Terms and Conditions for Elim International Missions (UK) Short-Term Volunteer Mission Placements

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1. General

The Short Explanation

These terms and conditions are between yourself and Elim International Missions. They will be in force once you receive confirmation and acceptance of the short-term missionary placement.

In Detail

It is between Elim International Missions (UK) (Elim International Centre, De Walden Road, West Malvern, WR14 4DF), registered charity no. 251549 (in Scotland SC037754), and the individual or team leader, as shown on the confirmation of the placement. Note that the following terms and conditions do not affect your statutory rights.

2. Team Leader Responsibilities

The Short Explanation

For teams, all your travel documents and communications relating to the placement from us will go to the person named as the lead contact for the placement. If it is an individual placement, correspondence and documentation will be sent to you directly. Check with the team leader before contacting us for documentation unless we contact you directly and instruct otherwise. We cannot accept any responsibility for incorrect information given to us by the team leader. All mission placements being undertaken under the banner of the Elim Foursquare Gospel Alliance must be arranged exclusively through the Elim International Missions office.

In Detail

Please note that we will send flight confirmation, E-Tickets and ATOL certificate (where applicable) to the person responsible for all payment pertaining to the placement, ensuring that others named on the documentation have read and accepted the Terms and Conditions.

Elim International Missions (UK) will not make any cancellations or amendments, or enter into correspondence regarding the reservation, with any party other than the team

leader. Elim International Missions (UK) cannot accept any responsibility for failure to disclose all relevant information.

All mission placements pertaining from an Elim church (EFGA) or department must be authorised through the Elim International Missions (UK) office exclusively. It is part of the role of the team leader and the local sending church / department to ensure compliance in this area. This is an essential part of the agreement which underpins the EFGA (UK) constitution. Failure to comply may result in the National Leadership Team being notified and they will decide what further action will be taken at their discretion.

3. What to expect

The Short Explanation

We require you to be flexible and adaptable to sudden changes. Whilst we will always aim to resolve problems effectively, we may not be able to resolve everything exactly as you would wish us to. Mission placements require robust procedures and compliance, in line with the requirements of the charity. Whilst we will aim to give you as much information about your placement as possible, we may not be able to provide you with more information than is regulated by law. Our aim is to give you an authentic experience of the culture you are in. You may witness extreme poverty and emotionally challenging situations. Standards of living can be relatively basic for some (but not all) mission placements. We will ensure that a full risk assessment is completed prior to the placement to ensure your safety. You are responsible for reading and agreeing to the Terms and Conditions/vision and values of the mission placement prior to confirming your place. Please feel free to ask any questions in relation to the Terms and Conditions/vision and values of the mission placement beforehand.

In Detail

Flexibility

The nature of Elim International Missions short-term mission placements, and the contexts in which they are set, demands a high level of flexibility and understanding on the part of the applicant. Certain elements of the placement may need to be changed at short notice. This is, in particular, where a situation arises in an overseas country, which might not be typical in a United Kingdom context or in an overseas vacation.

Our responsibilities to you in the event of such changes are outlined in these conditions, in accordance with Package Travel and Linked Travel Arrangements Regulations 2018. We will aim to provide the highest level of service to you within the bounds of these Terms and Conditions. Nevertheless, you enter this understanding the higher probability of such

changes and the adaptability required in our mission placements than you might expect to find in a more typical package holiday. Mission placements require robust procedures, in line with the requirements of the charity. You also enter into this understanding that, although we will try our best to resolve all problems you may experience, we may not be able to resolve a specific issue which may arise on your mission placement.

Advance details

The nature of the placements that Elim International Missions (UK) arranges, and the contexts in which they are set, means that the level of detail we are able to provide in advance of your departure is limited. This is especially true where there are technological or cultural differences with the receiving Elim missionary or partner organisation, that renders the exchange of information more difficult. Once again, the amount of information we are required to provide in advance is governed by the Package Travel and Linked Travel Arrangements Regulations 2018. We will fulfil our legal obligation to meet the minimum requirements of these regulations, but you enter this understanding that the level of advance detail you will receive will likely be lower than you might ordinarily expect on a typical package holiday.

Standard of living

Part of the aims of our mission placements is to give participants an authentic experience of living cross-culturally in contexts that are often far less affluent to those in the United Kingdom. You may be involved in missionary opportunities which are in areas subjected to extreme poverty and therefore could be emotionally challenging to witness. We are thorough in our risk assessment procedures and are committed to ensuring your safety on our mission placements. However, the standard of living that participants experience, most notably in accommodation and food, is, in some cases, best described as 'budget' or 'basic'. You will be staying in local accommodation and eating local food, which may have a limited range of choices compared with the United Kingdom. You enter this understanding that whilst we take every step to ensure your safety and wellbeing, your standard of living may be different compared to that which you have in the United Kingdom.

Foundational Truths and Ethos of Mission

By accepting these Terms and Conditions, you also agree to Elim Foursquare Gospel Alliance's Foundational Truths and Elim International Missions ethos of mission, which can be found in the application form.

We will ensure that a full risk assessment is completed prior to the placement to help safeguard your safety. You are responsible for reading and agreeing to the Terms and Conditions/vision and values of the mission placement prior to confirming your place. Please ask any questions beforehand.

