

Step Booking Conditions

Please read the following booking conditions carefully, as they set out the terms and conditions of any contract between you and **Latin Link** (“We, us, and our”). The contract may be one in which we act as an agent or principal, where you have booked a “package” (as defined below) with us.

A “**package**” exists if you book at the same time a combination of two or more holiday components (excluding insurance) which are offered for sale, or sold at, an inclusive price by us.

1. Contract:

The contract is between **Latin Link**, registered charity no. 1020826, company limited by guarantee no. 2811525 and the lead named person as shown on the Offer Pack Letter. Note that the following booking conditions do not affect your statutory rights. The contract will not exist between us until we issue an Offer Pack Letter and have received a signed Step Offer Reply Form.

2. Our obligations:

- **Receipt**

We accept your booking and deposit payment information on the basis that you wish to participate in the Step Programme and that upon giving us this information; you are agreeing to do so under the Terms of this Contract.

- **Confirmation**

Once we have interviewed you and collected both your references, presuming we are happy to offer you a place on the Step Programme, we will issue you with an Offer Pack through the post. This contains an Offer Pack Letter detailing the conditions of the offer, and the Contribution Target plus recommended dates for sending money in to us. The Offer Pack also contains a DBS form, to be completed, and an Offer Reply Form to be completed and signed as acceptance of your place on Step.

When all members of your team have sent in their Offer Reply Forms and an initial contribution towards the trip, we will organise your flights. Unless otherwise notified, you will travel together as a team and all be booked on the same flight. We will find flights for your team and reserve them. You will then be required to call up our Travel Management Company and pay them directly for your flight. This is so you are covered by their ATOL licence. Your flight details and e-tickets will be sent to you by email and a hard copy will be given to the Team Leaders at Orientation.

At the same time as your flight details you will also be sent Project Details. This will include information about the country you’ll be going to, climate, what you need to bring, any relevant medical information, further details regarding your accommodation and the facilities available to you, an address for where you’re going and emergency contact details for the Latin Link member who will be meeting you at the airport and supervising your project.

- **Contribution Target**

The Contribution Target shown on your Offer Pack Letter 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 trip. The prices shown on our website may change at any time.

○ **Changes to your trip**

As we are working cross-culturally with developing countries, it is likely that changes could be made to your trip, but any that do occur are likely to be minor. We will do our best to notify you of any changes as soon as we are aware, either by email or via your Latin Link supervisor in country.

In the unlikely event that a major change should occur, and the scheduled trip could no longer take place, it is our policy to offer you a place on an alternative team if that is possible. In the case that the alternative team offered has a lower contribution target e.g. from a 7 week Step team to a 3 week Step team/ from a Spring team to a Summer team, and you had already raised the higher amount, we would refund the difference to you.

If changes are made as a result of force majeure, which includes but is not limited to acts of God, acts of threat of war; government action, strike, civil unrest, fire, failure of public utilities, medical emergency, natural, including weather threat or disaster, nuclear threat or disaster, terrorist threat or action, or airport closure, we will make alternative arrangements for you to either:

- Travel on different dates
- Be offered a project in an alternative location where possible
- Be refunded any fundraising contributions already sent in to us in the event that an alternative could not be arranged

Force majeure also includes any recommendation by the foreign & commonwealth office travel advice unit. You are advised to check this information on the internet at www.fco.uk.

○ **Cancellation by us**

We will not cancel your trip unless:

- a) There are not enough people to form an effective team. For most projects the minimum number of participants required will be 3 or 4.
- b) The project is no longer in a position to receive a Step team and cancels
- c) The Latin Link receiving country team is no longer in a position to receive a Step team and cancels
- d) Through force majeure as defined above
- e) You have not honoured your commitment to try as hard as possible to raise the full Contribution Target
- f) You have signed a statement to say that you have no criminal convictions and your DBS certificate reveals you have been dishonest in this statement
- g) We have serious cause for concern regarding your physical or mental health

In the case of a) to d) inclusive, we will offer you the chance, where possible, to join an alternative Step team.

