



# *OMF International UK*

## *Serve Asia Terms and Conditions 2015-16*

### *Travel destinations*

Serve Asia offers destinations in East Asia. All of the teams offered for the current year are on the OMF International UK website with the dates.

### *Flights*

For individual and teams placements, flights are booked and paid for by the individual after all clearances on the placement have been given. Dates must fit into those specified by OMF International UK. It is up to the individual to ensure that their flights are ATOL protected.

### *Accommodation*

The OMF Field will provide accommodation for your placement. Your placement will normally be taking place in a country where accommodation standards are less developed so may be quite basic and of lower quality than what you are used to. Accommodation offered at many projects is of the shared variety (in same sex rooms) and as such do not offer hostel/hotel facilities. In some parts of Asia, you may have to use a squat toilet. We have no control over and cannot accept responsibility for such accommodation arrangements or services.

### *Meals*

Meals are not included in the placements unless otherwise stated. You have to pay for these although an estimated cost for meals will be included in your budget.

### *Minimum Number of People*

In some cases a minimum number of persons are required for a team to take place. This is specified on the website, including the deadline for informing the applicant in the event of a cancellation.

### *Itinerary*

This is put together by the OMF Field. Due to the nature of mission in S.E. Asia, an outline of the itinerary is only possible and this is subject to change. OMF International UK takes no responsibility for changes that may be made.

### *Details of Organisers on the Field*

You will be given details of who you will be relating to before you go on your placement.

## Costs

Serve Asia Workers will be responsible for covering all of their costs while on placement, and any associated costs such as listed below:

Costs are made up of a non-refundable admin fee, OMF travel insurance, for teams: orientation and debrief weekends and the overseas placement cost. The estimated placement cost is given on the website for team placements.

This is just an estimation (for budgeting purposes, it includes flight costs which will vary subject to when you purchase the ticket, exchange rates etc.). The actual costs, which need to be covered by payment of funds to OMF, will be given to you in the form of a budget, when the placement has been organised ; where you are paying for elements of the placement directly to the provider i.e. flights, accommodation, these items will be separately detailed on your budget.

The following items are NOT included in the costs of your placement: transfer to and from your airport of departure, visas, personal spending money, vaccinations and anti-malarial tablets, pre-placement medicals if required, drinks, meals, personal protection equipment, optional excursions, airport taxes, and border taxes.

All funds needed for the placement must be available two weeks before the departure date and paid to OMF before the departure date and preferably two weeks before this date.

## Passport and Visa Requirements

It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your itinerary. We do provide general information about the passport and visa requirements for your trip in the country handbook you will receive and advice from the OMF Field.

## Travel Insurance

All those who go on a trip must take the travel insurance arranged for us by SALT Insurance Services Ltd. The reason for this is that it is now a legal requirement for agencies to ensure workers are sufficiently covered. The insurance is comprehensive and includes both repatriation and evacuation. The cost is in some cases cheaper than other insurance quotes. Annual travel insurance policies are not accepted, as they don't cover everything required. If you want to take some holiday as well, the OMF insurance will cover your entire time away from the UK, however, please note that OMF are not responsible during your independent travel.

## Methods of payment

This can be done online at our OMF International UK Shop website page. You will be given instructions and the relevant codes for payment as "Serve Asia Team" or "Serve Asia individual" and the nature of the payment e.g. "Admin fee". All funds needed for the placement must be paid two weeks before the departure date.

## Complaints

If you have a complaint which cannot be resolved by your Team Leader or Serve Asia Field Coordinator, then you should email [uk.safacilitator@omfmail.com](mailto:uk.safacilitator@omfmail.com) within one month after the end of the placement. Opportunity to give feedback is also provided through filling in the "Debrief form" at the end of your placement.

## Liability

We will accept responsibility for the arrangements we agree to provide for you as "organiser" under the Package Travel, Package Holiday and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers perform or arrange your contracted project arrangements negligently, taking into account all relevant factors, we will pay you reasonable compensation. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage or expense, cost or other claim of any description if it results from:-

1. The act(s) and/or omission(s) of the person(s) affected;
2. The act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
3. Unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or,
4. An event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

### *Insolvency*

In the event of insolvency of OMF International UK, (1) before the placement, you will be refunded what you have already paid for the placement (2) If after you have arrived in the country, you will simply complete your placement as normal, as everything will have been paid and organised for by then.

### *Cancellations*

In the event of an OMF cancellation of the placement we will refund all money paid to Serve Asia except the admin fee and what is already covered by your OMF insurance.

In the event of your cancellation of the placement we will not be able to refund any costs already incurred e.g. The Orientation Weekend. Depending on the reason you may be able to claim for flights from the insurance policy.