required for the trip to take place. We will notify you in no less than **20 days** before the planned departure date about the possible termination of the trip if the minimum number of places is not met.

The trip is designed for Compassion volunteers, for anyone who sponsors a child in Peru and for those who wish to see the work of Compassion first-hand.

We will prioritise those who have not visited a Compassion project before and those who sponsor a child in Peru.

This trip is only available to supporters who are over 18 years old who must be a resident of the UK.

### Health and Safety

Compassion UK has a duty of care for the health and safety of all travellers participating in a trip and constantly monitors destination countries. We assess travel-related risks to ensure as far as is reasonably practical that each traveller is safe, protected, well informed and understands the implications of the trip.

All travellers are responsible for their own health and well-being while travelling and on their return. The following are your responsibilities as a traveller:

- ☐ Making an informed decision to travel;
- ☐ Recognising and accepting any risks involved;
- ☐ Seeking health advice from a medical practitioner in good time, preferably 4-8 weeks before travel. Travel health risks are greater for the following groups of travellers and we recommend medical advice **before** securing a place on the trip. You must not travel against the advice of a medical practitioner:
  - Pregnant women - Airlines impose some travel restrictions in late pregnancy. Other risks include complications if you contract diseases such as malaria or blood clot complications.
  - The elderly – Advanced age does not necessarily restrict a traveller from participating in a Compassion Tour particularly where the individual's general health status is good. However, we recommend medical advice because the trips involve long-distance travel.
  - Those with a disability (physical or mental impairment); to ensure appropriate precautions are taken and expected accessibility difficulties are adequately assessed.

- Those with a weakened immune system.
  - Those who have pre-existing physical or mental health problems particularly underlying chronic illnesses.
- ☐ Complying with a medical practitioner's recommended vaccinations and other prescribed medication and health measures;
  - ☐ Obtaining a letter from a medical practitioner for any prescription medicines, syringes, etc. being carried that may be questioned by customs officials and/ or security personnel. You should carry the name and contact details of your medical practitioner with other travel documents, together with information about the medical condition and treatment, and details of medication and prescribed doses.
  - ☐ Carrying all necessary medication and medical items for the entire duration of the journey. All medications, especially prescription medications, should be packed in carry-on luggage, in their original containers with clear labels. A duplicate supply carried in the checked luggage is a safety precaution against loss or theft. With heightened airline security, sharp objects and liquids in quantities of more than 100 ml will have to remain in checked luggage
  - ☐ Taking precautions to avoid transmitting any infectious disease to others during and after travel;
  - ☐ Fully reporting to a medical professional of any illness on return, including information about all recent travel.

## Basic Itinerary

Please see an example summary of the itinerary below: -

- Tour the Compassion country offices.
- Visit a Child Survival intervention and the homes of mothers and babies receiving essential care.
- Visit child development projects in urban and rural settings and homes of children supported by these projects.
- Attend a Sunday service at a church that partners with Compassion.
- Learn more about Compassion projects offering Interventions to their communities and visit the homes of beneficiaries.
- Attend a Fun Day where you will have the opportunity to meet your sponsored child if you sponsor in that country.

## Payment options

<p><b>Option 1: Bank Transfer</b></p> <p>Our bank transfer details are as follows:</p> <p>Barclays Bank Plc, Calverley Road, Tunbridge Wells, Kent</p> <p>Account Name: Compassion UK</p> <p>Account No: 50268321                      Sort Code: 20-93-32</p> <p>Please use the following reference on your transfer so we can identify your payment:</p> <p><b>Compassion supporter reference number - TRIP CODE - surname - (e.g. - 123456 - PETOUR-SMITH)</b></p> <p>Then send an email to <a href="mailto:insighttrips@compassionuk.org">insighttrips@compassionuk.org</a> to advise us when you have made the transfer.</p>	<p><b>Option 2: Credit or debit card</b></p> <p>To pay by card, you can:</p> <ul style="list-style-type: none"><li>• Contact Compassion on 01932 836490. You will need to confirm your name and six-digit Compassion reference number when calling.</li><li>• Log into your myCompassion Account.</li><li>• Pay online via our website using this link <a href="http://www.compassionuk.org/donate/donation/">www.compassionuk.org/donate/donation/</a>. Please select '<b>Tours and Visits Payment</b>' under '<b>Donation Type</b>'.</li></ul>
<p><b>Option 3: Direct Debit</b></p> <p>To pay by Direct Debit, please contact Compassion on 01932 836490. You will need to confirm your name and Compassion reference number when calling.</p>	<p><b>Option 4: Cheque</b></p> <p>Please make your cheque payable to Compassion UK and post to Compassion UK, Compassion House, Barley Way, Fleet, GU51 2UT. Please also write down your six-digit reference number and 'KETOUR deposit' on the reverse of the cheque.</p>

## Your right to cancel before departure

### If you change your mind before departure

We understand that there could be circumstances when you choose to cancel your booking at any time before the departure date. You must notify us immediately by contacting us on [insighttrips@compassionuk.org](mailto:insighttrips@compassionuk.org) or call us on 01932 836490. The date we receive your notification of your cancellation is the date on which your booking is cancelled.

To steward our financial resources responsibly, you are required to pay reasonable and appropriate cancellation charges for fees imposed by the airlines and other service providers. We will advise on the charges after assessing the fees and any refund (after deduction of the charges), will be made payable to you no later than 14 days after cancellation.

You may transfer your booking on reasonable notice to another person and you may be required to pay for reasonable additional costs. See the **Terms and Conditions** for more information.

### If you cancel before departure due to unavoidable and extraordinary circumstances

You have the right to cancel your booking in the event of unavoidable and extraordinary circumstances occurring at the destination country or its immediate vicinity which will significantly affect the travel arrangements. Examples of such circumstances include: warfare, acts of terrorism or other serious security risks, significant risk to human health such as the outbreak of a disease at the destination country, natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely.

In these circumstances where the Foreign and Commonwealth Office advises against such travel to the destination or its immediate vicinity, we shall provide you with a full refund of the money you have paid but we will not be liable to pay you any additional compensation.

### If you cancel because essential elements of the trip are changed significantly

You have the right to cancel and receive a full refund should:

- The price of the trip increase by more than 8% of the price of the confirmed fees. **Please note:** 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.
- We make a significant change to the trip before departure and do not offer suitable alternative arrangements. It is unlikely that we will have to make significant changes but on occasion, because we plan the trips several months in advance, some changes may be necessary. Examples of significant changes include the following:
  - A change to the destination country which results in missing the opportunity to meet your sponsored child/ren.
  - A change in accommodation to that of a lower standard or classification for a significant part of the trip.
  - A change to the itinerary which results in missing out on more than one key activity.

### Compassion UK's right to cancel before departure

We may have to cancel the booking as a result of:

1. Unavoidable and extraordinary circumstances occurring at the destination country or its immediate vicinity which will significantly affect the travel arrangements and where the Foreign and Commonwealth Office have advised against travel.
2. Failure to meet the minimum number required for the package to go ahead.

In these circumstances we shall provide you with a full refund of the money you have paid but we will not be liable to pay you any additional compensation.

## Compassion UK's right to make changes to the Booking

We will take every effort to avoid making significant changes to the booking. We reserve the right to:

1. Amend 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
  - Changes in exchange rates
2. Change outbound and/or return flight times.
3. Change the airline carrier.
4. Change the accommodation to another of at least the same standard.
5. Change the itinerary but still maintain activities to experience your sponsored child's world and/or Compassion's work.