

# Conditions of entry

**Please ensure that you have read the conditions of entry below before registering for your chosen First Hand Experience. Your registration implies acceptance of these conditions.**

**01** To register for your First Hand Experience we require a non-refundable registration fee, which should be enclosed with your application form. This can be paid in two equal instalments, one upon registration, and the second within one month of registering. Should you cancel your place your deposit will be used to cover all administration already undertaken and flight deposits already paid.

**02** By registering you are pledging to raise the minimum sponsorship (please see the individual itinerary cards for confirmation of this amount) and to raise as much above this amount as possible in aid of ActionAid. The minimum sponsorship is in addition to the registration fee. You must not use your First Hand Experience for any commercial gain, or to fundraise for any charity other than ActionAid.

**03** Ten weeks before the departure date you are required to have sent ActionAid at least 80% of the minimum sponsorship required and four weeks before departure you are required to send the remainder. This overrides any alternative fundraising information on the tour operator's booking conditions.

**04** In addition to the minimum sponsorship you will be liable to pay any additional airline imposed fuel surcharge or airport tax (see individual itinerary cards for more information). Confirmation of the amount and details of how to pay will be provided 4-8 weeks prior to departure.

**05** If you cannot raise the minimum sponsorship your place will be forfeited unless you make up the balance yourself.

**06** Should you have to withdraw, all sponsor forms and monies should be forwarded to ActionAid. See Cancellation guidelines for more information.

**07** When fundraising and collecting money you should:

**Keep details of the names and addresses of and amounts donated or pledged by all donors and provide such details to ActionAid no later than 4 weeks before the trip (sponsorship forms are provided by ActionAid).**

**Take responsibility for the safe keeping of the money raised in ActionAid's name, both during and after the collections, until it is transferred to ActionAid.**

**Ensure that donations of £20 or more made by cheque are from the donor payable to ActionAid and ensure that these cheques are sent to ActionAid no later than 3 weeks after issue.**

**Only use sponsorship forms issued by ActionAid and do not use any other type of sponsorship form (unless otherwise agreed with ActionAid).**

**Not carry out house to house or street collections.**

**Not collect on private property (including the workplace, shops and pubs etc.) without first obtaining the permission of the owner.**

**Ensure that if collecting cash, it is counted in the presence of at least one witness and that this amount is written, signed by the witness/es and a cheque for this amount is sent to ActionAid.**

**08** You should contact ActionAid before conducting any raffle, lottery or public event, and comply with any guidance, guidelines or insurance and legal requirements issued by ActionAid in connection with this kind of event.

**09** You must not use the ActionAid logo without first obtaining permission. ActionAid will supply the logo and when you use this you should also add Registered Charity Number 274467 to all materials.

**10** When you use ActionAid's name or logo to help with your promotions, you must allow ActionAid to sign off the materials you produce whether printed or online.

**11** You should contact the ActionAid team if you are likely to receive a matched donation from any company in excess of £5,000 or if the company would like further involvement or publicity linked to ActionAid.

**12** You must be at least 18 years old before the departure date, or accompanied by a parent or guardian if you are aged 16-17 (parent or guardian must be 25 or over).

**13** ActionAid is acting as an agent for the tour operator organising your First Hand Experience. The tour operators are unable to accept liability for any loss or damage on the event, or for cancellation of the event for any reasons outside their control. ActionAid First Hand Experiences are organised by registered tour operators using ground operators in the destination country. The tour operators are responsible for all aspects of your First Hand Experience.

**14** Of monies raised, a maximum of 50% will be used to cover your trip costs (airfare, accommodation, food, transfers, guides and backup team). All monies paid to the tour operator for your travel arrangements are protected by their ATOL licence (details on the back of individual itinerary cards). ATOL protection extends to flights booked by the tour operator and departing from the UK. By joining this expedition you are agreeing to be legally bound by the tour operator's booking conditions. These are available on the ActionAid website ([www.actionaid.org.uk/experiences](http://www.actionaid.org.uk/experiences)) or by request from ActionAid on 020 7561 7571.

**15** In the unlikely event of any of ActionAid's tour operators ceasing to trade or entering into receivership before the end of your trip, the Civil Aviation Authority (CAA) will by law pay to you the travel element of the monies raised by you. Because such monies will have been raised in the name of ActionAid you will be required to forward such monies to ActionAid. This is a condition of your participation in your First Hand Experience.

**16** Accommodation will be shared, with a varying number of beds, and conditions may be basic. Rooms/tents will be single-sex. Mixed couples and room share requests can be catered for where possible, however this cannot be guaranteed.

**17** All flights, flight timings, itinerary and arrangements are subject to change with little or no notice. You will be notified of such changes if and when ActionAid has been notified. All transfers to and from a UK airport are at your own expense.

**18** If you are refused passage and/or entry/exit to or from any First Hand Experience destinations, any additional costs incurred are your own responsibility.

**19** If you wish to extend your stay, you can apply to do so directly with the tour operator/flight agent. The appropriate forms will be sent to you once flights have been confirmed. Flight extensions are often only available for up to 10% of the group and are subject to availability. If you do extend your stay, you will be solely responsible for your own accommodation, food, insurance and travel arrangements. ActionAid will not be able to support you once your First Hand Experience finishes.

Please turn over the page for continued conditions of entry

**20** Your passport must be valid for at least six months from the date you return to the UK and you must obtain a visa if required for the country you are visiting (please see the itinerary for more information).

