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

## **1. Contract**

### ***The Short Explanation***

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

### ***In Detail***

The contract 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. The contract will not exist between us until we advise confirmation of your placement.

## 2. Payment

### ***The Short Explanation***

Payment for the flight is taken at the time of booking. Payment for other elements are taken as requested. In respect of some Elim International Missions Teams (including, but not limited to RTC placements, GAP students, Aspire International placements and MAP students), a 10% deposit will be taken to secure your place on the team. Payment can be made by BACS Transfer or credit/debit card (by telephone). If you do not pay by the specified date, we reserve the right to cancel your placement (treated as a cancellation by you). Make sure you enter the correct reference if paying by BACS.

### ***In Detail***

Normally payment is taken at the time of booking your placement. However, in some circumstances (such as Regents Theological College teams, GAP year student teams, Aspire International teams and MAP teams), we will accept a non-returnable deposit of 10% of the total trip cost, with a final balance due, as shown on your confirmation. This due date will normally be no later than 3 months before the scheduled departure date of the placement, unless otherwise specified. If the confirmation is issued less than 3 months before the scheduled departure date of the placement, the final balance is due immediately. In some cases, (at Elim International Missions (UK) total discretion) we are able to accept payment in instalments. If this is the case, you will be notified in writing, together with a payment plan.

Failure to ensure that we receive cleared payment on the specified date may result in your placement being cancelled.

Payments may be paid by:

- Debit or Credit Card – By Telephone only: +44 (0)1684 588940
- BAC Bank Transfer to:
  - Account Name: **ETC EFGA International Missions Board**
  - Sort Code: **30-91-87**
  - Account Number: **01439364**
  - Transaction Reference: **STM-[SURNAME][FIRST INITIAL]**

For example – if your name is John Smith, the correct transaction reference to use would be “STM-SMITHJ”.

When you pay your non-returnable deposit, please quote the specific type of Elim Missions (UK) short-term placement you are undertaking as the reference. It should be **STM-[SURNAME][FIRST INITIAL][PROGRAMME][TWO-LETTER COUNTRY CODE]**

For example – if your name is John Smith and you are part of a MAP Romania short-term mission placement, the correct transaction reference would be “STM-SMITHJMAPRO”.

Once your deposit is paid, we will issue a confirmation and a note of the remaining balance, together with payment terms. When you pay the remaining balance, you must quote the reference on your invoice.

To allow time for payments to clear, please allow 3 working days after making a card transaction.

Unfortunately, we no longer accept payment for mission placements by cheque due to the length of time a cheque takes to clear into our bank account.

### **3. Lead Contact (Responsibilities)**

#### ***The Short Explanation***

For teams, all of 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 lead contact 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 lead contact. All administration fees incurred due to a change of information must be passed on to the person responsible. All mission placements being undertaken under the banner of the Elim Foursquare Gospel Alliance must be booked 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 lead named person or organisation. We cannot accept any responsibility for any matters arising from failure to advise us of changes in postal address or email address.

If you have any questions or note errors with your travel or other documentation, please contact the lead contact of your mission placement as soon as possible. If you are the lead person of the mission placement, you should ensure that all information is up-to-date and correct. Any cancellation fees or administration fees occurred due to errors in information supplied that was not a fault of (or the result of negligence of an Elim International Missions (UK) employee, past or present) will be passed onto the team/church/individual responsible.

All mission placements pertaining from an Elim church (EFGA) or department must be authorised and booked through the Elim International Missions (UK) office exclusively. It is part of the role of the lead contact 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.

## 4. 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 are very different to vacations and are more demanding. Mission placements require robust procedures, 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 ethos 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 contract 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 contract 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 Global partner or Elim missionary 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 contract 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 ethos 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 contract 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.

## 5. Application Processes

### ***The Short Explanation***

All those wishing to undertake a short-term placement must complete the Elim Missions standard application form. References will then be taken up and a criminal records check (DBS or Access NI) 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, 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 DBS application, Disclosure Scotland Application or Access NI application, we reserve the right to pass this matter to our National Safeguarding Coordinator, our National Leadership Team and / or local and / or national authorities to investigate further.