4. Application Processes

The Short Explanation

All those wishing to undertake a short-term placement must complete the Elim Missions standard application form (or if applicable the Elim Ministers Information Form instead). References will then be taken up and a criminal records check (e.g. Disclosure and Barring Service, Disclosure Scotland, Access NI, Garda Vetting) completed. Once these steps have been completed satisfactorily, your mission placement will be confirmed. We require your total honesty in every stage of the application process. Should you mislead us in anyway your application may be rejected. If you fail to provide the accurate and relevant information required in the self-declaration form as part of your Criminal Record Check application, we reserve the right to pass this matter to Elim's Designated Safeguarding Officer (DSO) and Elim's National Leadership Team.

In Detail

Permission to undertake a mission placement will be subject to several requirements which may include, but are not limited to:

- Application form (including medical questionnaire)
- A satisfactory criminal records check through the Disclosure and Barring Service (DBS), Disclosure Scotland, Garda Vetting or Access NI. We may also require additional criminal record checks to be done if you have lived outside the UK in the last 5 years. As part of the checking process, you will be required to complete a self-declaration form which should include details of any concerns relating to your conduct with children and/or adults at risk, regardless of whether this information would be recorded on your criminal records check.
- Confirmation of comprehensive travel insurance which declares any pre-existing health issues, and which includes repatriation
- Two satisfactory references for short term placements. One of these must be a credentialed minister.

Confirmation of your placement will be sent once these requirements have been met.

All team members aged 16 and over must provide a valid Criminal Records Check. This must have been obtained through the Elim Pentecostal Church and be no more than three years old at the time of travel. A copy can be uploaded as part of the application form or can be emailed to us subsequently. We can also use DBS Update Service checks if anyone is registered with them.
In line with Elim's Safeguarding Policy and guidance from the Designated Safeguarding Officer (DSO), all checks must meet Elim's safeguarding requirements and be received and approved before an individual can participate in the placement. Failure to obtain a valid Criminal Records Check prior to departure will unfortunately result in the individual being unable to travel with the team.

Please bear in mind that Criminal Record Checks can take up to six weeks (and sometimes longer) to be processed by the relevant agency (e.g. Disclosure and Barring Service, Disclosure Scotland, Access NI and Garda Vetting). We would therefore strongly advise starting this process as early as possible with each team member unless they already have a valid check in place with your church.

We require your total honesty in every stage of the application process. Should you mislead us in any way by either deliberately or unintentionally omitting relevant information, you could lose any payments made to date and your application may be rejected. If you fail to provide the accurate and relevant information required in the self-declaration form as part of your criminal records check application, we reserve the right to pass this matter to Elim's Designated Safeguarding Officer (DSO) and Elim's National Leadership Team.

Non-disclosure of any relevant information pertaining to Elim Mission placements, could result in you being barred from future missional opportunities with us, pending further investigation.

Please note that Elim International Missions cannot accept liability for any travel, accommodation, insurance or other costs incurred where an individual is subsequently unable to participate in the placement because safeguarding, Criminal Records Check, reference, application or other compliance requirements have not been completed or approved. Any financial losses arising from bookings made before all requirements have been satisfied remain the responsibility of the individual.

5. Age Limitations

The Short Explanation

Our mission placements are suited to persons of 18 years of age and over. Between the ages of 16 and 18 years old, you are permitted to partake in a mission placement whenever a signed 'Temporary Guardianship' (parent consent) form is submitted prior to departure. There is no upper age limit, although certain medical conditions may exclude you from participation in certain placements.

In Detail

The youngest age we will accept an applicant without 'Temporary Guardianship' (parental consent) form is 18 years.

We define the age of the applicant as the date on which the application form is received.

If a person is between 16 years of age and 18 years of age as defined above, we request a 'Temporary Guardianship' (parental consent) form to be completed and accepted by ourselves before we can approve an application. The consent form includes –

- Name of the applicant
- Name of the parent /guardian
- Name of the person acting in temporary guardianship
- Date of birth of the person acting in temporary guardianship. Please note that only someone over the age of 18 years of age can act as temporary guardian
- Mission placement to be undertaken
- Country in which the mission placement will take place
- Consent of the parent/guardian of the applicant to participate in the mission placement
- Dates of the mission placement
- Agreement that any photographs, audio and videos of the applicant can be used for the purposes of promotion of the mission placement or other promotional purposes for Elim International Missions
- Signature and date of the parent/guardian, applicant and the person named as temporary guardian

A Temporary Guardianship (parental consent) form must be completed by the lawful parent or guardian of the applicant. In a situation where parents are not living at the same address, the parent that signs this form must be the parent who by law has legal custody of the applicant. When the applicant is subject to a joint custody order, both legal parents who by law have legal custody of the applicant must individually complete a Temporary Guardianship form.

The person acting in temporary guardianship of an applicant takes full responsibility for all aspects of the applicant's participation in any mission placement.

Anyone under the age of 16, as defined earlier in this section of the Terms and Conditions, must be accompanied by their legal parent or guardian. The legal parent or guardian of the child takes full responsibility for all aspects of the child's participation in any mission placement.

There is no upper age limit to acceptability on mission placements. However, the applicant's health and general wellbeing may preclude them from certain mission placements. Elim International Missions may suggest an alternative mission placement if the risk to you or other members of your team or the local population could be put at risk by your participation. If an alternative cannot be found, your application may, regrettably, have to be declined.

