

ESSENTIAL INFORMATION

ESSENTIAL INFORMATION ABOUT OUR TRIPS

Please carefully read through the following information about booking a Tours for Churches tour. Tours for churches is a trading name of Explore Worldwide Limited. All prices and information shown in this brochure are subject to availability, can be withdrawn at any time without notice and are correct at time of going to print (January 2020).

When you book you will be asked to confirm that you have read and understood these pages, as well as our Booking conditions on our website:

www.toursforchurches.co.uk/booking-information
The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations. Therefore, you will benefit from all EU rights applying to packages. Explore will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Explore has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes/they become insolvent. More information on your key rights under the Package Travel and Linked Travel Arrangements Regulations 2018 can be found here: www.explore.co.uk/travel-regulations.

PREPARING FOR YOUR PILGRIMAGE

Travelling to far-flung corners of the earth involves adapting to living conditions that are often very different from your own. You should also be aware that some countries around the world have security problems. Unsavory characters are likely to be active in big cities and street markets and certain areas may be considered 'out-of-bounds' for tourists. However, most crime is opportunistic. Using your common sense will reduce the risks. Unfortunately, no destination can be guaranteed to be safe from terrorism.

We constantly monitor the political situation in the regions we visit and will re-route or cancel a trip if we feel it is necessary. 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 in order to get the most from your holiday.

FOREIGN OFFICE TRAVEL ADVICE

The Foreign & Commonwealth Office (FCO) Travel Advice Unit – www.gov.uk/foreigntravel-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 and that you sign up to the government travel alert service. For the UK, the FCO alert service can be found here:

www.gov.uk/foreign-travel-advice/emails/signup. 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 throughout the country concerned. Any decision we take about whether to operate or cancel a trip or make other changes will always be 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.

TRAVEL AND CANCELLATION INSURANCE

Travel Insurance is mandatory for all clients whilst on a holiday organised by the Company. Clients together with their personal property including baggage are at all times solely at their own risk. Clients are wholly responsible for arranging their own insurance. Clients not taking out the Company's specially arranged travel/cancellation insurance are responsible for ensuring that they have alternative personal travel insurance with protection for the full duration of the holiday in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment with adequate and appropriate cover. Clients making their own arrangements should ensure that there are no clauses limiting or excluding protection for the type of activities included in their holiday. Clients should satisfy themselves that all

travel insurance purchased meets their particular requirements and should arrange supplementary insurance if need be. It is your responsibility to ensure that the insurance you purchase provides adequate cover. We do not check insurance policies and cannot be liable for any expenses incurred as a result of you not having adequate, appropriate or valid insurance cover. You will need to confirm to us that you are fully insured before you depart and provide us with your insurers name, emergency contact number and policy reference.

EHIC (EUROPEAN HEALTH INSURANCE CARD)

For holidays in the EU / EEA you should obtain an EHIC (European Health Insurance Card) before departure, from the Department of Health. This is available online at: www.ehic.org.uk. An EHIC is not, however, a substitute for appropriate travel insurance. If the UK leaves the EU without a deal on January 31 2020, your access to healthcare when visiting an EU country is likely to change. If you are planning to visit on or after January 31 2020, you should continue to buy travel insurance so you can get the healthcare treatment you need, just as you would if visiting a non-EU country. If you are using an EHIC issued by the UK, this will still be valid until January 31 2020.

SEATING ON FLIGHTS AND TRAINS

Although it is possible to request specific seats from the majority of airlines and train operators, it's important to note that the carrier may ask you for an additional fee to pre-book your seats in advance. Please contact Tours for Churches with your seating request and we'll submit it on your behalf. It's important to note that we are unable to guarantee your seating requests and that failure to grant your request will not be a breach of contract on our part. Sometimes seats are booked as part of a block booking (allocation) – the relevant airline/train will automatically allocate your seating. For these journeys you'll be unable to check in online and so we recommend arriving and checking in at the airport/train station as early as possible so that you have a better chance of selecting alternative seats should the need arise. If you require specific seats because of a disability/reduced mobility/a medical condition, please make this clear at the time of booking. Subject to safety requirements and availability, EU airlines are required to make all reasonable efforts to arrange seating to meet the requirements of individuals with a disability or reduced mobility. You may be required to provide written confirmation of your disability, reduced mobility or medical condition and fitness to travel from your doctor.