### ***In Detail***

Permission to undertake a mission placement will be subject to a number of 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 or Access NI in Northern Ireland (because of the nature of Elim International Missions work, the Rehabilitation of Offenders legislation does not apply). 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 DBS 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 vulnerable adults, regardless of whether this information would be recorded on your DBS certificate
- Further health screening form (if deemed necessary) with additional health screening information
- Confirmation of comprehensive travel insurance which declares any pre-existing health issues and which includes repatriation
- For more long-term placements, successful completion of one or more interviews. This can be either a physical interview or an online or telephone interview. Interviews vary with the amount of time of the proposed placement or the nature of the placement. This may be delegated to the lead contact of a placement at the sole discretion of the Elim International Missions Department
- Two satisfactory references for short term placements and three for placements of over one year. One of these must be a credentialed minister. Further references may be requested

You will be notified of the requirements relevant to your particular placement (or programme). Confirmation of your placement will be sent once these requirements have been met, and thus your contract with us (defined in section 1 of these Terms and Conditions) does not commence until their completion.

In some circumstances, we may at our discretion choose to commence a contract with you prior to the completion of these requirements. You need to agree to this before we implement the contract. You must understand the risk of doing this. If you should subsequently fail to satisfactorily fulfil any of the requirements, the placement will be cancelled and be treated as a cancellation by you. Please see in these Terms and Conditions regarding 'cancellation by you'.

Elim International Missions requires an enhanced DBS check to be undertaken for which a fee is payable by you. Your guarantee of a place on any mission placement remains provisional pending receipt of a satisfactory DBS check or satisfactory Access NI check. These conditions remain in place irrespective of whether you have a confirmed booking or contract. Elim International Missions may withdraw the offer of a place, or terminate your participation in a placement, if you fail to provide a satisfactory DBS or Access NI check, or if information comes to light that may have a bearing on your suitability to work with children or vulnerable adults or you fail to meet the necessary suitability requirements. Elim International Missions is only able to accept previous DBS or Access NI checks where the check has been done through the Elim Pentecostal Church (within the previous 3 years from the date of your placement), and where the applicant has subscribed to the update service.

Regardless of whether or not your placement has been confirmed, or payments made, refunds will not be given if any of the following change to:

- If you fail to disclose relevant health information to Elim International Mission on your application form, which later prevents you from obtaining satisfactory health screening (see section on "disabilities, health and dietary considerations")
- If you fail to disclose relevant information (including but not limited to your conduct with children and vulnerable adults) when prompted for a self-declaration, which later prevents you from obtaining a satisfactory DBS certificate or satisfactory Access NI certificate

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 DBS application, we reserve the right to pass this matter to our National

Safeguarding Coordinator, our National Leadership Team and / or local and / or national authorities to investigate further.

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.

## 6. 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 'In Loco Parentis' (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 'In Loco Parentis' (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 an 'In Loco Parentis' (parental consent) form to be completed and accepted by ourselves before we can approve an application. The consent form must include –

- Name of the applicant
- Name of the parent /guardian
- Name of the person acting 'In Loco Parentis'
- Date of birth of the person acting 'In Loco Parentis'. Please note that only someone over the age of 18 years of age can act as 'in Loco Parentis'
- 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 'In Loco Parentis'

An 'In Loco Parentis' (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 an 'In Loco parentis' (parental consent) form.

The person acting 'In Loco Parentis' 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.

If you have misled us regarding your health, you will not be entitled to any refund of money paid (as per section 5 of these Terms and Conditions). If you have not misled us, then any money that can be refunded will be refunded to you (excluding any administration fees incurred by third party suppliers, for example airlines).

## **7. Photography, Media and Usage**

### ***The Short Explanation***

You agree we can use images of yourself taken on a mission trip 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
- 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

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)
- 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
- Newsletters
- E-mails
- Letters

## **8. 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. If we have to cancel your booking because you did not tell us of medical conditions, disabilities or dietary requirements, you may not be entitled to a full or partial refund. You are responsible for your travel insurance. We will not pay out costs for this. Your medical information may be shared with the missionary 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 in writing at the earliest possible opportunity. This includes any issues arising on further health screening forms that are requested. 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 not confirm your booking. If full details are not disclosed at the relevant time as described above, we reserve the right to cancel your booking, imposing the applicable charges outlined elsewhere in these conditions.

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, in regards to 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.

## **9. Passport 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 lead contact 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).

## 10. **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.

## 11. **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 in regards to the level of healthcare available. If we do have to pay any medical bills on your behalf, you agree to reimburse us in full upon arrival back in the UK. 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. 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 lead contact have the name of the insurer, contact telephone number and policy reference 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.

