



## Mission Trip Booking Conditions

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### Booking Your Mission Trip

Please complete our application form and send it to us by email or post, together with the non-refundable deposit. If you book within one month of departure please pay the full amount. We will then conduct an informal phone interview and take up two references, one from your church leader, and one from a Christian friend who has known you for at least two years. If your application is accepted then we will notify you that you are booked on the trip.

We ask you to pay the balance of the trip one month before departure. Please also make sure that you can attend the Preparation and Training Day/Weekend for your trip; we will tell you the dates when you book.

### Payment

We would prefer that you pay by bank transfer, but cheques are also fine. Details will be given to you when you book. You may pay in full or by instalments but the whole amount must be paid one month before the departure date.

### Included

- All meals, accommodation and transport
- A trained Mission Trip leader
- The Administration Fee for the trip which covers:
  - Travel insurance (see below)
  - A team medical kit held by the leader
  - Administration support from our team in the World Horizons office

### Not Included

- Travel to the start point of the trip and travel home afterwards
- For fly-out trips, if we are buying the flights through a travel agency then the cost of the trip includes return flights from the UK to the start point in the destination country. If you are buying your own flights these are not included in the trip. This will be clear in the trip details.
- Passport and visa costs
- Any applicable arrival or departure border taxes
- Vaccinations, personal first aid kit and medication
- Drinks and snacks extra to the main meals
- Cost of any applicable pre-trip Training and Preparation Day/Weekend

## **Travel Insurance**

You will be covered under our travel insurance policy. This is arranged for us by Salt Insurance Ltd, and as well as all the usual cover like medical and emergency repatriation, it has provisions that some policies do not include, such as cover for manual work and travel to certain areas of the world. It is a standard policy for everyone on all our trips even where people already have their own insurance.

## **General Conditions**

1. You need to be physically fit to travel
2. You will be accountable to the trip leaders
3. You will also be accountable to the field staff who will make sure that you are briefed about appropriate codes of conduct, dress, etc.
4. The use of illegal substances will not be tolerated and may result in you being sent home.
5. For people travelling on their own the age limits are 18 - 75 years. Certain trips also accept under 18s travelling with a parent, as long as the parent agrees to take full responsibility for their child.
6. World Horizons' Safeguarding Children and Vulnerable Adults Policy applies to all trips in which children are among the participants, or that involve working with children.

## **Be prepared to be flexible!**

We aim to welcome the challenging conditions of pioneer mission life, rather than shield you from them. So please understand that standards will not be as they are at home. This may mean encountering discomfort, inconvenience and frustration and learning to overcome them!

Teamwork is part of the fun of our trips and we hope that you will find it rewarding to become part of a close team of fellow travellers. It is important to be patient and forgiving and to show consideration for others. With these attitudes you will get the most from the trip and from your team members.

## **Passport and Visa**

Please make sure that your passport is valid for at least six months after the trip ends. If you need to obtain or renew a passport you should allow at least six weeks, sometimes more at busy periods. We will send you details of any visas that you require. Please apply for them in plenty of time. Holders of non-UK passports should contact the consulates of the countries we will be visiting to check the current visa and entry requirements.

## **Health**

If you have a pre-existing medical condition, please tell us on the application form. If you are a national of a European Union country and will be travelling through parts of

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Tel: 01554 750005; Fax: 01554 773304

[www.worldhorizons.co.uk](http://www.worldhorizons.co.uk)

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Europe, you should bring your European Health Insurance Card (EHIC) with you, which is available from main Post Offices or online. Please contact your doctor early about any inoculations that you need for this trip and bring your vaccination record with you in your hand luggage. Make sure that you bring any medication that you need in its original packaging.

### **Safety and Security**

Your safety and security are of paramount importance to us. In planning our trips we consult a variety of sources including our field staff who have first-hand knowledge of the area, and the UK Government Foreign and Commonwealth Office (FCO) travel advice. If security or political issues arise in a country we will consider all the advice and risk factors before deciding on a safe course of action. However, we may still travel to or through an area that has an FCO 'amber' or 'red' warning if our field staff advise that it is safe and/or it is worthwhile to do so. We will highlight relevant FCO advice and require a signed declaration if we are travelling to one of these areas with a warning.

### **Final Trip Information**

We will send you any final information about one month before the start of the trip.

### **After the Trip**

You are invited to attend a World Horizons Step Weekend which is held at our Centre for the Nations in Llanelli, South Wales. Here you can have a trip reunion, hear about our other mission trips, and find out more about the work of World Horizons. There will be a cost for this weekend and details will be on our website. If you enjoy your journey with us please stay in contact and bring your friends with you next year!

