

# Long-Term



## Southall Trip Booking Conditions

---

These booking conditions are for the Southall trip, which takes place during Phase One of the Pre-Field Training and Orientation course. It is a 10-day trip to Southall, London, in November 2017.

The ten day expedition overseas in Phase Two of the training doesn't come under legislation requiring booking conditions, as it is a self-booked, self-planned trip.

### Applying for the Pre-Field Training and Orientation Course

The application form submitted for the Pre-Field Training and Orientation course will serve as the application for the Southall trip, no further application will be necessary. More information is detailed in the Long Term Application Process document.

### Payment

The cost of the Southall trip is £300. This is included in the fees for Phase One of the Pre-Field Training and Orientation course. The full course fees must be paid in full by Tuesday 1<sup>st</sup> August 2017.

### Included

- A ten day trip to Southall, London
- All meals, accommodation and transport for this trip
- Specific training and preparation for cross-cultural ministry
- Experienced leaders and teachers
- Admin costs for the trip

### Not Included

- Personal spending money during the Southall trip
- Personal first aid kit and medication

### Travel Insurance

It is each individual's responsibility to purchase travel insurance for the duration of the training and for this trip if so desired. International trainees are required to purchase travel insurance for the entire duration of the training before leaving their home country. Insurance for World Horizons trips is arranged for us by SALT Insurance Ltd. As well as standard travel insurance cover, such as medical and emergency repatriation, our policy includes extra cover, such as manual work and travel to certain areas of the world.

World Horizons, Centre for the Nations, North Dock, Llanelli SA15 2LF  
Tel: 01554 750005; Fax: 01554 773304

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

Registered Charity 513524. A company limited by guarantee, registered in England and Wales, number 1680675.

## **General Conditions**

- You will be accountable to the Southall trip leaders
- The use of illegal substances will not be tolerated and may result in being sent home
- World Horizons' Safeguarding Policy will apply to this trip

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

We aim to encourage and see everyone grow during the Southall trip; living in community and working closely is an important part of this process. In our experience it is helpful for people to come with an attitude of flexibility, both for their own benefit and that of the group. It is important to be patient and forgiving and to show consideration for others.

The trip to Southall is an exciting opportunity to experience and engage in other cultures; however, this may mean that standards are not the same as at home. It may mean encountering and overcoming discomfort, inconvenience and frustration.

## **Health**

If you have a pre-existing medical condition, please tell us on the application form. Once we have received your application form, we will send you a medical form to be filled out by your doctor and returned to us.

You will need to make sure that you have enough personal medication to cover the duration of the trip to Southall and that it is in its original packaging.

## **Accommodation and Meals**

You will be sleeping in make-shift dormitories on mattresses on the floor of a church centre. There will be access to bathroom facilities and a kitchen for the group to self-cater.

If you have any dietary requirements please let us know on your application form. We will do our best to satisfy your needs but we can't guarantee this, so please be prepared to be flexible.

## **Final Information**

The Pre-Field Training and Orientation course includes preparation sessions for Southall, prior to the trip.

## **Payment Protection**

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 this document.

## **Changes and Cancellations by You**

If, for any reason, you are unable to participate in the Pre-Field Training and Orientation course but have already paid the course fees, you will be refunded. If you have already started training but for some reason cannot continue or cannot participate in the Southall trip, we will refund the cost of the training not completed and the trip to Southall, less any costs already incurred e.g. train fares etc.

## **Changes and Cancellations by Us**

In the unlikely event of the training or the Southall trip being cancelled, we will inform you and refund any fees which have already been paid.

## **Safety and Security**

Your safety and security are of paramount importance to us. When planning the Southall trip we seek advice from people who have first-hand knowledge of the area.

## **Complaints**

We do all we can to make the Southall trip enjoyable, challenging and meaningful. However, if you have a problem during the trip, please speak to the Southall trip leaders straightaway so we can resolve the issue.

## **Contact Us**

Training Team                      Tel: 01554 750005  
World Horizons                      Email: [uktraining@worldhorizons.co.uk](mailto:uktraining@worldhorizons.co.uk)  
Centre for the Nations              <http://worldhorizons.co.uk/long-term/>  
Llanelli SA15 2LF

## **Payment Protection Details**

We are required by law to provide for the protection of your payments to us until the Gap Year is completed. We have chosen to fulfil this requirement by purchasing insolvency insurance from IPP Ltd who are specialists in this field. The detailed description below was given to us by IPP Ltd.



World Horizons, Centre for the Nations, North Dock, Llanelli SA15 2LF  
Tel: 01554 750005; Fax: 01554 773304

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

Registered Charity 513524. A company limited by guarantee, registered in England and Wales, number 1680675.

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.

---

**CLAIMS PROCEDURE:**

Download Claims 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.**

---