6. Photography, Media and Usage

The Short Explanation

You agree we can use images of yourself taken on a mission placement for promotional purposes. These would remain our property for any benefits derived from them. We would hold all rights over the media. You agree not to take or share any pictures, audio or video where the individual has not given consent and is under 18 years old, and where the parent has not consented (written). For the full list of subject matter, you also agree to not take media of, or share, please see the 'in detail' section below. We reserve the right to ask you in the first instance, to send your communications regarding the mission placement to us, to check before publishing. You must report and share any evidence of any criminal activity to the relevant authorities and to us as quickly as possible.

In Detail

You agree that any photography or media taken and/or published during your time on an Elim International Missions placement, including any in which you are featured, may be used by Elim International Missions and Elim Foursquare Gospel Alliance (EFGA) in our promotional materials. The rights of such media and any benefits derived from it remain the property of Elim Foursquare Gospel Alliance (EFGA), of which Elim International Missions is a part.

Please confirm in writing, before the date of departure of your placement, if you do not consent to Elim International Missions using photographs of you, including for security reasons.

You agree not to take or share images (pictures, video or audio) of individuals from your placement on any social media, newsletters or other public forum or site that has any of the following:

- Person(s) who has/have not given permission to use their image
- Children under the age of 18 years old, without written consent from their legal parent or guardian
- Vulnerable Children
- Children who reside in a foster or government home, regardless of whether consent is obtained from the legal guardian.
- Nudity
- Sexual contact
- Sexual misconduct
- Abuse, bullying, harassment or assault
- Imprisonment or public humiliation
- Drug use (other than prescribed by a doctor and which is legally allowed to be taken into the country of mission for personal use)
- Government officers or officials (including police, immigration staff and customs staff)

- Riots, public protests or demonstrations of any kind
- Profanity (in any language) or suggestive actions (using profanity or of a sexual nature)
- Political events or gatherings of any kind
- Medical treatments (including first-aid treatment)
- Terrorism, terrorists or any activity associated with terrorism
- Wounds or injuries
- Criminal activity

When posting pictures or content on social media or similar platforms, please consider the following questions before publishing:

- What is your purpose for sharing this content? Who is getting the glory?
- Is it honouring to the people you are there to serve?
- Does it preserve the dignity of those featured?
- Could the content be in any way insensitive to the culture of the community you are serving?
- Would you feel comfortable with this content if you were its subject?

If you do take pictures, audio or videos that subsequently are evidence of the following, you have a responsibility under these Terms and Conditions to share such evidence with the appropriate authorities as quickly as possible. You also have an obligation to share this evidence with Elim International Missions as soon as possible to enable us to start a full investigation immediately:

- Sexual misconduct
- Abuse.
- Bullying
- Harassment
- Assault
- Public humiliation
- Terrorism
- Drug use (other than prescribed by a doctor and which is legally allowed to be taken into the country of mission for personal use) **O** Criminal activity (any other that is not listed above)

You must not share in any way any media containing any items in the above list (or which could be reasonably used as evidence of any of the above list) with anyone other than the appropriate authorities, official legal teams and Elim International Missions.

If you witness any of the above listed situations (in the second list), you have responsibility under these Terms and Conditions to share such evidence with the appropriate authorities as quickly as possible. You also have an obligation to share this evidence with Elim International Missions and your lead contact (if not involved in the incident) as soon as possible to enable us to start a full investigation immediately.

We reserve the right to instruct you to provide us with all communications relating to your mission placement for checking before publishing. This includes, but is not limited to political elements, theological elements, spelling and grammar. The list below is not an exhaustive list, but is meant to be a list of the types of communications that might be reasonably asked for:

- Social media posts
- Pictures
- Video
- Audio
- E-mails
- Letters

The host, supervisor, team leader or local organisation that are in charge of the placement, may request stricter regulations to be complied with than are set forth here. You must take these terms and conditions as the minimum level to comply to and therefore must also comply with any requests or instructions given to you by the host, supervisor, team leader or local organisation.

You must not share in any way pictures, videos or audio that can link any specific person to a location that is part of a vulnerable group either intentionally or unintentionally.

7. Disabilities, Health and Dietary Considerations

The Short Explanation

Our mission placements are available to participants of all backgrounds. You must tell us of any health condition, dietary consideration or disability, which may affect your participation on any aspect of the mission placement applied for. We will always try to accommodate any specific needs. However, this may not always be possible. Please notify us of your dietary requirements well in advance. We may have to cancel your place because you did not tell us of medical conditions, disabilities or dietary requirements. You are responsible for your travel insurance. We will not pay out costs for this. Your medical information may be shared with the team leader in country.

In Detail

Our placements are open to participants of all backgrounds. If you have any disabilities, health or dietary considerations which may affect your participation in any aspect of the placement applied for, you must disclose this both on the application form and on any further health screening form that is requested.

Any subsequent issues that arise between submission of the application form and the end of your time on the placement must be notified to Elim International Missions at the earliest possible opportunity. Such information will be handled sensitively (see 'Personal Information' elsewhere in these conditions).

You must inform us of any specific dietary requirement on your application form and on any further health screening form that is requested. Failure to do so could have serious consequences in certain countries if adequate advanced preparation has not been made.

Whilst we will do our utmost to accommodate any such specific needs, in the event that we are unable to do so, we will inform you as early as possible. If full details are not disclosed at the relevant time as described above, we reserve the right to cancel your place.

