

Corazon de Esperanza Service, Vision and Mission Trips

ENROLLMENT CONDITIONS

General terms and conditions

These Enrollment Conditions are valid for all Corazon de Esperanza (CdE) trips departing after March 1, 2018, and are subject to change with or without notice. The most current Enrollment Conditions at the time of your departure will apply, which are available at cdehope.org.

WHAT'S INCLUDED IN THE PRICE?

- Program price
- \$250 non-refundable deposit
- Round-trip airfare
- Flight insurance, which covers airline rescheduling, cancellations, or delays caused by airlines, bad weather, or events beyond CdE's control
- Dormitory style accommodations with shared bathroom facilities
- Breakfast, lunch, and dinner when in Trujillo, Peru
- Sightseeing tours and excursions, and entrance fees
- Transportation to all included activities

The above apply to all trips unless otherwise noted on the trip schedule.

What does the non-refundable deposit include?

All travelers must pay the non-refundable, non-transferable \$250 deposit upon enrollment in order for the enrollment to be complete. The \$250 non-refundable deposit includes CdE standard cancellation policy and travel warning cancellation as described below.

WHAT'S NOT INCLUDED IN THE PRICE?

- Optional excursions
- Food, beverage, and snacks on travel days
- Transportation for free-time activities
- Customary gratuities
- Any applicable baggage-handling fees imposed by the airlines
- Passport, visa, and reciprocity fees

PRICE VALIDITY

Availability of prices in this policy is limited, and at the time a traveler enrolls on a tour, prices may be different. For current prices, please visit cdehope.org.

ENROLLMENT

Enrollment on a trip should be completed 250 days prior to departure with a \$250 non-refundable, non-transferable deposit. All Trip Forms must be received at CdE 170 days prior to departure. Travelers should provide complete first, middle, and last names, and dates of birth as they appear (or will appear) on their passports.

What is the cost of a name correction?

Any correction to match passport names made after 170 days prior to departure require that we change the flight reservation, resulting in a minimum fee of \$200 per airline up to the cost of a new published fare ticket. This may also result in a different flight itinerary from the group. Travelers who have not yet applied for a passport should provide their full name and date of birth as they appear on their birth certificate.

How do travelers enroll?

Enrollment, payment and enrollment forms can be submitted to CdE in one of the following ways:

- Online: cdehope.org
- Mail:

Corazón de Esperanza
Peru Crew Trip
PO Box 4354
Gypsum, CO 81637

Can a traveler enroll on a waitlist if the tour is full?

Upon the discretion of the Group Leader, a waitlist may be offered for full trips. The \$250 non-refundable deposit is required for all waitlist enrollments. If a spot becomes available on the trip and the applicant chooses to enroll, CdE's payment plan and cancellation policy apply. If space is not available by 170 days prior to departure or if the applicant cancels from the waitlist, the \$250 deposit will be refunded.

Can children go on a trip?

Travelers ages 6-14 must have a parent or guardian other than the Group Leader and will have to room with an adult and pay all applicable fees.

LATE ENROLLMENTS

Can a traveler enroll after 250 days prior to departure?

If a traveler enrolls 249 days - 170 days prior to departure, they are considered a late enrollment. All deposits and payments are needed up to the date of enrollment, including a non-refundable \$150 late enrollment fee. The traveler will be placed on a waitlist while we check flight availability. Travelers may not enroll after 170 prior to departure.

If we are unable to place the traveler on a trip or offer an alternative flight to meet up with the trip, the traveler will receive a full refund. We may also offer the option of arranging your own flight and buying the land-only portion of the trip.

PASSPORT AND VISAS

Who is responsible for getting travelers' passports, visas, and other travel documents?

Each traveler must obtain a passport and any applicable visas or other travel documents prior to departure. For trips, we will need passport information by 170 days prior to departure. If a traveler is unable to obtain these travel documents, our standard cancellation policy will apply (see below). Please be sure that passports are valid for at least six months after the trip ends. Visit the U.S. Department of State at travel.state.gov for further information. Non-U.S. citizens will need to contact the embassy or consulate of Peru to ensure they meet specific entry requirements.

FLIGHT INFORMATION

Which airlines are used by CdE?

CdE reserves seats with major airlines including American, Delta, Latam Airlines, United, and other U.S. and international carriers. Our contracts do not allow upgrades, stopovers, or the accrual of frequent flier miles.

What will my flight be like?

We always do our best to provide the most direct route to your destination city. However, due to availability flight routings, we cannot provide non stop or direct flights. Sometimes, groups may travel on an overnight red-eye flight, departing the evening before the trip is scheduled to begin. In many cases, groups may have a domestic and/or international overnight and/or layover. Based on seat availability and the size of the plane, we may not be able to accommodate all members of a group on the same flight, in which case the Group Leader will determine on which flight itinerary each traveler will travel. In such instances that a traveler is not satisfied with their flight assignment, standard cancellation fees apply. We are not able to pre-assign seating. Seat assignments will be provided upon check-in. Depending on your group's size, travelers may or may not sit together.

