SONAS CHRISTIAN HOLIDAYS

**TERMS AND CONDITIONS**

1. **BOOKINGS:** When booking for any SCH holiday, you must have completed the Membership Application form and paid the Membership fee. Bookings can be made by emailing your completed booking form and the deposit transferred within seven days to secure your booking. The total cost of the holiday must be paid twelve weeks in advance of the holiday.
2. **PRICE:** Details of what is included in the cost of each holiday are provided online. It is not anticipated that prices will have to change, but we reserve the right to alter the price should there be a significant increase in costs through changes in currency exchange rate or airlines raising fares.
3. **CANCELLATION BY YOU:** If you cancel your booking more than 12 weeks prior to the departure date, the amount of the deposit will be retained. If full payment is not received by the due date SCH reserves the right to treat your booking as having been cancelled.
4. **CANCELLATION BY US:**  In the unlikely event of a holiday being cancelled, at least 28 days’ notice will be given, and where possible an alternative holiday will be offered or a full refund made.
5. **ADDITIONAL PLACES:** Places on holidays are limited and are allocated on a first come first served basis. When a holiday is full, SCH may operate a waiting list. When this happens, you will be informed that your booking is on the waiting list. Should a place subsequently be offered, it may not necessarily be at the brochure price. Also, you can withdraw from the waiting list at any time.
6. **SINGLE SUPPLEMENT:** Single accommodation is limited and is usually subject to a supplementary charge by hotels. SCH will seek to mitigate these factors as far as possible.
7. **TRAVEL ARRANGEMENTS:** Some holidays will be in UK, and you will be expected to travel to that location and meet the group at the hotel. When travelling outside UK the group will meet at the airport.
8. **INSURANCE:** SCH does not arrange insurance and you are fully required to organise your own travel insurance whether in UK or travelling abroad.
9. **PASSPORTS:** A full passport is required for all holidays outside UK and must be valid for at least six months after the end date of the holiday and should be less than ten years from the date of issue.
10. **INFORMATION:** The information posted on our website is believed to be accurate at the time of going public. An information sheet with the final holiday arrangements and instructions will be issued approximately three weeks prior to departure.
11. **GRATUITIES:** Gratuities are included in the holiday cost unless otherwise stated.
12. **FITNESS:** You must be fit and well to attend a holiday; be able to look after yourself and manage your own luggage or have someone with you who is able to support you.
13. **COMPLAINTS:** Should you have a complaint regarding any service or facilities on the holiday, please immediately advise the holiday leader first, who will deal with the matter on your behalf. Any further complaints can be sent to the Chair of the SCH Board.

