

Essential Information

1. PAYMENT TERMS

Please refer to the provisional booking letter for details of deposit payments to be made.

The balance of the cost of your arrangements must be received by us not less than 70 days prior to departure. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we reserve the right to treat your booking as cancelled by you. In this case we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in clause 6 of our Booking Conditions depending on the date we reasonably treat your booking as cancelled.

2. OUR TOURS DO NOT INCLUDE

- Meals en-route, unless specifically stated.
- Entrance fees, boat trips, guides etc unless specifically stated.
- Drinks with meals, other than breakfast.
- The cost of collective or full passports as required by the countries to be visited or transited.
- The cost of visas and immigration taxes. (See also Clause 13: VISAS).
- Departure taxes which can only be paid locally.
- Transfers for excursions unless specifically included.
- Gratuities or gifts for guides etc unless specifically included.

3. SIZE OF GROUP

The minimum number for which we quote tour prices is usually 20 persons, but for certain destinations it may be possible to have smaller groups.

4. FITNESS AND ABILITY

Whilst we don't have a maximum age limit, we do recognise that at some point during our customers' journey with us, they will reach an age where we will have to review their fitness and ability to participate in the pilgrimage they've choose to book. If you are over the age of 79, please can you contact Tours For Churches directly for a Tours For Churches Pre-booking Screening form.

5. ACCOMMODATION

Tours for Churches has built up a detailed understanding of the requirements of church groups. Accommodation has been selected either by Tours for Churches staff or by our agents with these requirements in mind. We indicate in the text either specific accommodation which is frequently used, or we describe the category of accommodation used. Occasionally, due to the pressure on accommodation, hotels and centres not named in the brochure but of a similar category will be used. Passengers are normally accommodated in twin bedded rooms. Single rooms are available at a supplement.

6. MEALS

The standard meal basis of tours is half board. Where full board is provided this may be a combination of packed lunch and restaurant based meals. Not all establishments can provide hot lunches.

7. EXCURSIONS

The provision of excursions varies from tour to tour. The following is a summary of our policy.

8. OPEN ITINERARIES

For air and coach tours shown as open itineraries, no excursions are included in the tour price. Tours for Churches provides a **visit planning service** for groups of minimum 15 paying persons or more. This is a service that will help you plan visits and prebook transportation, entrance and guide services on your behalf. Normally guide services and transportation will be prepaid to Tours for Churches with most entrance fees payable on the spot by the group. Groups travelling by British coach will have the coach available for excursions subject to driver hour's regulations.

9. INCLUSIVE TOURS

Many air tours include the provision of transportation for excursions. Some tours include the cost of entrance fees, guide or escort services in addition to transportation. This is clearly shown in each itinerary. Tours for Churches will be happy to book any additional services required and advise you of the additional cost. This service is generally available for groups of 20 paying persons or more.

10. GUIDE BOOKS

Tours for Churches will provide the group organiser with a guide book(s) or information pack for the selected destination(s).

11. GENERAL NOTE

Most visits requested can be booked by Tours for Churches. Should a large amount of research be required for non-standard visits, we reserve the right to levy an additional charge. You will be notified of the amount required prior to the visits being researched.

12. VISITS NOT GUARANTEED

Where we agree to organise visits on your behalf which are dependent on the goodwill of organisations or individuals we are unable to guarantee arrangements agreed for particular venues or on particular dates. Because these providers are not our suppliers and we do not have contracts with them for the supply of these services, they may choose to withdraw any offered facilities at any time and this is outside our control. In these circumstances we reserve the right to substitute alternative arrangements to those requested.

13. SEAT-BELTS ON COACHES

All UK coaches will be fitted with seat-belts. In the event of a breakdown, if it is necessary to provide a replacement vehicle, the coach will be fitted with seatbelts if it is a UK coach. However, due to the different legislation in countries outside the UK, this may not be possible if a non-UK coach is supplied.

14. PASSPORTS (Applicable to British citizens only)

A full British passport is required for travel to all destinations abroad and in most cases will need to be valid for at least 6 months beyond the date of departure.

From 8th October 2016 HM Passport Office started to introduce passports which no longer include the holder's signature in digital format, instead customers will be required to sign their passport after they receive it. Further information can be obtained from the UK Passport Advice line on 0300 222 0000 or website at www.gov.uk/passport-advice-line

15. VISAS

You must have all visas (and vaccination) certificates that are necessary to enter or pass through any countries involved in the journey or tour.

