



www.kidsplayintl.org

In Initiative of People Helping People International, Inc. 501c3

TERMS AND CONDITIONS

RESERVATIONS AND PAYMENTS:

To reserve a space on a Kids Play Int'l (KPI) trip, a \$500 per person deposit is required to make your reservation. If the trip is fully booked, we will notify you and place your name on the waiting list. *Upon confirmation of reservation, payment of the remaining balance is due 60 days prior to scheduled departure date or earlier if specified. If your payment is not received 60 prior to the trip, your spot will be released and your deposit will be retained.* For reservations made within 60 days, full payment is due immediately; a deposit will be taken if you are placed on the waitlist.

All checks and money orders should be payable to *People Helping People International, Inc.* We do accept MasterCard and Visa.

COST:

GROUND PACKAGE INCLUDES: Accommodations and meals as indicated in the itinerary; educational materials, pre-departure information, entrance fees, excursions, and sightseeing noted as included in the itinerary; all gratuities except those for meal services, unless otherwise noted in the itinerary, ground transportation during the listed KPI program, services of KPI Trip Coordinator, unless otherwise noted.

CREDIT CARD RESERVATION: Reservations may be made directly on the KPI website using Visa or MasterCard as form of payment. Any payment made by one of these credit cards will be refunded through a charge card credit in the event of cancellation.

All rates are in U.S. dollars. The rates are based on current tariffs and are subject to change due to unforeseen circumstances. While we will always try to maintain the listed prices, if it is necessary to levy a surcharge, we reserve the right to do so, and notification will be given at the time of final invoicing. In the event you decide to cancel because of a "Major Change," (please see below section for definition) package prices do not include any fees or service charges other than those listed in the trip itinerary. We cannot be responsible for typographical errors, misprints, and misquotes.

CANCELLATION & REFUND:

There is a minimum cancellation fee of \$150 for all cancellations.

- 90+ days: KPI retains a \$150 cancellation fee
- 90-60 days: KPI retains the deposit paid
- 60-30 days: KPI retains 50% of the trip cost
- 30 days or less: KPI retains 100% of the trip cost



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You have the right to cancel your reservation and receive a full refund (less a \$150 fee per person) any time prior to 90 days before a scheduled departure date, unless, otherwise noted in the trip description.. Cancellations received 90-31 days prior to departure will be subject to the \$150 fee per person plus any applicable ground penalties (up to 100% of price, which may include commercial air). Participants who cancel within 30 days prior to departure will forfeit the total amount of the reservation. All refunds will be processed according to the manner in which you paid. Unless stated otherwise in these terms and conditions, please allow thirty (30) days for refunds to be processed. If full payment is not received by the due date seats may be released.

Leaving a trip in progress, for any reason whatsoever, will not result in a refund, and no refunds will be made for any unused portions of a trip. KPI reserves the right to cancel any trip because of inadequate enrollment that makes the trip economically unfeasible to operate or because of legitimate concerns with respect to safety, health or welfare of participants. If KPI cancels a trip prior to departure, you will receive a full refund of money paid to KPI, except in the event the cancellation is due to a major global event that has resulted in the cancellation of multiple trips, in which case you will receive a refund and/or credit equivalent to money paid to KPI. If we cancel the trip in progress, you will receive a prorated refund based on the number of days not completed on the trip. We will not be responsible for any refund for nonrefundable airline tickets or for any airline tickets purchased by the passenger directly from an airline or travel agent.

Trip cancellation insurance is available at an additional cost and is highly recommended. Contact Travelex at (800) 228-9792.

REVISIONS & CHANGES:

Changes are subject to a \$75 per person change fee plus any applicable cancellation charges or increases in the package price.

ITINERARY CHANGES:

The itineraries and staff presented by KPI are subject to modification and change by KPI. Every possible effort will be made to manage programs as planned, but modifications may still occur after final itineraries are sent.

FLIGHT TIMES:

Flight times may change due to operational restrictions of the F.A.A., or the airports involved, when applicable. Operational times quoted via telephone are estimated only and cannot be guaranteed.

