

## Standard tours booking conditions

### 1. Payments

- 1.1. A deposit of £500 per person is required to confirm your place on the tour. The remaining balance is due at least six weeks before the start of the tour.
- 1.2. If you have signed up for the tour at a later stage, or if your circumstances mean that the normal payment schedule is difficult, then a mutually convenient schedule may be agreed in writing between you and Together We Learn.
- 1.3. Full payment must have been received prior to the tour starting.
- 1.4. Payment must be made by bank transfer. Payment details will be sent to you separately.

### 2. Cancellation

- 2.1. In the event of your tour place being cancelled a full refund of the money you have paid can be made if cancelling four months or more before the start of the tour. If cancelling less than four months before the start of the tour, a full refund of the money you have paid can be made less the deposit and any unreclaimable expenses already incurred on your behalf by Together We Learn.
- 2.2. An alternative to cancelling is to defer your place to a future tour. If you choose this option then Together We Learn will retain the money you have already paid and this sum will go towards the money due for the future tour less any unreclaimable expenses already incurred on your behalf by Together We Learn.
- 2.3. If this future tour place were to be subsequently cancelled then a full refund could be given less the initial deposit and any unreclaimable expenses already incurred on your behalf by Together We Learn.
- 2.4. If full payment for the tour has not been received before the start of the tour, and no alternative arrangements have been agreed in writing with Together We Learn, the charity reserves the right to cancel your tour place and refund the money you have paid less the deposit and any unreclaimable expenses already incurred on your behalf by Together We Learn.
- 2.5. If you wish to cancel your tour, you must send Together We Learn written confirmation of

your cancellation by email  
([tours@twlethiopia.org](mailto:tours@twlethiopia.org)).

- 2.6. In the unlikely event that Together We Learn has to cancel a tour, the charity reserves the right to do this and guests will receive a full refund of monies paid to Together We Learn for the tour unless the reasons for cancellation are extraordinary (12.1) when refund procedures in 2.1, 2.2, 2.3 will be followed. Together We Learn will not be responsible for any other costs incurred by the guest.

### 3. Travel insurance

- 3.1. It is mandatory for all guests to have travel insurance. The name of the insurer and the policy number will be required by Together We Learn prior to departure.
- 3.2. Personal property is the guest's own responsibility and risk, and Together We Learn recommends ensuring it is adequately protected by the guest's travel insurance policy.

### 4. Health and safety

- 4.1. The group must at all times adhere to any instructions given to them by the tour leader so as to ensure their safety and protection.
- 4.2. The tour leader must be notified by guests in advance of any medical conditions or of any medication which is likely to interfere with their mobility and/or ability to participate fully in the agreed tour programme.
- 4.3. Accommodation fire & safety drills must be fully adhered to if required.
- 4.4. This tour has been designed with great attention to detail in order to ensure the safety of all concerned. The tour leader will maintain high standards of care for all guests throughout the trip.

### 5. Accommodation

- 5.1. The hotels used during the tour usually have a choice of single, double and twin rooms available. Please confirm your preferred room type when completing your personal details at the time of booking.
- 5.2. All hotels have been chosen for their comfort and suitability as the best options available within the budget of this tour. Ethiopia does

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present some challenges when it comes to the details of bathroom fittings and room fittings. Your tour guide will nevertheless endeavour to make sure that you are comfortable and happy within the availability of each establishment.

- 5.3. There is rarely any lift access in Ethiopian hotels, so stairways will be the normality to reach your room.

## 6. Food

- 6.1. All normal meals are included in your tour package. You will be expected to fund your own alcoholic beverages if they are desired, unless otherwise advised by the tour leader
- 6.2. Vegetarian meals are available throughout the tour and it would be advisable to remind the tour leader of your needs at suitable moments.

## 7. Passports, visas, vaccinations

- 7.1. Guests must ensure they hold a passport that is valid for at least 6 months after the exit from Ethiopia.
- 7.2. Visas must be obtained through the Ethiopian e-visa system and should be applied for at least 3 weeks in advance of departure. A copy of the e-visa will be required by Together We Learn prior to departure.
- 7.3. Any vaccinations required to visit Ethiopia are the responsibility of each guest in conference with their own medical advisors, likewise, any preventative medications deemed necessary or desirable.

## 8. Complaints procedure

- 8.1. If the guest has any complaint or grievance during the tour, it should be brought promptly to the attention of the tour leader, who will try to rectify the situation to the best of their ability.
- 8.2. If the guest feels that the situation has not been resolved and wishes to lodge a complaint after the tour, then this should be made in writing within seven working days of the tour ending, providing full details. Together We Learn will endeavour to resolve any complaints as soon as possible and to the guest's satisfaction.

## 9. Responsibilities

- 9.1. By joining the tour, you understand that there will inevitably be an element of personal risk and exposure to potential hazards.
- 9.2. Together We Learn accepts no responsibility for personal injury or loss unless there has been evident fault on Together We Learn's part that led directly to this situation.

## 10. Financial security

- 10.1. For your financial protection  
Together We Learn is a member of Trust My Travel.  All guest money is paid into an independently managed Trust Account held in the UK. This means in the unlikely event of our financial failure you will receive a refund for any services you have not received. Money is not received by us until all suppliers have been paid and you have completed your trip.
- 10.2. For more information about how your payments are protected please visit [trustprotects.me](https://trustprotects.me).

## 11. Privacy policy

- 11.1. We collect a few personal details from guests in order to make the tour possible, including names, addresses, certain medical information and special requirements. None of this personal information is passed onto anyone outside of Together We Learn apart from the obvious need for guest names while booking accommodation and travel.

## 12. Unforeseeable circumstances

- 12.1. Together We Learn will not be liable for extraordinary events outside the control of either Together We Learn or of third party suppliers which disrupt or force the cancellation of a tour.
- 12.2. Together We Learn will not pay or refund money to a guest in the event that a tour is terminated for that guest due to their own unacceptable behaviour.