You must take full responsibility to arrange your own travel/health insurance before undertaking a mission placement. Proceeding with a placement is at your own risk, regarding your health. Although Elim International Missions will provide as much help as possible, we are not liable for any medical costs incurred for you in country and any repatriation costs incurred to return you to the United Kingdom. We are not liable for any costs for supplying any medication for any reason.

8. Passports and Visas

The Short Explanation

You are responsible for making sure you have a valid passport (with at least 6-months validity left upon completing the placement) and you have all the necessary visas required for the placement. Whilst we can provide you with advice, it is your responsibility to obtain a visa and follow the appropriate procedures. Therefore, we cannot be held responsible if our advice is inaccurate and your visa is subsequently refused.

In Detail

It is your responsibility to ensure that you have a valid passport and any necessary visa to gain entry to any country you are visiting.

It is your responsibility to ensure that any dependents travelling with you under your care have a valid passport and any necessary visa to gain entry to any country you are visiting. In general, we will not book any flights without having a copy of your passport so we can supply correct information at the time of booking.

It is the responsibility of the team leader to ensure that all those travelling on the placement, have a valid passport and any necessary visa to gain entry to any country which forms part of that placement.

Passports must be valid for a minimum of six months after your scheduled return. Airlines will not permit passengers to travel who do not have proper documentation and comply with regulations. All passengers must be carrying a valid passport in the same name as their airline ticket.

For your convenience, Elim International Missions will provide some guidance on obtaining your visa, but we will accept no responsibility if the advice we provide later proves to be inaccurate, and leads to an unsuccessful visa application on your part. Visa requirements change regularly and if you are in any doubt you should use a travel management company, (for example Key Travel).

9. Vaccinations and Medications

The Short Explanation

You are responsible for all vaccinations and medication required to enter into a country and to be taken whilst in country. You are responsible to carry the required paperwork in respect of these vaccinations where that particular country requires you do so. You are responsible for making sure you only take legal medication into a country and that this is within the legally defined limits for the country or any transiting country on your placement.

In Detail

It is your responsibility to ensure that you and all those travelling with you have the required vaccinations and medication to gain entry and remain safe in the country you are visiting. It is your responsibility to make sure you have all required health documentation for being granted entry into the country(ies) you are visiting as part of your placement.

It is also your responsibility to check whether any medication you are planning to take with you can legally be brought into your destination country or any transiting country on your journey.

Elim International Missions cannot give advice on vaccinations or medication, except where a partner has specifically requested or recommended that participants have or carry a given vaccination or medication, in which case we will pass on this request to you. The absence of such a request does not indicate that vaccinations or medication are not required.

10. Insurances

The Short Explanation

You are responsible for making sure you have the correct travel insurance for the country or countries you are visiting. Research and purchase what you need before your departure, especially regarding the level of healthcare available. We do not pay for repatriation costs in any circumstances. You must have travel insurance with cancellation cover to confirm a booking.

In Detail

It is your sole responsibility to make sure you have the appropriate travel insurance for the placement to be undertaken.

Elim International Missions will not be held responsible or liable for any situation resulting in either no travel insurance being in place before travel, or insufficient cover of the travel insurance purchased.

Levels of healthcare around the world vary. Make sure you purchase travel insurance suitable to cover all health conditions in the country(ies) you intend to visit.

For your convenience, Elim International Missions can recommend reputable travel insurance companies, but we cannot accept any responsibility if the advice we provide later proves to be inaccurate, and/or leads to an unsuccessful application or an unsuccessful claim against insurance taken out. We do not sell travel insurance. Level of cover supplied by travel insurances change regularly and if you are in any doubt, you should use a travel management company, (for example Key Travel) to obtain your travel insurance on your behalf.

If in the unlikely event we do have to pay any medical expenses on your behalf, you agree to reimburse us in full upon arrival back in the United Kingdom. However, you are reminded that you should, in the first instance, claim against your travel/medical insurance policy. We do not pay for repatriation costs in any circumstances.

It is a condition of booking that you obtain adequate travel insurance which covers cancellations and interruptions, any pre-existing medical conditions and repatriation. You should print out your travel insurance documentation and have this with you on placement. It is your responsibility to ensure that Elim International Missions and your team leader have the name of the insurer, contact telephone number and policy reference number before

the date of departure on the placement. Make sure you read the Terms and Conditions of any travel insurance you purchase.

In the case of any emergency situation, you agree by accepting these Terms and Conditions that we reserve the right to contact your emergency contact and/or next of kin as named on the application form. Furthermore, you give us permission to discuss any medical issues/treatments with them.

11. Complaints

The Short Explanation

If you are dissatisfied, please talk to us. Most problems can be dealt with on placement, by speaking with your team leader. However, further assistance can be sought through the Elim International Missions office and Elim International Missions staff are available to help you. If you are still dissatisfied, you can write to the International Missions Director (via letter or email) within 1 month of your return. Please see the details below for the "Formal Elim International Mission Placement Complaint" procedure.

In Detail

Should you have cause for dissatisfaction with any of the overseas arrangements made by Elim International Missions, on your behalf, you should immediately contact your team leader, explain your dissatisfaction and seek resolution. Complaints can usually be resolved far more quickly and to your satisfaction as soon as they arise. Your team leader is responsible for liaising with third party suppliers (for example airlines, hotels) on your behalf. The placement will have connections with trusted local individuals, whose specific knowledge of the local customs and language will assist you.

