

Service, Leadership & Education Global

Learn, Serve, Connect Tours–2012

Terms and Conditions

Inclusion in a Learn Serve Connect tour party 2012

Acceptance of these terms and conditions and the payment of the full price of the tour will constitute membership of the tour. Acceptance will be recorded by your signature on a copy of these terms and conditions.

Payment Schedule

When	Amount
With application	\$500 deposit
120 days before departure	Next \$4000
56 days before departure	Balance to \$6250

(airline fares and fees, where applicable, by negotiation)

Cancellation policies

As you will understand, cancellation charges will reflect the cancellation policies of airlines (where we have done this booking), accommodation providers etc. Whilst Service, Leadership & Education Global (S, L & E G) would like to offer the opportunity to transfer in a relative or colleague in the event of a cancellation, this will only be possible where airline bookings are not restricted. Refunds of airfares etc will be negotiated as necessary. Medical certification is often required to effect such refunds.

The following cancellation charges apply:

Weeks before departure	cancellation charge
Up until 90 days before departure	\$1000
From 90 days until 28 days before departure	deposit plus 70% of payments
From 28 days to departure date	deposit plus 90% of payments

Note: travel insurances may enable further recouping of monies and SL & EG expect tour members to have taken out their own travel insurance.

Other terms and conditions

1. Medical certificates from a qualified doctor are required to cover the physical nature of the trek on Mt Meru and the tour in general. Any health issues that may impact participation in any component of the tour will need to be outlined in the certificate. Certificates will be required prior to the final tour payment. It is your responsibility to keep S, L & E G informed of changes to your health situations at any time before or during the tour.
2. S, L & E G retain the right to all decisions about flight (if applicable), transport, safari, accommodation and other operators. This may mean alteration to dates or itinerary order. S, L & E G will always intend to maximise your tour experience.
3. Extra costs
 - Tour costs may be subject to variations in exchange rates, flight costs and other service fees. S, L & E G will always aim to maintain the advertised tour cost but will reserve the right to increase the tour price at any time up to 90 days before departure should there be increases in exchange rates or other charges imposed on S, L & E G by external sources.
 - flights (unless you have contracted S, L & E G to organize flights for you), passports, visas, vaccinations, personal medical (both prescribed and non prescribed) and any transport you require within Australia
 - You are responsible for providing your personal equipment and clothing as detailed in the documentation provided by S, L & E G. Please ensure you clarify any uncertainties you may have about the packing list etc prior to spending money.
4. Tax deductibility is most likely to be available for teachers for the whole value of the tour as it will all serve educational purposes. It is possible that a diary will need to be kept (S, L & E G can provide you with a template for this) and that a letter from your school Principal will be required attesting to the relevance of the tour. It is suggested that you discuss this with your tax professional.
5. Service Leadership and Education Global is committed to teamwork both as we provide you with a wonderful experience and as the tour party works together, serving each other. We would ask that you approach this tour accordingly. For this reason, apart from times when there are programmed alternatives we expect that the tour party will participate together.
6. You are responsible for ensuring that your passport (valid for six months from the return date) and other documentation (including a Tanzania visa-type to be advised) are current and relevant for all parts of your journey.
7. Comprehensive Insurance is provided in the price of tour. It is important that you read the terms and conditions and ask if you are unsure about any aspect of this cover.

8. Service Leadership & Education Global will have the right to alter the itinerary including withdrawal of components of the program, without penalty, if in their opinion and with advice, conditions dictate or they deem it necessary for the safety or appropriateness of the tour. This will relate to issues of weather, wars or other civil unrest, strikes, ill health etc. The Trek and safari will particularly be subject to suitable weather conditions. Advice of the safari company and mountain guides will be strictly adhered to.
9. Dietary restrictions. It is imperative that you inform us of any specific dietary requirements on the form provided. Whilst we will generally eat food prepared specifically for the tour group, you will at times be in a position to eat at your own choice and at your own risk.
10. You will be travelling to a developing country and that is the point of the tour. Standards of cleanliness, OHS etc are different from your normal expectations in your home country. Whilst S, L & E G will do all it can to prepare you for the local situations, they are not in a position to accept responsibility for injury which occurs due to the difference in standards.
11. Personal safety is paramount. Developing countries have some different issues to normal expectations in your home country. S, L & E G will be providing regular advice regarding safety issues. Whilst this will not cover all eventualities there is an expectation that advice will be followed and that common sense responses will be used at all times. As a baseline the whole tour will be informed by Australian Department of Foreign Affairs and Trade advices. (<http://www.smartraveller.gov.au/zw-cgi/view/Advice/Tanzania>)
12. Whilst all care is taken to ensure safety whilst travelling in country, the roads and vehicles are not always to the same standards we are used to. You will need to be prepared for this. For instance some vehicles may not have working seatbelts. S, L & E G will endeavour in all instances to make arrangements for appropriate safety.
13. Medical attention. There is a hospital in Moshi with trained medical staff. In the event of emergencies the advice of local, experienced medical personnel will be sought.
14. Standards of sanitation are very different when away from town centres and lodges. You must be prepared to use pit toilets, be away from running water and other facilities that you are used to. Safe drinking water will always be available.
15. Vaccinations for yellow fever are mandatory. Apart from this it is essential that you discuss other vaccinations and medications with your doctor. For instance you should be discussing medication for malaria, cholera etc. A general antibiotic and medication for gut issues are also recommended. You are responsible for your own medications. Antiseptic and simple dressings and bandages are also recommended. A full list of expected non-prescribed medical supplies (eg bandages) will be provided with packing lists.
16. Your tour leaders have current Remote First Aid qualifications.
17. S, L & E G are committed to the concept of team and to providing you with an authentic experience whilst recognizing the differences that exist in developing countries. Should you have an issue with any part of the tour or its organisation we expect that you will discuss it with the S, L & E G representatives as soon as possible.
18. As a team, members will be consulted when considering alterations to the tour program while on tour. However, members of the tour party will be expected to abide by the final decisions of the group leader(s).