

## **Terms and Conditions**

The following conditions apply to all bookings.

Reach Out For A Child (herein referred to as ROFAC) is a registered charity (Charity No. D.S.W/4377) based at Ryhaven 104, 8210 Århus V.

By signing the application form you are entering into a contractual agreement with ROFAC and you agree to be bound by the following terms and conditions as described below.

1. The information in ROFAC publications and website is believed to be correct and any omissions or errors are deemed to be inadvertent and beyond our responsibility.
2. ROFAC retains the right to refuse any application it deems unacceptable for any reason.
3. All arrangements concerning the services provided by ROFAC and its suppliers overseas are provided with the understanding that neither ROFAC nor any affiliated company, agent, or employee will be held responsible in case of injury, loss, damage, expenses, claim, accident, deviation, delay or cancellation brought about by circumstances or reasons beyond the control of ROFAC.
4. ROFAC retains the right to change prices caused by currency fluctuations or other reasons.
5. Cancellations must be in writing sent by registered mail. In the event ROFAC cancels a programme, the participant will receive a full refund. In the event the participant cancels their ROFAC booking, a refund will be paid as follows:  
60+ days before departure: full refund  
30 to 60 days before departure: 50% refund  
15 to 29 days before departure: 25% refund  
Less than 15 days before departure: no refund
6. Unless agreed differently, the participant must pay the ROFAC invoice by the due date or risk cancellation.
7. In the event the participant is refused a visa by the Authorities, the cancellation conditions in 5 above will apply.
8. If the participant does not comply with the rules, values or directives of a ROFAC programme, ROFAC may release the participant from the programme with no refund.
9. The participant agrees that any images of himself/herself taken while on the program belong to ROFAC and the participant hereby waives any rights to these images.
10. In the event the participant wishes to complain about any service provided by ROFAC or its suppliers, they must first immediately inform the project guide who will try to rectify the problem. In the event the participant cannot obtain

satisfaction from the project guide they should put the complaint in writing to ROFAC. ROFAC will do its best to rectify the problem.

11. In the event a participant decides to discontinue his/her programme before it is due to end for any reason, there will be no refund.
12. The participant is responsible for considering their health prior to the programme and warrants that they are fit and able to participate.
13. International flights are not included in the cost of the ROFAC programme. ROFAC cannot be held responsible for any action, negligence or event relating to the purchase or operation of flight tickets or flights. Further, ROFAC will not be responsible for any costs or refunds due to changes or delays in flights.
14. Participants must have travel insurance before their departure. ROFAC takes no responsibility for any loss, damage, expense or hazard encountered as a result of the participant travelling uninsured or underinsured.
15. ROFAC cannot accept any responsibility or liability for changes or programme cancellations in the event of war or threat of war, terrorism or threat of terrorism, fire, sickness, bad weather, acts of government or local authority, acts of god, or other events or circumstances.