Non-British citizens may require Visas/Transit Visas, for which the individual is responsible and must apply for themselves. The cost of the visa is not included in tour prices. Tours for Churches will provide the necessary advice to enable groups to obtain visas. We recommend that all visa requirements are completed at least 2 months prior to departure. Please note we cannot accept liability if you or any member of your group is refused a visa through no fault of ours. The inability to travel due to incomplete visa requirements is not covered by insurance. Remember visa requirements may change and you must check the up to date position in good time before departure.

You can visit www.travcour.com to find out instantly what, if any visas, you need to obtain prior to travel. Alternatively, visas can be obtained through the relevant embassy or consulate.

General Note: Some countries refuse admission to travellers not meeting their accepted standards of dress or appearance (even if they hold a visa). Entry may also be refused to certain countries if your passport bears stamps or visas (valid or expired) for Israel. Please note it is your responsibility to ensure you have the correct, current information in good time before departure and that you act on it

16. INSURANCE

Our pilgrimages include insurance for passengers that are under the age of 74 at the time of travel that have no pre-existing medical conditions affecting them personally or anyone upon who travel depends. Passengers that have pre-existing medical conditions can call the Fogg Insurance medical screening helpline for additional insurance cover. Tours for Churches is an appointed representative of Fogg Insurance Limited, who is authorised and regulated by the Financial Services authority Please go to www.toursforchurches.co.uk for full terms and conditions, or if you need to contact Fogg Insurance to advise them of any pre-existing health conditions or to ask any advice please contact them on 01623 631331 and quote TOURS FOR

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CHURCHES or to make a claim please visit www.foggtravelinsurance.com to print out a claim form.

16.1. If you decide not to include Tours For Churches insurance in your group pilgrimage. It is a condition of joining any of our pilgrimages that you must have valid travel insurance. Your policy should include a minimum cover of curtailment, personal effects, pre-existing medical conditions and cancellation protection, as all deposits paid are non-refundable.

16.2. Tours For Churches insurance cover does not apply to travellers over the age of 74 at the time of travel, but it is available for an additional premium. Please contact Tours for Churches for information.

Please refer to our insurance details included with your provisional booking letter, or available on our website at www.toursforchurches.co.uk.

PLEASE ENSURE YOU READ YOUR INSURANCE POLICY CAREFULLY.

17. FREEPLACES FOR ORGANISERS / LEADERS

Tours for Churches normally offers 1 free place per 20 full paying persons on tours. Free places are available on most tours and details of these will be included in our quotation.

18. NOISE

It should be remembered that in many cities and towns accommodation may be situated in a busy area and therefore some noise is likely. Please bear this in mind when choosing your accommodation.

19. FOREIGN OFFICE ADVICE

Occasionally, the Foreign and Commonwealth Office finds it necessary to issue advice on the suitability of travel to certain destinations. Such advice can be found on the Foreign and Commonwealth Office's website at www.fco.gov.uk

PUBLICATION DATE

These Important Notes were published in November 2016.

ANY FURTHER QUESTIONS

If we have failed to anticipate all your questions, please do not hesitate to contact us. We are at your service

Brochure / website / itinerary / advertising material accuracy

The information contained in our brochure, on our website, in client itineraries and in our other advertising material is believed correct to the best of our knowledge at the time of printing or publication. However, errors may occasionally occur and information may subsequently change. You must therefore ensure you check all details of your chosen holiday (including the price) with us or your travel agent at the time of booking.

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Explore Worldwide Ltd. Trading as Tours for Churches Registered Office:

Nelson House, 55 Victoria Road, Farnborough, Hampshire, GU14 7PA, UK. VAT No. 358 7552 13.

Data protection and privacy statement

For the purposes of the Data Protection Act 1998, we, Explore Worldwide Limited are a data controller. In order to process your booking, brochure and dossier requests, provide your tour and to help us provide you with a more personal service, we need to collect certain personal details from you. These details will include, where applicable, the names and contact details of party members, credit/ debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen tour arrangements and any dietary restrictions which may disclose your religious beliefs. If we need any other personal details, we will tell you before we obtain them from you.

We need to pass on your personal details to the companies and organisations who need to know them so that your tour can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). Such companies and organisations may be outside the European Union, Norway, Iceland or Liechtenstein if your tour is to take place or involves suppliers outside these countries.