**21** You will be responsible for providing your own personal equipment. A kit list will be provided.

**22** Travel insurance is compulsory. See individual itinerary cards for more information on how you should apply for your insurance if this isn't included in your trip costs.

**23** You participate at your own risk. Our First Hand Experiences take place in remote parts of the world and involve an element of risk. The ground operators will provide advice, instructions and warnings to minimise this, and you will be required to comply with them.

**24** You must have completed and returned the Medical questionnaire, signed off by your doctor where necessary.

**25** ActionAid reserves the right to cancel the event if there are fewer than the minimum required number of participants, or if the Foreign and Commonwealth Office advises against travel (see Cancellation guidelines).

**26** You grant ActionAid permission to use your photograph. You hereby give your irrevocable consent to ActionAid to publish, republish, display or otherwise transmit the images of yourself in any medium for all purposes throughout the world. You understand that the images may be altered or modified. You further release ActionAid from any claims for remuneration associated with any form of damage, foreseen or unforeseen, associated with the use of the images. You agree that the law of England and Wales will apply to this release. You certify that you are at least 18 years of age and have the full legal capacity to execute this authorisation. If you are under 18 please ensure your parent or guardian signs the form.

**27** Any images that you submit to ActionAid in any format, are done so on the understanding that you grant us a non-exclusive, perpetual, royalty-free worldwide license to publish, republish and otherwise use the images in any way that we see fit and in any media without limitation. We will credit you for any images we do use.

**28** You grant ActionAid permission to record and film your voice and image on video as part of the challenge. You give your irrevocable consent to ActionAid and its direct or indirect licensees and assignees to broadcast, display or otherwise transmit the video images and sound of you in any medium, for all purposes, without restrictions throughout the world. You understand that the video may be edited or modified in any manner. You hereby waive any right that you have to inspect and approve a finished product or the copy that may be used in connection with video that ActionAid has taken of you, or the use to which it may be applied. You further release ActionAid or its direct or indirect licensees and assignees, from any claims for remuneration associated with any form of damage foreseen or unforeseen, associated with the use of the images. You agree that the law of England and Wales apply to this release. You certify that you are at least 18 years of age and have the full legal capacity to execute this authorisation. If you are under 18 please ensure your parent or guardian signs the form.

**29** At all times during your First Hand Experience you will be expected to respect your team members, support team, and the local people, as well as the local culture and way of life. Further information on responsible tourism will be provided on registration.

**30** ActionAid may, at their sole discretion, withdraw places if it is believed to be in its best interest to do so.

## Cancellation Guidelines

### If ActionAid cancels:

1. If ActionAid has to cancel an event because there are fewer than the minimum required number of participants, ActionAid will offer you a place on another First Hand Experience of a similar nature and duration. Should you wish to cancel as a result, ActionAid will refund your registration fee. Any sponsor money collected must be forwarded to ActionAid and this will be treated as a donation\*. Where sponsors have ticked the 'X' column on the sponsor form, refunds will be paid direct to them.

2. If ActionAid cancels an event due to a negative advisory from the Foreign or Commonwealth Office, or if ActionAid or the tour operator feels it would be unsafe to continue, ActionAid will endeavour to offer an alternative route/destination, of similar value, on similar dates, or will postpone the event for another time when it is considered safe to travel. If you do not wish to take part in the alternative/postponed event, you may transfer onto a First Hand Experience at a later date. Please note you can only transfer once. If you do not want to take part in either the alternative/postponed or later event, we will refund your registration fee. Any sponsor money collected must be forwarded to ActionAid and this will be treated as a donation.\* Where sponsors have ticked the 'X' Column on the sponsor form, refunds will be paid direct to them. ActionAid is unable to return anonymous donations, money raised through myactionaid, from fundraising events, or any donations where the sponsor has not requested this by ticking the 'X' column on the sponsor form. It is ONLY in the above circumstances your registration fee will be refunded. In all other circumstances, your registration fee is non-refundable.

\*Any tour costs incurred at the time of cancellation will be taken from the sponsor money.

### If you cancel:

Where you are unable to take part in your First Hand Experience for any reason including injury and changed personal circumstances, the following policy applies:

You can transfer, once only, onto another ActionAid First Hand Experience within one month of cancellation. This may incur a transfer charge.

If you do not wish to transfer to another First Hand Experience you forfeit your registration fee and ActionAid will retain any funds received as sponsorship.

Any sponsor money collected must be forwarded to ActionAid and this will be treated as a donation.\* Where sponsors have ticked the 'X' column on the sponsor form, refunds will be paid direct to them.

ActionAid is unable to return anonymous donations, money raised through myactionaid, fundraising events, or any donations where the sponsor has not requested this by ticking the 'X' column.

It is your responsibility to contact your sponsors, telling them you are no longer participating in the First Hand Experience, and what will happen to their sponsor money.

\*Any tour costs incurred at the time of cancellation will be taken from the sponsor money. If you are insured at this point you may be covered for your registration fee. Where the insurer refunds ActionAid direct for any payments made on your behalf, ActionAid can only make refunds to donors who have requested this by ticking the 'X' column on the sponsorship form.

In all other circumstances any money received by ActionAid is treated as a donation and is non-refundable.

NB: If you choose the self-funding option for paying your trip costs, the money we receive from you will be treated as a donation and subject to all the terms and conditions given above.

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