



VOLUNTEER VACATIONS

Volunteer placements abroad benefitting disadvantaged communities and helping the environment

Volunteer Vacations
Bentlys, Hound House Road
Shere, Guildford
Surrey GU5 9JH

Tel: 07833 208 158

BOOKING FORM

Please send to: Jill Golding

PLACEMENT DETAILS	PERSONAL DETAILS
Placement Date:	Passenger Name:
Placement Duration (no. of weeks):	Telephone: Mobile:
Placement Location:	Email Address:
Present or Last School:	Address:
<i>Please give details of sports played and to what level, or any relevant experience to the placement:</i>	Postcode:
	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>
	Date of Birth: Age (at dep. date):

PERSONAL DETAILS					
Status (Mr/Mrs etc.)	First Name (as on Passport)	Middle Name	Surname	Country of Citizenship	Emergency Contact No
Passport No:	Issue Date	Expiry Date	Place of Issue		

PAYMENT
Please make cheques payable to: Volunteer Vacations. Payment can also be made by online bank transfer. Bank details supplied on request.
Deposit payment is £195. Full balance is due 12 weeks before the date of departure.
For placements where there are less than 12 weeks before departure, full payment is due at the time of booking.
MONIES ENCLOSED
..... deposit of £195 pp £
OR
..... full amount £
TOTAL ENCLOSED £ <input style="width: 50px;" type="text"/>

HOW DID YOU HEAR ABOUT US?
<i>gap year fair, web search, leaflet, word of mouth etc?</i>

IMPORTANT
I declare that the information supplied by myself above is correct. I have read and agree to the Terms and Conditions and I agree to comply with the Code of Conduct.
I agree to take out suitable travel insurance and show Volunteer Vacations proof of such insurance before departure.
Signature: Date:
Signature of parent: Date: <i>(if participant is under 18)</i>

OFFICE USE:



PLEASE RETURN THIS BOOKING FORM TO:

Volunteer Vacations, Bentlys, Hound House Road,
Shere, Guildford, Surrey GU5 9JH

Tel: 07833 208 158

Email: info@volunteervacations.co.uk

We would like you to enjoy your placement and benefit from the experience. We ask you, therefore, to read the following information very carefully, as when you book a placement you enter into a legally binding contract with The Company.

Volunteer Vacations Limited is a registered company (no.7262166)

When you make a booking, your contract is with Volunteer Vacations and our commitment is to provide a placement which consists of you engaging in the voluntary work that you have chosen, for a specified number of weeks, at venues/schools/locations organised by the Supplier abroad, such Supplier also to provide orientation, accommodation, food, some activities, 24-hour telephone support and transport to and from the work locations (when applicable) and to and from the airport - with the exception of Ecuador where only one airport pick up is included and volunteers get themselves by public transport to their work placement.

We have endeavoured to ensure all aspects of the placements are described accurately. The placements are not suitable for everybody; the information we provide is aimed at ensuring volunteers are aware of all facts and the level of commitment that would be expected from them.

1) MAKING A BOOKING

To reserve your placement, a completed booking form together with a non-refundable deposit of £195 should be received by Volunteer Vacations. Cheques should be made out to "Volunteer Vacations" and bank details are available on request for direct transfers. Booking Forms and deposit cheques can be sent to: Volunteer Vacations, Bentlys, Hound House Road, Shere, Nr. Guildford, Surrey. GU5 9JH Within 14 working days, you will be issued with a Confirmation Invoice that confirms the Contract between yourself and Volunteer Vacations. It is then your responsibility to book your flights as soon as possible and take out travel insurance immediately. Should your booking be made less than 12 weeks before the placement date, then full payment is due immediately.

Volunteer Vacations will acknowledge the deposit paid on the Confirmation Invoice and inform you of the balance due and the date by which the final balance is due, namely 12 weeks before departure. Your invoice must be settled by such a date and failure to do so may result in loss of the placement and the deposit.

In the unlikely event of Volunteer Vacations being unable to provide the placement, then the booking fee and other fees paid after 12 weeks before departure will be returned to the Client.