WAITLIST POLICY:

To be placed on the list, contact KPI and submit a \$125 per person deposit. There are no cancellations fees imposed for canceling waitlisted reservations. The administrative fee is in effect only for confirmed reservations which are cancelled. As cancellations are received, we call the first name on the list. These passengers then have 24 hours to respond before we contact the next waitlist, unless departure is within 48 hours or less, at which time an immediate response will be required. If



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only partial components of a reservation can be confirmed, we will hold those components until 15 days prior to departure at which time you will be given the opportunity to confirm or decline. Partial component wait listing is not permitted on commercial trips.

TRAVEL DOCUMENTS:

KPI pre-trip documents will not be delivered without full payment on a reservation. For any type of international travel, you must have a valid U.S. passport that *expires no less than 6 months prior to your return date*. For all KPI trips, excluding those within the United States, a valid passport is required.

Minors: Any child 17 years or younger, not traveling with a parent or guardian is required to carry a permission letter signed by parent/guardian and notarized at time of check-in. Non-U.S. citizens should consult the consulate of host country regarding documentation required.

Visas are also required for some KPI trips. KPI is not responsible for obtaining travelers' visas and this should be done through the respective country's embassy.

Each bag should not exceed the weight limit of 50lbs. and typically two are allowed. If your bags exceed the noted weight limit, the passenger is responsible for paying the excess weight fees.

HEALTH REQUIREMENTS:

You must be in good physical and mental health. Any physical condition requiring special attention, diet or treatment must be reported in writing when the registering for the trip.

SUPPLIERS LIABILITIES:

KPI makes arrangements with other direct air carriers, hotels, car rental companies and other independent parties to provide you with travel services you purchase. These services are subject to the conditions imposed by these suppliers, and their liability may be limited by their tariffs, conditions of carriage and international agreements.

RESPONSIBILITY OF KIDS PLAY INTERNATIONAL:

This travel program is planned and operated by KIDS PLAY INTERNATIONAL, as principal and tour operator. KPI is responsible for making all arrangements for accommodations and services offered in connection with the package. KPI however does NOT take responsibility for any liability for any personal injury or property damage arising out of or caused by any hotel, other air carrier or anyone rendering any of the services or accommodations being offered in connection with the package. It is agreed by and between the passenger and KPI that all disputes and matters whatsoever arising under, in connection with or incident to this agreement shall be litigated, if at all, in and before a court located in Salt Lake City, Utah U. S. A. to the exclusion of the courts of any other state or county.



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MAJOR CHANGES:

In accordance with Part 380 of the DOT's Special regulations, the applicable Major Changes are as follows: (1) a change in the departure or return dates shown in the brochure unless due to flight delays of less than 48 hours, (2) a change in the origin or destination city for any flight leg other than a change in the order in which cities are visited, (3) a substitution of a hotel not named in the brochure, (4) price increases amounting to more than 10%. If KPI knows of a major change 10 or more days before a scheduled departure, you will be notified within seven days, but in any event at least 10 days before scheduled departure and otherwise as soon as possible. Time changes within the scheduled day of departure do not constitute a major change. Within seven days after receiving a pre-departure notice of a major change, but in no event later than departure, you may cancel and a full refund will be made within 14 days after canceling. Upon a post-departure notification of a major change, you may reject the change and within 14 days after the scheduled return date will receive a refund of the portion of your payments applicable to the tour component not provided. All of your rights and remedies hereunder are additional to other rights you may have under law, but acceptance of any refund hereunder constitutes a waiver of all such other rights and remedies.

INTERNATIONAL VOLUNTEER CODE OF CONDUCT:

As a volunteer with Kids Play International, traveling internationally to support the work of KPI's programs and partner organizations, each volunteer must diligently follow the guidelines outlined in the KPI International Volunteer Code of Conduct. These guidelines are put in place for the safety and well-being of our entire group of volunteers, and for the dignity and respect of the people that KPI serves.

Each volunteer will:

- Treat everyone with respect, integrity, courtesy and dignity.
- Represent KPI in an honorable fashion.
- Be flexible and open-minded when schedules or itineraries change or unavoidable complications arise.
- Share tasks equally with other volunteers in the group.
- Be sensitive and respectful to cultural and religious differences.
- Give priority to the needs and interest of the people KPI serves.
- Honor the rules and regulations of our host country and organization.

As a volunteer, I will not:

- Purchase, drink, or possess alcohol at any time during the KPI specified program times.
- Use, possess, or be under the influence of any drugs that are illegal in the United States and the designated host country.
- Compromise the safety of the rest of the group in any way.
- Stray from the group during the KPI specified program times.