INFLIGHT MEALS

Although meals are still provided on most international flights, you should be aware that there is a trend towards them not being included on shorter flights, and particularly those within Europe. On many routes with connections within Europe, a meal will be provided on the inter-continental sector, but not on the sector between the UK and the connecting European airport. We cannot therefore guarantee that a meal will be provided on all flights. If you have a special dietary requirement, please let us know at the time of booking. We will send an automated request through to the airline. Please be aware that in most cases airlines do not confirm individual meal requests, so it is worth double checking that the meal has been ordered at check-in.

CHANGES TO FLIGHT INFORMATION

When you book a flight-inclusive trip with Tours for Churches, your holiday confirmation will contain provisional flight details. The timings, flight numbers or route could change several times before departure. We will confirm final timings with your final documents. We will notify you immediately of any significant airline

schedule change which occurs after your tickets have been issued. We recommend that you defer booking any connecting travel to the airport or arrangements such as car parking or overnight hotels until you have received your final documents, with confirmed travel times. Where Tours for Churches are arranging domestic regional flights, these will be automatically rebooked to connect with your international flights. We strongly recommend that you do not purchase non-flexible, non-refundable connecting rail, air or bus tickets, as they usually incur cancellation or penalty charges in the event of a change to the departure time or date.

EU BANNED AIRLINES

In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community List" which contains details of air carriers which are subject to an operating ban within the EU. The Community List is available for inspection at https://ec.europa.eu/transport/modes/air/safety/air-ban/search_en.

In accordance with EU Regulations we are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your international flight(s) to and from an EU airport at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban and, as a result, we or the carrier are unable to offer you a suitable alternative, the provisions of our Booking Conditions "If we change or cancel your trip" will apply. Please note that we will not book our customers onto banned airlines whose flights may be available for general sale and accessible to the public.

AIRCRAFT WEIGHT RESTRICTIONS

For the purposes of flight safety, it is essential that you adhere to the luggage weight restrictions imposed by the airline you are flying with, particularly when flying on internal flights on smaller aircraft.

LOST LUGGAGE

In the rare event that your luggage is either misplaced or damaged during a flight, a PIR (Property Irregularity Report) will need to be filed with the airline before you leave the airport to allow an insurance claim to be processed at a later date.

CONSUMER PEACE OF MIND

Explore are proud to be the first tour operator to be approved by Trading Standards.

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:

www.atol.org.uk/ ATOL Certificate.

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



The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Explore Worldwide Ltd, and in the event of their insolvency, protection is provided for the following: non-flight packages. You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukdsi/2018/9780111168479/contents>

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the EU are only protected by ABTOT when purchased directly with Explore Worldwide Ltd.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call ABTOT on 020 7065 5311 (during office hours Mon – Fri) or alternatively call their 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.



BROCHURE / WEBSITE / ADVERTISING MATERIAL ACCURACY

The information contained in our brochure, on our website 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 trip (including the price) with us or your travel agent at the time of booking.

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VAT No. 358 7552 13.
www.ToursforChurches.co.uk

The Association of Independent Tour Operators

AITO is the Association for independent and specialist holiday companies. Its 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 / WEBSITES

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 post-holiday 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.

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

YOUR PRIVACY

Tours for Churches takes your privacy extremely seriously. We are committed to doing everything we can to protect any personal information provided to us when you enquire about or book a holiday or another travel service with us, when you visit our website, or when you engage with us by other means. This equally applies if someone else makes arrangements on your behalf.

For full details of what, why and how we collect and use your personal information, how we protect it and how you can contact us, see our online Privacy Centre at www.explore.co.uk/privacy-policy or call us on 01252 379438 so that we can send the details to you.

If you handle the arrangements for other Travellers, please ensure they are aware of the information contained within our Privacy Centre and they consent to you acting on their behalf in your dealings with us.