Should you wish to carry forward your placement due to illness or special circumstances, then upon receipt of a written confirmation of such circumstances, you can carry forward your deposit and any other monies paid, subject to availability. However a charge of £100 will be charged for administrative costs that will have been incurred both in the UK and abroad. This charge will have to be paid 12 weeks before the new departure date of the new placement.

Your personal safety and well-being are of paramount interest to us therefore it is a condition of booking that you inform us at the time of booking of any medical, physical, dietary or other conditions that might affect your placement.

2. FLIGHTS AND INSURANCE

It is your responsibility to arrange for all flights and travel insurance. The purchase of adequate travel insurance is essential and is a condition of booking. Travel Insurance should include, but not be limited to, cover for the specific sport to be coached (if volunteer is coaching sport), medical and hospital expenses, injury, death, repatriation, cancellation and curtailment, personal accident, personal liability, hijack, travel delay and should include any high risk activities that you intend to undertake whilst abroad on the placement or after it has finished. Volunteer Vacations reserves the right to refuse to carry any person whose insurance cover is deemed inadequate.

3. DOCUMENTATION

It is your responsibility to obtain all necessary passports, visas, health certificates and other documents required for travelling abroad. Volunteer Vacations will provide guidance in this area but you MUST make the appropriate enquiries with the relevant authorities.

4. LOST DOCUMENTS

We are unable to assume liability in respect of any lost or mislaid travel tickets or passports. In these circumstances, no refunds will be given.

5. IF YOU CHANGE YOUR BOOKING

If you change your booking after it has been confirmed and more than 12 weeks before departure, an amendment fee of £50 will be charged to cover administrative costs. If you defer your booking less than 12 weeks before departure, subject to availability, then a cost of £100 will be added to your final bill. The new placement must be taken within 12 months of the date of deferment.

Should you transfer your booking to another person, Volunteer Vacations reserves the right to assess this person as to their suitability for the placement and refuse the transfer if appropriate. If a transfer does occur, then both the transferee and the original client, the transferor, are both liable for any outstanding payments until the final amount due is paid. There will be a charge of £50 for administrative costs.

All communications relating to this Contract should be made in writing by letter or email to: Volunteer Vacations, Bentlys, Hound House Road, Shere, Nr. Guildford, Surrey GU5 9JH. Tel: 07833 208 158 Email: info@volunteervacations.co.uk

6. IF YOU CANCEL YOUR BOOKING

If, having paid the final balance 12 weeks before departure, you subsequently cancel your booking within 83 days of departure, the following cancellation charges will apply:

Period before departure in which cancellation notice is received	More than 84 days	42-83 days	15-41 days	Less than 15 days
Cancellation charge	Loss of deposit	50%	75%	100%

These cancellation charges will be deducted from the monies paid and the balance returned to you. If the final balance has not been paid, then you must pay the money due as our Suppliers abroad will have incurred costs for the placement and will be missing one volunteer.

Cancellations must be received as soon as possible in writing. The date received will count as the date of the cancellation. We will acknowledge a cancellation immediately and, if you have not received an acknowledgement within 7 days, you MUST contact us to check that your communication has been safely received.

7. IF WE CANCEL YOUR BOOKING

In the unlikely event of Volunteer Vacations having to cancel your booking due to circumstances beyond our control, such as a Force Majeure, then a full refund will be given to you or an alternative date offered with no extra cost.

8. COMPLAINTS AND DISPUTES

In spite of the many months of planning, problems do occasionally occur. Should you have a complaint whilst away, then you MUST report it immediately to the Supplier's in-country staff so that the problem can be rectified. In the unlikely event that your problem is not resolved on the spot, then your complaint should be notified in writing to The Company within 30 days of your return. We will acknowledge your complaint immediately and, if you have not received an acknowledgement within 7 days, you MUST contact us to check that your communication has been safely received. Failure to notify the Company and the Supplier's in-country staff of any grievance at the time will absolve The Company of all responsibility in the settlement of any subsequent related claim once you have returned.