### **Payment Protection and ATOL**

World Horizons Ltd has insurance against the unlikely event of our insolvency, which ensures a full refund if the trip has not yet started or repatriation if the trip is underway. Please see the details at the end of these booking conditions.

For fly-out trips, we are not ATOL-bonded (Air Travel Organisers' Licence) so we are not able to purchase flights for you. We will either use a travel agency or help you to buy your own tickets. If we buy the flights through a travel agency then you will be protected by the agency's ATOL license. If you are buying your own tickets we will advise you about the details, so please check with us before purchasing. We recommend that you buy your flights from a travel agent or other body that has an ATOL license, as many airlines are not ATOL-protected.

### **Changes and Cancellations by You**

We know that sometimes plans change. If you want to transfer your booking to another person, more than one month before departure, we will do our best to help you. In this case the deposit is non-transferable and your nominee would have to pay

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their own deposit. If you are unable to travel and want to cancel please let us know as soon as possible. After the one-month payment deadline, the full cost is non-refundable. However, you may be able to claim this back from your travel insurance company if the reason for cancellation falls within the terms of your policy.

### **Changes and Cancellations by Us**

Occasionally, factors outside our control force us to change the itinerary or price, for example political issues, currency changes, or fuel price increases. We will inform you of this unlikely event as soon as we can. If it is a major change then you will have the option to withdraw and receive a full refund. We will absorb the first 2% of any increase, and we will not increase the price within one month of departure.

If we do not have enough bookings for a trip to go ahead (generally four is the minimum), we will cancel the trip and give you a full refund. Alternatively, if everyone on the trip agrees to pay extra, we may run it at below-minimum numbers. We will make this decision at least one month before the trip starts.

### **Complaints**

We do all we can to make sure that your experience on the journey with us is enjoyable, challenging and meaningful. However, we only invite those who are flexible and able to cope with changes and with other cultures. If you have a problem during the trip, please tell the journey leaders straightaway so that they can resolve the issue. In the unlikely event that the difficulty cannot be resolved, please write to us within 14 days of your return, giving your full name, the name of your trip, and all relevant details.

### **Contact Us**

Mission Trips Team  
World Horizons  
Centre for the Nations  
North Dock  
Llanelli SA15 2LF

Tel: 01554 750005  
Email: [missiontrips@worldhorizons.co.uk](mailto:missiontrips@worldhorizons.co.uk)  
[www.worldhorizons.co.uk/missiontrips](http://www.worldhorizons.co.uk/missiontrips)

### **Payment Protection Details**

We are required by law to provide for the protection of your payments to us until the journey is completed. We have chosen to fulfil this requirement by purchasing insolvency insurance from IPP Ltd who are specialists in this field. The details below tell you what you are covered for and how you should claim for any loss in the extremely unlikely event that World Horizons goes bankrupt.

This insurance covers all the costs of the trip paid to us, except any flights to and from the UK. This is why flights should be bought from an ATOL-licensed provider so that they are covered through the ATOL scheme.



In accordance with 'The Package Travel, Package Holidays and Package Tours Regulations 1992' all passengers booking with World Horizons Ltd are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of World Horizons Ltd.

There is no requirement for Financial Protection of day trips, and none is provided. This insurance is only valid for packages booked that DO NOT include flights.

Consumer aware: Your booking is insured by IPP Ltd and its panel of insurers. This insurance is only valid for passengers who book and pay directly with/to World Horizons Ltd. If you have booked and/or paid direct to a Travel Agent for a holiday with World Horizons Ltd please request proof of how the booking is secured. For further information please go to [www.ipplondon.co.uk](http://www.ipplondon.co.uk)

This Insurance has been arranged by International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates.

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#### CLAIMS PROCEDURE:

Download Claim Form from [www.ipplondon.co.uk](http://www.ipplondon.co.uk)

Any occurrence which may give rise to a claim should be advised within 14 days to:

International Passenger Protection Limited Claims Office

IPP House

22-26 Station Road

West Wickham Kent BR4 0PR United Kingdom

Telephone: +44 (0)20 8776 3752 Fax: +44 (0)20 8776 3751

In order to deal promptly with any claim hereunder it is essential that you retain all bills, receipts and other documents relating to your travel arrangements.

**CLAIM FORMS MUST BE SUBMITTED WITHIN SIX MONTHS OF DATE OF INSOLVENCY  
WE CANNOT CONSIDER OR PAY CLAIMS RECEIVED AFTER THIS DATE.**

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