If after this procedure you remain dissatisfied, please notify the International Missions Director (details of which can be found on our website) in writing as soon as possible and within 1 month of your return. We will then do our utmost to resolve the matter.

Please write to us with the heading "Formal Elim International Missions Placement Complaint". Please include as much detail as possible and include the following information:

- Name of the placement
- Dates of the placement
- Your name
- Your contact Information
- Details of the complaint

We will investigate further and reply fully within 28 days. If this is not possible, we will send you an interim letter advising of our progress.

Should you see or hear anything that gives you cause for concern, please contact us as soon as possible. Please remember we are here to help you and safeguard all those connected to your placement. We also have a whistle-blower's Policy (as Elim Foursquare Gospel Alliance), which is available upon request.

12. Suppliers' Conditions

The Short Explanation

You must abide by the Terms and Conditions of service of any third-party suppliers. In the event that our Terms and Conditions are different to the supplier's, their Terms and Conditions will prevail. This is not the case if the Terms and Conditions are unenforceable or are deemed invalid.

In Detail

Third-party suppliers may have their own booking conditions and conditions of carriage and you will be bound by these, so far as the relevant supplier is concerned. Suppliers' conditions will also apply in the event of any conflict between the suppliers' conditions and our conditions, the suppliers will prevail, save to the extent that if any term in the suppliers' conditions is deemed to be invalid or unenforceable, in which event our conditions will prevail. Some of our suppliers' conditions may limit or exclude liability on the part of the relevant supplier and by virtue of their application, to your arrangement with us. It may also limit or exclude our liability to you, as suppliers' conditions are often subject to international conventions. Where relevant, copies of such conditions may be available for inspection at the office of the relevant supplier.

13. Special Requests

The Short Explanation

Please tell us if you have a special request for your placement. We will try to assist but cannot guarantee this will happen. A verbal confirmation is not a guarantee of the request being implemented. Please ask us for written confirmation.

In Detail

If you have a special request for anything that is not automatically part of the booked arrangement, please advise us and we will pass this information on to the partner organisations and any third-party suppliers we are in contact with. Where possible they will try and help you, but we cannot guarantee any request unless we confirm the request separately in writing. We must emphasise that verbal confirmations of special requests cannot be taken as a guarantee that they will be met.

14. Behaviour

The Short Explanation

You accept responsibility for yourself and anyone under your care, that is on placement. Please read the Code of Conduct which is available upon request. If you breach this code, we have the right to terminate your placement. If we do so, we will not be responsible for you in any way. Your team leader or placement host (the person or persons in charge of your placement) has the right to restrict or terminate your involvement in the placement under certain circumstances. If your behaviour leads to other consequences, we will not be held responsible in any way for these and you may be invoiced by us for additional services rendered and other costs incurred. We are not responsible at any stage for supplying you with a legal counsel.

In Detail

You must accept responsibility for the proper conduct of yourself and your party (if you are a team leader, the parent of a person under the age of 18 as defined in these Terms and Conditions or acting as Temporary Guardian for someone). We would draw your attention to the Code of Conduct relevant to your placement. In the event of a breach of this Code of Conduct we reserve the right to terminate your placement. If we do so, we shall have no further responsibility for you. A key part of this Code of Conduct is respecting the authority of your leader or host overseas.

The leader or host can be any of the following:

- Lead contact for your placement
- Missionary
- Leader of an organisation (or person the leader delegates responsibility to, as being the main point of contact for your placement).

In some cases, your placement may have more than one leader. The term 'supervisor' will apply to all people who have been charged with leadership of your placement. You should be aware of who this person or people are before the placement starts.

Your supervisor is tasked with ensuring the safety and wellbeing of the team/individual volunteers and safeguarding the reputation of Elim International Missions, Elim Foursquare

Gospel Alliance and its partner organisations in the local community. If your supervisor deems your actions to be jeopardising any of the above, they may restrict or terminate your involvement with your overseas itinerary without any liability on the part of Elim International Missions. Accommodation management, airline or airport personnel can also take such action. If you damage your accommodation or cause delay or diversion to your flight, you agree to indemnify us against any claim, including costs made against us.

If your behaviour causes any delay, diversion, cancellation, refusal of entry or refusal of service, you will not be entitled to any refund of money paid for any part of the placement missed due to such behaviour.

You are solely responsible for any fees, fines, legal fees, bail-bonds or any other charges imposed by the authorities for your behaviour. Elim International Missions and the supervisor of your placement will not be responsible in any way for this.

We are not responsible at any stage for supplying you with a legal counsel.

We reserve the right to invoice you for any additional administration costs incurred due to your behaviour. This includes, but is not limited to, any of the following:

- Additional human resources required
- Additional telephone calls / text messages (charged at cost including VAT)
- Fines or charges imposed on us directly as a result of your behaviour
- Legal fees that are required as a result of your behaviour (either in country or in the United Kingdom)

You agree, by accepting these Terms and Conditions, to pay these additional administration costs upon arrival back into the United Kingdom or upon conviction of offensives in a recognised court of law (within country), whichever is the sooner to occur.

After investigation, we reserve the right to exclude you indefinitely from any Elim placement due to your behaviour on a previous placement. Such details may be kept on record indefinitely, in accordance with our Data Policy. Data may also be held on record for legal purposes.