9. THE COMPANY'S RESPONSIBILITY

a) Volunteer Vacations has taken all reasonable steps to ensure that the Suppliers with whom we do business are reputable and efficient and that they comply with the laws of the country in which they operate. Volunteer Vacations has also taken reasonable care in offering the placement and accepts responsibility for ensuring that there are no deficiencies in the services we are contractually obliged to provide and that they are provided to a reasonable standard. Should deficiencies occur, Volunteer Vacations will pay reasonable compensation however the Company will not accept responsibility for disappointment suffered as a result of unrealistic expectations. Volunteer Vacations does not accept responsibility where there has been no fault on our part or that of our suppliers or where the cause was your own fault or the result of actions of a third party unconnected with the placement arrangements, or could not have been foreseen or avoided by us or our suppliers even if all due care has been exercised. The Company has no liability for changes to or cancellations of schedules by airlines and also has no liability if you are prevented from travelling on an aircraft or vessel by any person in authority at the airport or port or are denied access to accommodation or services by any person in authority because you appear to be unfit to travel or are likely to cause disturbance or discomfort to any other travellers. In this latter instance, full cancellation changes will also be applied.

b) In the unfortunate event that you suffer death or personal injury as a result of an activity forming part of your placement, we do not accept any responsibility where there has been no fault on our part or that of our suppliers, or the cause was your own fault, the actions of a third party unconnected with the placement, or could not have been foreseen or avoided by us or our suppliers even if all due care had been exercised.

10. INFORMATION ACCURACY

All descriptions and details of the placements are correct to the best of our knowledge. Once your placement has been confirmed, should any alterations occur, we shall endeavour to notify you immediately. For example, certain facilities at the accommodation may be unavailable at given times of the year (e.g. a swimming pool closed for cleaning, or the accommodation is being refurbished). In such instances, our liability shall be limited to advising you, wherever possible, of any significant changes and to offer every assistance to ensure that your placement is not inconvenienced or disrupted.

11. PASSPORT & VISA INFORMATION

All passengers must be in possession of a passport with at least 6 months unexpired validity after their return date. We suggest you contact the relevant Embassy/Consulate for current visa information. Please allow sufficient time for your visa application, if appropriate, to be processed before your departure date. Please also check the UK Passport Service on 0870 5212 0410 or www.passport.gov.uk for further information should you not have a machine readable passport. In South Africa, you need to have two blank consecutive pages in your passport and our understanding is that passengers have been refused entry if their passport does not comply with this.

12. HEALTH MATTERS & TRAVEL ABROAD

Health matters and vaccination requirements vary from country to country and from time to time. We suggest that clients check as soon as they have booked their placements with their GP, practice nurse or travel health clinic, about their individual needs. The Foreign & Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. Visit www.fco.gov.uk/knownbeforeyougo. Many countries insist that a certificate confirming immunisation against Yellow Fever is shown on arrival and it is the client's responsibility to make sure that they are immunised against this and to travel with their certificate if appropriate.

13. DATA PROTECTION

In order to process your booking and to ensure that your placement runs smoothly, we need to use the information you provide such as name, address, etc. We take full responsibility for ensuring that proper security measures are in place to protect your information and you have the right to see any information details that we hold on you. This information must be passed on to the relevant supplier abroad. Additional controls on data protection at your destination may not be as strong as the legal requirements in this country. We will not however pass any information on to any third party. In making this booking, you consent to this information being passed on to the relevant persons.

14. CRIMINAL RECORD CHECK

If you are working with vulnerable children/youths, we reserve the right to take out a criminal record check on you to verify that you are suitable for the placement offered. Should the results of such check be unfavourable, then we reserve the right to cancel your placement and the normal cancellation terms will apply.

15. PARTICIPATION REQUIREMENTS

It is essential that all participants in these placements are fit, in good health, with no mobility impairment, physical or mental illnesses or conditions that will make it impossible for them to participate in the activities expected of them. Participants need to have a passion for their chosen placement and a desire to do the work. Sports coaches in particular should have had experience playing their chosen sport at school and in local clubs.

16. GOVERNING LAW

All matters concerning the booking, and in particular but without limitation in respect of questions of liability and quantum of damages in Volunteer Vacations' responsibilities above, shall be governed by English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.