○ **Our liabilities to you**

Latin Link 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 as defined above. Our liability will be limited to the returning the money raised by an individual towards their participation in Step at that time.

We are not responsible for the death, injury, illness or loss/damage of property of anyone who participates in the Step Programme unless when caused by negligent acts or omissions by employees or agents acting within the course of employment with us. Whilst we seek to do everything possible to provide a safe and secure placement, some situations may fall outside our control and, by signing the Step Offer Reply Form, participants acknowledge the potential risks to their safety and well-being and that they cannot hold Latin Link responsible.

3. Your obligations:

- **Contract**

Your participation in the Step Programme is confirmed when we issue your Offer Pack Letter by post and receive the completed and signed Offer Reply Form from you. You should receive your Offer Pack shortly after we interview you and have received both your references.

- **Amendments to your arrangements**

We will consider any requests to change your 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. In some circumstance, it may be necessary to treat the change as cancellation. We can only accept changes that are notified in writing by email or by post.

- **Cancellation by you**

If you wish to withdraw your participation from the Step Programme, you must advise us in writing. We will then calculate any refunds based on the charges incurred with each individual supplier and refund balances to you less an administration fee of £50.

- **Changes to your travel arrangements after departure**

If you decide to change your travel arrangements whilst overseas you will be responsible for organising the changes, in agreement with the Latin Link supervisor, and covering any costs incurred. If the change is due to ill health or a family emergency, it may be possible to recover this cost on the insurance, but please check first by contacting the insurance company.

- **Re-confirmation**

At Orientation we will re-confirm your outward flight details, recommended arrangements for meeting at the airport for departure and arrangements on arrival in Latin America. Team Leaders will receive a Leaders Practicals Pack with copies of the e-tickets for the whole teams and the insurance documents.

- **Airline check-in times**

You must present yourself for check-in at least 2 hours prior to the scheduled departure of your aircraft.

Booking conditions applicable to all bookings

1. Sending in money

In the Offer Pack Letter your total Contribution Target will be stated, together with a breakdown of suggested instalments with recommended payment dates. We ask all participants to send in an Initial Contribution with the Step Offer Reply Form when they accept their place on Step. The final balance should be paid by Orientation and is payable by:

- i. Cheque payable to Latin Link
- ii. Charity voucher payable to Latin Link
- iii. Bank transfer (details available in the Step Offer Pack and on request)

If the full Contribution Target is not reached before departure, this will not necessarily stop you from going on Step. If less than 50% of the fundraising target is reached, we reserve the right to cancel your participation in the programme for that year. All applicants sign a declaration on the Step Offer Reply Form to 'commit to working hard at raising the contribution target'. If you are not able to raise the full Contribution Target before departure we recommend that you continue to fundraise on your return to honour this commitment.

2. Contact Address

Please note that we shall address all correspondence and deliver travel documents to the Step Applicant, according to the details they provide on the Application Form. **Latin Link** will not make any cancellation or amendments or enter into correspondence regarding the reservation with any other party other than the Applicant.

We cannot accept any responsibility for any matters arising from failure to advise us of changes in postal address or email address.

3. Passports & Visas

It is your responsibility to ensure that you and all those travelling with you have a valid passport and any necessary visa and that you have obtained any necessary vaccinations to gain entry to any country you are visiting. 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. PLEASE visit FAQ entry and immigration requirements if you are in doubt about your ability to comply with the immigration requirements of the countries you will be visiting.

4. Insurance

The cost of joining the Latin Link's insurance policy for the duration of Step is covered by your overall contribution to Latin Link. Our policy has been specifically designed to fit the requirements of volunteers on the programme. It provides full medical cover, including any

injuries sustained when working on a building site, as well as cover against loss of personal belongings.

You must also have appropriate insurance cover if you choose to travel after the end of your Step project. If you need to extend your Step insurance to include travel after the project, then you will be required to pay a small fee to cover the extra period.