15. Security and Risk

The Short explanation

We take your safety and wellbeing extremely seriously. You understand that you may be on a placement in a country with higher than usual levels of risk. We obtain strict risk assessments, to reduce risk to acceptable levels. You, or the team leader, will be given a copy of the relevant Risk Assessment before you depart on placement. You must read the

Risk Assessment and abide by it. If you do not, we will not be responsible in any way for any injury or death that might result. We do not pay terrorists or kidnapping ransoms. If there is a change to your security risk (for example the terrorist threat level increases in the country that you are in), we will tell you and your supervisor/s. You must follow the decision we take regarding your safety. If you do not, we are not responsible for you or any consequences such a decision might have.

In Detail

Elim International Missions takes the safety and wellbeing of all participants extremely seriously. The contexts in which we work can expose participants to new or higher levels of risk than they might ordinarily be used to in the United Kingdom. We operate strictly within our Security and Risk Management guidelines to ensure that these risks are reduced to acceptable levels.

You will be given a Risk Assessment specific to your placement. For your own safety and wellbeing, you must read this advice carefully and follow the guidance contained within it for the duration of your placement. This may include, but is not limited to, mitigated steps which you or others need to complete before a part of your placement can be accomplished. Furthermore, various risk factor mitigation steps may be time dependent and / or may require prevailing conditions to exist beforehand.

You agree not to undertake action which contravenes your Risk Assessment, Security and Risk Management guidelines, instructions of your supervisor(s), laws of the host country or the Elim International Missions Code of Conduct (Churches Working Overseas Document). Elim International Missions therefore excludes liability for personal injury or death suffered by you as a result of actions you take in contravention of these requirements.

In the interest of clarity, we will not pay any ransom to terrorist organisations and will always follow the legal advice given to us by our legal teams and the United Kingdom government. We will inform you and your supervisor/s as quickly as possible, should we be notified of:

- A generic or specific threat to you or your team
- A change to the terrorist threat level in the country you are in (as advised by the Foreign and Commonwealth Office of the United Kingdom)

In this case, we will contact all relevant parties in writing, deciding on the safest course of action. If you choose not to follow the action required, you must inform us of this decision in writing. You therefore agree to exclude us from liability in terms of your personal safety and any consequences which may arise from such an action on your part.

16. Law and Jurisdiction

The Short Explanation

These Terms and Conditions are governed by English law and any disputes will be dealt with in the courts of England and Wales (Scotland or Northern Ireland if you live in the region). Please read the Terms and Conditions carefully. Bookings are accepted subject to you agreeing to the Terms and Conditions. The conditions will vary depending on what type of placement and bookings you have through us.

In Detail

This will be governed by English law and any disputes will be dealt with in the courts of England and Wales. If you live in Northern Ireland or Scotland, the courts of Northern Ireland and Scotland (as appropriate), can deal with any disputes.

We reserve the right to alter these booking conditions and you should check with us at the time of booking.

Please read the following conditions carefully, as they set out the Terms and Conditions between yourself and Elim International Missions ("EIM, Elim Missions (UK), EFGA, Elim Foursquare Gospel Alliance, we, us, and our"), registered charity no. 251549. We accept bookings subject to you agreeing to all the Terms and Conditions.

17. Your Financial Protection

The Short Explanation

We are not bound by the Package Travel and Linked Travel Arrangements Regulations 2018 (reasoning set out in the "in detail" part of this section). We therefore do not have to provide you with insurance should we become insolvent. We require written proof of your third-party travel insurance. You are responsible for reading through the Terms and Conditions stated within your travel insurance in order to ensure you have the correct level of cover for the specific placement you are participating in. If you are from an Elim Foursquare Gospel Alliance Church, then Public Liability Insurance is in place, should a claim be made on your behalf in relation to an incident occurring overseas. Elim Missions does provide ATOL Protection for your flight through our agent Key Travel if we have booked these for you. Please see the next sections "Flights" and "ATOL Protection" to check your rights. You are reminded that all placements that are related to Elim must be arranged through Elim

International Missions. You are reminded that all placements undertaken by an Elim Church Team or individual going to an Elim Missionary or Elim Approved Organisation or Elim Global Partner must be arranged through Elim International Missions.

In Detail

As the entirety of the Elim Foursquare Gospel Alliance is made up of individual churches under one Charity number, an individual church would fall outside of the scope of the Package Travel and Linked Travel Arrangements Regulations 2018 (due to the infrequency of placements per year and this being on a "not for profit basis") and is therefore exempt from its statutes. This assessment is based on Section 3 (Application), paragraph 2(b) of the Regulations.
We therefore require written proof that all individuals participating in an overseas placement have full and comprehensive travel insurance in place at the time of booking the flights. It is your responsibility to read through the Terms and Conditions of the third-party insurer and be completely satisfied that the level of cover is sufficient for the placement and within these Terms and Conditions.

Notwithstanding the above, Elim Foursquare Gospel Alliance does have Public Liability Insurance in place sufficient to cover any participant in the event of injury, illness or death overseas on an approved mission placement, booked through Elim International Centre. It is for the Elim church linked to the placement to assess the possibility of a claim on behalf of the participant(s) by contacting the Elim Foursquare Gospel Alliance Insurance Broker (details can be found on Elim Hub or by request to the Insurance Department at Elim International Centre).

Elim International Missions does hold an ATOL licence (through our agent Key Travel) and is therefore able to help you book flights.