We would also like to store and use your personal details for future marketing purposes (for example, sending you a brochure or details of new features, tours or special offers which we think may be of interest to you, including by email). All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept but we will use only names and contact details for marketing purposes (unless you have indicated that you do not wish us to do so. We respect our customers' privacy and do not sell, rent, trade or give away any of your personal information for any purpose.

Occasionally we hire other companies to provide services on our behalf, for example mailing information to our customers. We only provide those companies with the personal details relating to our clients which they require in order to deliver the service. They are prohibited from using that information for any other purpose. We will ensure that anyone to whom we pass your details for this reason agrees to treat it with the same level of protection we are obliged to provide.

From time-to-time, our staff, customers and suppliers may take photographs of tours in progress, including pictures of our customers. These pictures may be used in future marketing materials and stored physically and digitally. If you do not wish for your pictures to be taken or used in this manner, please advise your tour leader or an Explore staff member at the start of your trip.

If you do not want us to do any or all of these things, please let us know as soon as possible.

Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request. If you

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believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately.

As our privacy statement may change due to developments in the law, we would encourage you to reread our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information.

Peace of Mind

Explore is a fully bonded Tour Operator licensed by the Civil Aviation Authority (CAA) and by ABTOT. We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 2595)

All the flights and flight-inclusive holidays* in this brochure or on our website are financially protected by the ATOL scheme. When you pay, you will be supplied with an ATOL certificate**. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL certificate go to <http://www.atol.org.uk/ATOLCertificate>

*The flights and flight-inclusive holidays we arrange are ATOL protected providing they are made available in the UK.

As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), Explore has provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992.

In the event of Explore's insolvency, protection is provided for non-flight packages commencing in and returning to the UK and other non-flight packages excluding pre-arranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with Explore. In the above circumstances, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your non-flight package.

Foreign Office Travel Advice

The Foreign & Commonwealth Office (FCO) Travel Advice Unit (www.gov.uk/foreign-travel-advice) provides detailed information about your destination. We strongly recommend that you read their comments about the country you are planning to visit; both when you book and again just before you leave. We monitor FCO travel warnings and advice and based on them, may cancel trips before departure, or re-route or make other changes to trips operating in or through the country concerned.

Any decision we take about whether to operate or cancel a trip or make other changes will always be made in the interests of your safety and security. We will make these decisions at least four weeks before departure, unless we believe that local conditions will improve before the start of the trip.

Be prepared

Whilst we endeavour to provide as much information as possible, we would always recommend that you undertake some background research about the places you will be visiting and the type of climate and local conditions you can expect to get the most out of your holiday.

AITO Quality Charter

The Association of Independent Tour Operators

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AITO is the Association for independent and specialist holiday companies. Our member companies, usually owner-managed, strive to create overseas holidays with high levels of professionalism and a shared concern for quality and personal service. The Association encourages the highest standards in all aspects of tour operating.

- Exclusive Membership** - AITO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.
- Financial Security** - An AITO member is required to arrange financial protection for all holidays and other arrangements (including accommodation only) booked by customers with the member under the AITO logo. This financial protection applies to customers who are resident in the UK at the time of booking and to most overseas customers who have booked directly with the member. In doing so, the member must comply with UK Government regulations. Members are required to submit details of their financial protection arrangements to AITO on a regular basis.
- Accurate Brochures/Web Sites** - All members do their utmost to ensure that all their brochures and other publications, print or electronic, clearly and accurately describe the holidays and services offered.
- Professional Service and Continual Improvements** - All members are committed to high standards of service and believe in regular and thorough training of employees. Members continually seek to review and improve their holidays. They listen to their customers and always welcome suggestions for improving standards.
- Monitoring Standards** - AITO endeavours to monitor quality standards regularly. All customers should receive a postholiday questionnaire, the results of which are scrutinised by the Association.
- Sustainable Tourism** - All members acknowledge the importance of AITO's Sustainable Tourism guidelines, which recognise the social, economic and environmental responsibilities of tour operating. Those demonstrating their achievements beyond the pure acceptance of this principle are recognised by the award of 2 to 5 star status. Explore have achieved 5 star status.
- Customer Relations** - All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, AITO's low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion. Please note that Dispute Settlement Services Ltd are not listed on the Government's Alternative Dispute Resolution (ADR) scheme ADR list but still able to provide Arbitration.

Explore is a member of the Association of Independent Tour Operators. To contact the association visit www.aito.co.uk