## 12. **Complaints**

### ***The Short Explanation***

If you are dissatisfied, please talk to us. Most problems can be dealt with on placement, by speaking with your lead contact or supervisor. 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 lead contact or supervisor, explaining your dissatisfaction and seeking resolution. Complaints can usually be resolved far more quickly and to your satisfaction as soon as they arise. Your lead contact is responsible for liaising with third party suppliers (for example airlines, hotels) on your behalf. The supervisor 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.

## 13. **Suppliers' Conditions**

### ***The Short Explanation***

You must abide by the Terms and Conditions of service of our 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***

Our 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. Our suppliers' conditions will also apply to your contract with us and 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 contract 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.

## 14. **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 third party suppliers we work 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.

## 15. 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 and in the Churches Working Overseas Document. 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 supervisor (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 'In Loco Parentis' for someone). We would draw your attention to the Code of Conduct relevant to your placement, found in the Churches Working Overseas document. 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 supervisor overseas.

The Supervisor 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 supervisor. The term 'supervisor' will apply to all people who have been charged with leadership of your placement. You will be informed before the placement starts who your supervisor is.

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 offenses 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.

## 16. **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 lead contact, 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 placement supervisor. You must follow the decision we take in regards to 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 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.

## 17. 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***

Your contract 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 of any contract 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.

These conditions vary depending on whether you book a "package" or just "flights". These variations are set out in the following sections:

- Section A contains the conditions which will apply for all bookings
- Section B applies where you book a "Package"
- Section C applies where you book "Flights"

For the purposes of this agreement "package" is defined by two or more different types of travel service with are offered by Elim International Missions, where the components are combined for the purpose of this placement.

## 18. **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. 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 booked 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 must be booked 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.

Elim International Missions is therefore not required by law to have insurance in place to protect any initial deposit and subsequent monies paid to us (including repatriation costs if required), arising from cancellation or curtailment of your travel arrangements due to us entering into insolvency.

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, Hazelton Mountford LTD (details can be found on ElimNet 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 sell flights as part of a package.

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 booked through Elim International Missions. There are no exceptions to this and any breach of this may be reported to the National Leadership Team accordingly.

You must book your placement (including flights) through our travel management company Key Travel via Elim International Missions (see details in the section below on 'Flights'). Key Travel holds an ATOL licence, which ensures the financial protection of money paid by you for flights. For more details see [www.atol.org.uk](http://www.atol.org.uk) .

## 19. **Flights**

### ***The Short Explanation***

Your package consists of all elements and must be booked exclusively by Elim International Missions. 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 lead contact know at the earliest stage. The emergency contact telephone number for Key Travel can be found on your E-Ticket.

### ***In Detail***

Unless otherwise specified, your package includes all elements of the placement that are booked exclusively by Elim International Missions only. This may include sightseeing and missional excursions whenever payment is required before departure. It does not include anything that is directed by the supervisor of the placement.

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 lead contact, 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. Use of this arrangement is mandatory for all Elim related mission placements.

If you are delayed at outbound or inbound points of departure, please notify your lead contact 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.

## 20. **ATOL Protection**

### ***The Short Explanation***

Flights sold 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](http://www.atol.org.uk)

### ***In Detail***

Flights are sold to you 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](http://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 under your contract 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 that we can offer to you. 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 trip 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](http://www.atol.org.uk/ATOLCertificate)

## 21. **Our obligations to you**

### ***The Short Explanation***

We will accept your booking as per the information you provide to us. You agree to all the terms in this contract upon submission of your application form. You are liable for the payment of your booking. We reserve the right to amend your booking in any way, if there are necessary changes before the completion of your placement. Our prices are subject to change without notice and will not be fixed until you have been issued with your confirmation. 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 or offer you a refund. You will not be entitled to any refund as a result of 'Force Majeure' or 'Acts of God'. For your convenience, there is a list of circumstances where you will not receive a refund. This list is indicative but not exhaustive. Please check your insurance policy to see if you can claim.

### ***In Detail***

#### *Receipt*

We accept your booking and payment information on the basis that you wish to purchase this placement package and that upon giving us this information, you are agreeing to purchase this placement package under the terms of this contract. We may not process your payment for some time or may encounter failure to collect the payment based upon information given but this does not relieve you of liabilities under this contract to make payments.