There is no requirement for Financial Protection for planned missionary activities and none is provided.

As per the working arrangements that underpin the Elim Foursquare Gospel Alliance UK Constitution, all planned mission placements being planned by or representing any part of Elim Foursquare Gospel Alliance UK, must be arranged through Elim International Missions. There are no exceptions to this and any breach of this may be reported to the National Leadership Team accordingly.

If we have booked flights for you, it will be through 'Key Travel' who hold an ATOL licence, which ensures the financial protection of money paid by you for flights. For more details see www.atol.org.uk.

Please note that Elim International Missions cannot accept liability for any travel, accommodation, insurance or other costs incurred where an individual is subsequently unable to participate in the placement because safeguarding, Criminal Records Check, reference, application or other compliance requirements have not been completed or

approved. Any financial losses arising from bookings made before all requirements have been satisfied remain the responsibility of the individual.

18. Flights

The Short Explanation

You are responsible to ensure you arrive on time to any airport which forms part of your placement. Booking through us gives us the authority to make changes or cancellations to your flight on your behalf if required. If you are delayed at any point before a flight, please let your supervisor/s know at the earliest stage. If we have booked your flights the emergency contact telephone number for Key Travel can be found on your E-Ticket.

In Detail

If there is an airport pickup (on either the outbound or inbound flight) that has been booked by us, the pickup location and drop off time will be agreed between your team leader, supervisor and Elim International Missions; and it is your responsibility to ensure you are there on time.

Elim International Missions has an Agency Agreement with a travel management company (Key Travel) which allows teams to be booked on the same flight with minimum administrative burden. Booking flights in this way also gives us (or Key Travel on our behalf) the authority to amend or cancel the flight booking on your behalf in the event of an emergency. Such amendments or cancellations are only made in exceptional circumstances, such as the need to repatriate you in the event of an overseas crisis. More details are available upon request.

If you are delayed at outbound or inbound points of departure, please notify your supervisor/s and us at the earliest possible stage. If necessary, we can work with the airline (via Key Travel) and your lead contact on your behalf to make appropriate arrangements.

19. ATOL Protection

The Short Explanation

Flights arranged by us are covered by Key Travel's ATOL Certificate. In the unlikely event we enter insolvency, the United Kingdom Civil Aviation Authority (CAA) will ensure you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please see below for a summary by the CAA of what the ATOL Scheme is. For further information, please visit www.atol.org.uk

In Detail

Flights are arranged by us as an authorised agent for Key Travel and are protected by Key Travel's ATOL Certificate. When you buy an ATOL protected flight from Key Travel, through Elim International Missions, you will receive a confirmation of booking from us confirming your arrangements and your protection under Key Travel's Air Travel Organisers Licence number 3329. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk.

Please note that the below text is produced by the CAA. For clarity, the term "holiday" can reasonably be substituted with "placement" or "package" in this instance.

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). Many of the flights and flight-inclusive holidays are financially protected by the ATOL scheme. However, ATOL protection does not apply to all holiday and travel services. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate, then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your placement are not listed on it, those parts will not be ATOL protected. Please see our booking conditions for information, or for more information about financial protection and the ATOL Certificate please go to: www.atol.org.uk/ATOLCertificate

20. Our obligations to you

The Short Explanation

We will accept your place as per the information you provide to us. You agree to all the terms in this document upon submission of your application form. We reserve the right to change the dates or cancel your placement due to unforeseen circumstances. If you elect to extend your stay in-country, our obligations and responsibilities to you end on the date of your scheduled return home to the United Kingdom. If the anticipated risk or expertise required to conduct your placement significantly changes, you can withdraw from the placement with minimum penalty providing you notify us in writing within 14 days of us communicating the change to you. We will try to find you an alternative placement wherever possible.

In Detail

Confirmation

We will issue by email, to the team leader or yourself confirmation of your placement arrangements.

Time within the jurisdiction of Elim International Missions

You will be within the jurisdiction of Elim International Missions during the overseas dates printed on your confirmation and for any additional days caused by unexpected delays to your return. The dates are subject to change due to unforeseen circumstances or by prior agreement between ourselves and you. A new updated confirmation will be sent at the earliest opportunity after a change to the dates of your placement has been made.

Time outside the jurisdiction of Elim International Missions

Requests to extend your time overseas beyond the dates printed on the confirmation (or any updated confirmation) for any reason should be made in writing at the earliest opportunity and will be considered on a case by case basis. Where such requests are granted, you will automatically fall outside the jurisdiction of Elim International Missions at the time you depart from the programme itinerary as set out on the last confirmation sent to you prior to the scheduled date of departure. During such periods, Elim International Missions cannot accept any liability for you and is unable to offer any further assistance outside of the parameters of the placement. It is your responsibility to make any further arrangements and to extend any travel insurance you have to cover any additional periods.

For the purpose of clarity, the time of jurisdiction of Elim International Missions commences from the day of your departure and at the moment you enter an element of your placement (for example boarding your flight).

Changes or Cancellation by us

The nature of placements, and the contexts in which they are set, means that some changes to your placement arrangements are not untypical (see section on "Flexibility").

When changes made to the placement are significant and consequently result in additional difficulty or risk, you can withdraw from the programme but please notify us as soon as possible.

Elim International Missions reserves the right to cancel your placement in any circumstances. In the event of this, we will endeavour to offer you an alternative placement wherever possible.