5. Travel documents

We aim to issue your travel and information documents at least 14 days prior to your departure. If we are unable to meet this target, we will notify you by email of any delays. Please note that for some Step teams, we may issue these documents significantly in advance of this target.

6. Project information

We have done everything possible to ensure that the information we have given you on our website and in the Project Details documents is correct and up to date. We update our website frequently to reflect those changes that we know about but we do not have control over them. Consequently, should events not take place, we can accept no liability and the arrangements confirmed will stand.

7. Overbooking

It's a common fact of modern travel that airlines seek to maximise their occupancy by taking more bookings than there is space available in order to compensate for no-shows. We monitor our suppliers very closely to avoid potential disruption to your trip. Consequently, if we feel there is a chance you may be inconvenienced, we will contact you as soon as we are aware of the possibility and propose alternative arrangements.

8. General information

a) Joint services:

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.

b) Taxes:

We will advise you all mandatory taxes which you must pay before departure. However, many countries charge departure taxes that can only be paid locally. It is therefore recommend that you retain sufficient local currency to meet such charges. Details of departure taxes can be obtained from relevant airlines. Where possible we will inform you in the event that you need to pay a departure tax.

9. Complaints

Should you have cause for dissatisfaction with any of arrangements made by **Latin Link** on your behalf, you should immediately contact your Latin Link supervisor, explaining your dissatisfaction and seeking resolution. Complaints can usually be resolved far more quickly and to your satisfaction in country.

If, after this procedure, you remain dissatisfied, please notify your Latin Link supervisor in

writing by email, copying in the Step Coordinator. We will then do our utmost to resolve the matter. Please note that we must be notified within 1 week if we are to be able to resolve matters quickly and that without a written report there is nothing we can do either immediately or subsequently.

Should you continue to remain dissatisfied with our handling of the matter, please write to our Head of Programmes at our office. We will investigate further and reply fully within 28 days. If this is not possible, we will send you an interim email advising of our progress.

10. Suppliers' conditions

Our third party have their own booking conditions and conditions of carriage, and you will be bound by these, so far as 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 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, may also limit or exclude our liability to you, and they are often subject to international conventions. Where relevant, copies of such conditions may be available for inspection at the office of the relevant supplier.

11. Special requests

If you have a special request for anything that is not automatically part of the arrangement booked please advise us and we will pass this information on to the companies we work with. Our acknowledgement of your request in writing by email confirms we have received it and does not guarantee that we, or the relevant supplier, can meet with your request. Where possible they will try and help you, but we cannot guarantee any request unless we confirm the request in writing. We must emphasise that verbal confirmations of special requests cannot be taken as a guarantee that they will be met.

12. Information accuracy

Due to the unpredictable nature of working cross-culturally in developing countries, changes to your project and team may need to be made prior to, or during your placement in Latin America. We will do our best to notify you of any changes as soon as we are aware, either by email or via your Latin Link supervisor in country. Any transfer times we quote for travel between airport and project location are approximate and, depending on circumstances, the journey time may be longer.

13. Personal information

We will provide your personal information, as well as any personal information you provide in relation to those other persons who form your booking party, to suppliers and carriers who might be located outside the UK and/ or EU, to enable the operation of the services requested by you. If you make special requests, which include, but are not limited to, special dietary, health or disability-related requirements, which constitute sensitive information, the relevant data will also be passed to relevant suppliers and carriers to enable provision of services to you.

14. Behaviour

You must accept responsibility for the proper conduct of yourself and your booking party. By signing the Step Offer Reply Form you are declaring that you agree to comply with the Latin Link Step Undertaking during your time on Step and any time spent travelling after the project.

We reserve the right to take whatever sanctions (including repatriation) are felt necessary against any applicant who refuses to adhere to the Step Undertaking, damages property, or, by their attitude or behaviour, endangers the safety, health, unity or well-being of their team, or whose behaviour gives offence to nationals. Such action will normally only be taken after discussion with the individual concerned and after consultation with Latin Link personnel.

15. Law and Jurisdiction

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 our website at the time of booking