#### *Confirmation*

We will make the reservations for each element of your booking. We will then issue, either by post or email, to the lead named person or yourself together with our confirmation of your placement arrangements. The confirmation will also show the total price, excluding any elements which have to be paid upon arrival. This will be discussed with you before commencement of your placement. If agreed in advance, and at our total discretion, it will also show the deposit paid, final balance and due date, if any, by which payment must be received in our office.

#### *Product Price*

The price(s) shown on your confirmation is fixed, unless you amend your booking in any way or there are changes to government imposed taxes or charges prior to completion of your placement. The prices shown on our

website, social media or other publications may change at any time and without notice.

#### *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 booking (for example boarding your flight).

#### *Changes or Cancellation by us*

The nature of the placements we offer, and the contexts in which they are set, means that some changes to your placement arrangements are not untypical (see section on "Flexibility"). We will do our best to notify you of any changes as soon as we are aware by email. Any cost saving in the event of such a change will be passed on to you.

When changes made to the placement are significant and consequently result in additional difficulty or risk, you are permitted to withdraw from the programme with minimum penalty, providing you notify us in writing within 14 days of our communicating such changes to you. For the purpose of clarity, the term 'minimum penalty' means receiving a refund, excluding third party cancellation and administration fees.

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 or will refund any payments made, where applicable.

We are unable to make any payment or refund 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](http://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 contracted to supply except in the case of 'Force Majeure' or 'acts of God' as defined above. Our liability will be limited to twice the cost of the placement.

We are not responsible for the death, injury or illness of anyone who booked with us 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 booked with us 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.

## 22. **Your obligations**

### ***The Short explanation***

Confirmation of your booking will be issued by email or post. If you do not receive this within 7 working days, 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. It may be necessary for us to charge an administration fee for making any changes to a confirmed booking. Third party supplier administration fees may also apply and you agree to reimburse us these fees upon receipt of a payment request. If you cancel your placement after confirmation, we will calculate your refund based on the administration fees incurred by each individual supplier and an administration fee of £50 from Elim International Missions. If you change details of your placement booking without prior consultation with Elim International Missions, you will be breaking this contract. We will cancel any remaining accommodation and will not accept any liability for your placement from that point onwards.

### ***In Detail***

#### *Contract*

Your placement is confirmed when we issue your confirmation by email or post. Please advise us if you have not received this within 7 working days of making a booking. On the receipt of your confirmation, **PLEASE CHECK** it carefully, particularly with regard to the spelling of names which must agree with those in your passport, as any errors may incur administration charges.

#### *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. We may need to make a charge for this and will advise you prior to accepting your instructions. We will pass on to you in full all amendment fees passed on to us by a third party supplier. By accepting these Terms and Conditions, you agree to reimburse us at the moment we are requested to pay these fees. In some circumstances, it may be necessary to treat the amendment as a cancellation. Please note that if the number of passengers on your reservation changes, we will recalculate your placement price to reflect the new occupancy levels. We can only accept changes that are notified in writing by email or by post.

#### *Cancellation by you*

If you wish to cancel your placement, you must advise us in writing at the earliest opportunity. We will then calculate any refunds based on the charges and fees incurred with each individual supplier and refund balances to you, less an administration fee of £50. It is a condition of booking that you have travel insurance with cancellation cover in place when you

book your placement, as any refunds are likely to be only a small percentage of your total placement cost (see section on “Insurance”).

*Changes to your placement arrangements after departure*

If you decide to change your placement arrangements whilst overseas, without prior consultation with Elim International Missions, you will be in breach of this contract. All remaining accommodation which has been reserved for you will automatically be cancelled and we shall be unable to accept any liability for any loss, damage or other claim resulting from your placement.

## 23. **Price Changes**

### ***The Short explanation***

If a price increase occurs prior to full payment being received, you are required to pay for the additional price increase.

### ***In Detail***

Price increases may occur at any time prior to full payment being received from yourself and you are required to pay any such increases in full. This includes, but is not limited to, flight price fluctuations, exchange rates and airport taxations.

## 24. **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*

Our responsibility is to make arrangements for the provision of the air carrier of air transport, but 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. If, for any reason, you do not claim against the carrier and make a claim for compensation from Elim International Missions, you must, at the time of payment of any compensation to you, make a complete declaration to us of the rights you have against the carrier. This is in relation to the claim that gives rise to that compensation payment.

### *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.

## 25. **Taxes**

### ***The Short explanation***

We will advise you of all mandatory taxes to pay. However, 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***

We will advise you of all mandatory taxes which you must pay before departure. However, 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.