We are unable to make any payment if changes or cancellations are made as a result of 'Force Majeure'. This includes, but is not limited to: acts of God, acts and/or threats of war, government action, strike, civil unrest, fire, failure of public utilities, medical emergency (including epidemic and pandemic), natural elements (including, but not limited to: weather threat or disaster, earthquake, volcanic eruption, tsunami, flooding, drought, wild (bush) fires, lightning strike), nuclear threat or disaster, biological or chemical attack, terrorist threat or action, or airport closure. In such instances, you should check your insurance policy to ascertain if a claim can be made.

'Force Majeure' also includes any recommendation by the Foreign & Commonwealth Office travel advice unit. This includes any restrictions to non-essential travel. You are advised to check this information on the internet at www.gov.uk/foreign-travel-advice

Our liabilities to you

Elim International Missions accepts liability for acts and/or omissions of our employees, agents and suppliers while acting in the course of their employment with us. We accept responsibility for deficiencies in the service we are to supply except in the case of 'Force Majeure' or 'acts of God' as defined above.

We are not responsible for the death, injury or illness of anyone unless caused by negligent acts or omissions by employees or agents acting within the course of employment with us. We will, however, offer assistance to anyone who suffers injury or illness arising from activities within the scope of their placement arrangements. This may or may not include financial assistance, at the sole discretion of Elim International Missions.

21. Your obligations

The Short explanation

Confirmation of your placement will be issued by email. If you do not receive this please contact us. **Please check carefully** your confirmation (particularly that the spelling of your name is exactly as per your passport) and inform us as soon as possible if there is an error. If you cancel your placement after confirmation or make changes, please let Elim International Missions know as soon as possible. We will not accept any liability for your placement from that point onwards.

In Detail

Your placement is confirmed when we issue your confirmation by email. Please advise us if you have not received this. On the receipt of your confirmation, **PLEASE CHECK** it carefully, particularly with regard to the spelling of names and dates.

Amendments to your placement booking

We will consider any requests from yourself to change your placement arrangements and will use our best efforts to assist you. In some circumstances, it may be necessary to treat the amendment as a cancellation.

Cancellation by you

If you wish to cancel your placement, you must advise us in writing at the earliest opportunity. It is a condition of your placement that you have travel insurance with cancellation cover in place when you book to cover this eventuality.

Changes to your placement arrangements after departure

If you decide to change your placement arrangements whilst overseas, please let Elim International Missions know as soon as possible.

22. Flights (Specific Items)

The Short explanation

Your flight booking may be amended or cancelled as per the terms and conditions of the airline. Some airlines may not issue you with a refund if your flight is amended or cancelled by yourself. Check at least 72 hours before departure the date and timings of your flight. If you need to print out your E- ticket at home, please ensure you do so. We will not be responsible for any additional charges or fees relating to this. Make sure you are at the

airport and checked-in as required by your airline. We are not responsible for the operation of the air transport itself. If your flight is downgraded, delayed or cancelled you may be able to claim under the Denied Boarding Regulations Act 2004. Please check with your airline for further information. This may apply also if you are denied boarding under specific circumstances. Please note that your flight may be operated by another airline than that stated on your ticket and confirmation.

In Detail

Cancellation or amendments

Bookings for flights may be amended or cancelled in accordance with relevant suppliers' Terms and Conditions and subject to the suppliers' amendment and cancellation charges. Please note that many airlines do not allow changes and cancellation may result in no refund whatsoever. All requests for cancellation/amendments must be made in writing by yourself.

Flight Reconfirmation

It is your responsibility to ensure that you reconfirm the departure date and times of all your flights at least 72 hours prior to departure. This is particularly important in respect of subsequent journeys once you have left the United Kingdom. Please refer to your E-ticket for airline contact details. It is your responsibility to print out your E-ticket at home if required by the airline in their Terms and Conditions. You are liable for any charges or fees incurred for failure to print out E-tickets at home and requiring a reprint of the ticket at the airport.

Airline Check-in-Times

It is your responsibility to check with the airline the time that you are required to report to the check-in desk or gate prior to your scheduled departure. Please note that some airlines require online check-in prior to arrival at the airport.

Our liability to you

We do not have any responsibility for the operation of the air transport itself. Our liability to you is restricted only to events arising from our own negligence.

Denied Boarding

Where a flight ticket is downgraded or a flight cancelled, delayed, or boarding is denied by any carrier in circumstances which would entitle you to compensation under the Denied Boarding Regulations Act 2004, then you are obliged to claim appropriate sums pursuant to those regulations from the carrier. Any sums received by you in this respect constitute the full amount of your entitlement to compensation for all matters flowing from the carrier's actions and which fall within the scope of Denied Boarding Regulations.

Joint Services (IATA Code Sharing Scheme)

Please note that two airlines may share the same services, therefore a flight may not be operated by the airline whose designated code is shown on your itinerary and ticket.

23. Taxes

The Short explanation

Some countries may impose other taxes locally that need to be paid at certain times (usually at the airport and hotel). Please carry enough local currency to meet such charges.

In Detail

Many countries charge departure taxes that can only be paid locally. It is therefore recommended that you retain sufficient local currency to meet such charges. Details of departure taxes can be obtained from the relevant airline when you reconfirm your flight details.

This might also be the same for arrival taxes, custom charges, immigration charges (including visa fees), tourist taxes, city taxes and hotel (occupancy) taxes.