To enable us to make holiday arrangements for you, we may ask you to provide information such as:

- your name, gender, date of birth, contact details;
- your preferred rooming arrangements and other special requests (including special categories of personal data such as dietary requirements, which may disclose health matters or your religious or philosophical beliefs, and information about any disability or medical condition which may affect the chosen holiday arrangements);
- the name and telephone number of an emergency contact person (whom we will only contact in urgent circumstances while you are away);
- your passport and travel insurance details;
- details of your payment card or your bank account (this information is processed using a third party payment services provider and is not stored by us);
- when you call us or correspond with us about your booking, we may record the call for training and quality control purposes and/or keep information on why you contacted us, and the advice we gave you.
- on your return from holiday we email or post a satisfaction questionnaire to you. This gives us specific feedback on any issue you may have experienced, and statistical data we can amalgamate in order to monitor the quality of our holidays.

We will need to share your data with third party service providers, used in the delivery of your purchased holiday arrangements, some of which may be based outside the EEA. These providers include accommodation, restaurants and transport

providers; local ground partners and agents, where we use them; equipment hire operators and guides, tutors and local attractions where booked on your behalf. We keep the information related to your booking for a period which enables us to handle or respond to any complaints or queries and to fulfil our obligations to our third party suppliers who provided your holiday arrangements. The information may also be retained so that we can continue to improve your experience with us while you engage with and purchase from us.

By law we have to keep basic information about our customers for legal and tax purposes for up to 7 years after they cease being customers.

IF YOU FAIL TO PROVIDE PERSONAL INFORMATION

Should you fail to provide data required either by law, or necessary to provide your chosen travel arrangements, we will not be able to provide the services you have booked or are attempting to book. This may result in Tours for Churches being unable to process your booking and be forced to cancel the booking. In this case, we will treat this as a 'cancellation by you' in accordance with the relevant Booking Terms & Conditions and notify you accordingly.

MARKETING COMMUNICATIONS

We may use your information to provide you with brochures, newsletters and other communications if you have provided your prior consent or we are permitted under an identified and assessed legitimate interest.

We sell our holidays directly to customers and so sending out brochures and other marketing communications by post from time-to-time is very important to the way we do business. We use data we have collected from bookings, brochure requests and other forms of engagement to decide what marketing information our customers may like to receive, and we have identified this as in our legitimate interest. We do provide an opportunity to opt-out of this direct marketing during the booking or enquiry process and in subsequent communications, or you may contact us at any time to do so. We have found over the years that the majority of people welcome these communications and, those who do not are happy to let us know so we can ensure no more are sent. If you ask us to stop sending marketing information, you may continue to receive communications for up to 4 weeks after your requested change while our systems are fully updated.

IMAGES

From time-to-time, our staff, customers and suppliers may take photographs and video footage of trips in progress, including photos and video footage of our customers. You will be invited to sign a model release form to consent to this. These images may be used in future marketing materials and stored physically and digitally. If you do not wish to be filmed or for your pictures to be taken or used in this manner, please advise us and/or the photographer at the start of your trip.

WEBSITE USE

In order for us to provide you with the optimum service, we use 'Cookies' on our website. Cookies are small text files sent to your computer when you access our site. Cookies used on our site are anonymous and contain no personal information, but do identify your computer so that you can navigate our site more easily and our website can remember your preferences. For more information about what cookies we use and how to manage them please refer to our Cookie Policy at: www.explore.co.uk/privacy/cookies.

CONTACT US

It is important that the personal data we hold about you is accurate and current. Please keep us informed if any of the details you provide to us should change during the course of your relationship with us.

If you need further assistance, would like to make a comment or update your marketing preferences, you can contact us:

- By telephone on 01252 379438
- By email: Dataprivacy@explore.co.uk

- By mail to Data Privacy Manager, Explore, Nelson House, 55 Victoria Road, Farnborough, Hampshire, GU154 7PA, UK.

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO). You can contact them on 0303 123 1113 or go online to: www.ico.org.uk/concerns.