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.

We will, after receiving your booking form, send you an email to confirm your place on your selected holiday. Please be aware that your booking will not be finalised until we have issued you with our confirmation.

1. 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, for instance, currency exchange rate or airlines raising fares.

1. Payment

When submitting your booking form, you are required to pay a deposit of 10% and this must be transferred to the SCH account within seven days to secure your booking. The full balance will then be due 90 days before the start of your holiday. If you book within 90 days of the start date of the holiday you will need to make full payment.

1. 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. You can withdraw from the waiting list at any time.

1. 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.

1. Travel arrangements

Some holidays will be in UK, and you may be expected to travel to that location and meet the group at the hotel. When travelling outside the UK the group will meet at the airport.

1. Insurance

SCH does not arrange insurance and you are fully required to organise your own travel insurance whether in UK or travelling abroad.

1. Travel documents

A full passport is required for all holidays outside the UK and must be valid for at least six months after the end date of the holiday. Please allow sufficient time to organise a new passport or to renew it. We will provide information if a visa is necessary for any international holiday. We cannot, however, accept responsibility if you are unable to travel because you do not have a valid passport, or if a visa is required.

We recommend that when your holiday is within the European Economic Area (EEA) that you should apply for a [Global Health Insurance Card (GHIC)](https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/), through the NHS website, or when your current European Health Insurance Card (EHIC) expires. Both cards will offer equivalent protection for emergency and medically necessary state healthcare needs when in EEA, and some other countries, on the same basis as a resident of that country. Please note that the UK GHIC is not a replacement for travel insurance.

1. Insurance

SCH does not arrange insurance and you are fully required to organise your own travel insurance whether in the UK or travelling abroad. You must organise travel insurance cover from the point that you pay for your holiday. We will expect you to confirm your insurer and policy number prior to the start of your holiday. For UK holidays only, you may decide not to take out insurance and SCH will not be responsible for any liabilities resulting from not being insured.

1. Cancellations by you
2. All cancellations must be submitting in writing by email to [bookings@schchristianholidays.com](mailto:bookings@schchristianholidays.com).
3. What is our cancellation penalty? The latest date you can cancel your holiday is as follows:

From date of written cancelation Cancellation charge

More than 90 days Loss of deposit

90 to 60 days 60% of total holiday cost

60 to 30 days 80%

Less than 30 days 100%

1. You must arrange adequate and valid travel insurance at the point you pay for your holiday. If you have to cancel at short notice, it may be possible, in some circumstances, to recover the costs of your holiday from your travel insurance company.
2. If full payment is not received by the due date, SCH reserves the right to treat your booking as having been cancelled.
3. Cancellations by us

There may be occasions, outside our control, where we are not able to provide elements of your holiday as expected – such as flights and accommodation - but we will endeavour to offer a comparable alternative. In the unlikely event that the entire holiday is cancelled by us, at least 28 days’ notice will be given and a full refund made.

If the minimum number has not been achieved for the holiday to proceed then we reserve the right to cancel the holidays up to and including 20 days before the departure date.

1. 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.

1. Gratuities

Gratuities are included in the holiday cost unless otherwise stated.

1. 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.

1. Complaints

Should you have a complaint regarding any service or facilityon 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 Trustees at [sch@sonaschristian.com](mailto:sch@sonaschristian.com).

November 2024