Do I have to travel on all legs of my flight itinerary?

You must travel on all legs of your travel itinerary. If you do not travel on a portion of your flights, the remaining portions will be cancelled. You will be responsible for purchasing a new ticket as well as for any service fees charged by the airlines.

What happens if my flight is delayed?

CdE is not responsible for airline schedule changes, or mechanical, weather, or capacity-related flight delays.

Are there flight restrictions for travelers under 18?

Anyone younger than 18 years old traveling apart from the group without an adult companion must register with the airlines as an unaccompanied minor. Please contact each airline on the minor's itinerary to make arrangements. Any resulting fees will be assessed by the airlines and are the responsibility of the traveler. A parent/legal guardian must provide written consent if he wishes to decline the unaccompanied minor service. Additionally, travelers younger than 18 years old are required to have a Minor Release form granting permission for international travel.

MISCELLANEOUS

When does the tour officially start and end?

Each tour begins when the travelers join the Group Leader. This can happen at the departure airport, a connection airport, in Lima or Trujillo. For those making their own flight arrangements, the trip begins upon arrival at the CdE Luz de Vida transitional home and ends upon the departure of the CdE Luz de Vida transitional home. The official length of a CdE trip does not include stay-ahead, or any optional periods or activities when travelers are not escorted by a CdE or LdV staff or volunteer.

What happens if CdE has to cancel or modify a trip?

CdE retains the right to cancel, modify, or delay the tour as a result of unforeseeable events that are beyond CdE's reasonable control, including but not limited to acts of God, war (whether declared or undeclared), terrorist activities or threats of terrorists activities, instability in Peru, incidents of violence, public health issues or quarantine or threats of public health issues, substantial currency fluctuations, strikes, governmental restrictions, fire or severe weather conditions, or any other reason that makes it impossible or commercially unreasonable in the sole opinion of CdE to conduct the trip as originally contracted. If CdE cancels the trip for any such reason, travelers will receive a CdE future travel voucher for all monies paid less the \$250 nonrefundable deposit and any additional non-refundable fees. Cancellation by CdE for causes described in this section shall not be a violation of its obligation to any traveler.

What if a refund is due?

Refunds for overpayment will be issued upon written request and after the most recent payment has been in the traveler's account for 21 days. Refunds can only be issued for payments made by the traveler and to the name that appears on the traveler's account. Refunds for charitable contributions to CdE on behalf of the traveler are non-refundable and will be used at the discretion of CdE. All refund checks are mailed 4-6 weeks after the request has been processed. There will be a non-refundable \$35 stop-payment fee for lost refund checks.

What about lost belongings?

CdE is not responsible for loss of passport, airline tickets or other documents, or for loss of or damage to luggage and any other passenger belongings. In the case of a lost paper airline ticket, the traveler is solely responsible for meeting the airline's requirements (both logistical and financial) for ticket replacement.

What about travelers with food allergies?

CdE recognizes that some travelers may have severe food allergies. We will do our best to ensure that our staff are informed of the situation but we cannot guarantee that all requests will be accommodated. Travelers are responsible for making their own arrangements for all in-flight meals.

What items are prohibited from the trip?

For the safety and well-being of all travelers, no firearms and any other weapons are permitted on a trip except required by law.

TERMS AND PROVISIONS

The terms and provisions of these Booking Conditions supersede any other warranties, representations, terms, or conditions, unless they are expressly stated within a Booking Conditions Addendum or in a letter signed by an CdE board member. While CdE makes every effort to ensure the accuracy of its publications, it cannot be held responsible for typographical or printing errors (including price).

PAYMENT PLAN

- Based on the trip travelers enrolled, travelers will be invoiced up to three payments. The first payment of \$550 is due 200 days prior to departure. The second payment of \$550 is due 140 days prior to departure. The final payment of \$550 is due 30 days prior to departure.
- A late fee of \$50 will be assessed for any missed payment. All late fees are non-refundable.
- Travelers can pay with ATM/debit card or credit card through paypal, or personal check.
- Payments made by personal check, payable to: Corazón de Esperanza, must be submitted with the traveler's name in the memo line.
- A non-refundable \$35 fee will be assessed each time a payment is returned or declined.
- All payment due dates refer to the dates by which each payment must be received by CdE
- CdE reserves the right to cancel the traveler's reservation if any payment is past due by 30 days (or 15 days after final payment)

Cancellation policy

The cancellation policies outlined below take into consideration the costs CdE incurs long before groups ever depart. Notice of cancellation from a CdE trip will only be acceptable from the traveler, or his or her legal guardian. The date of cancellation will be determined by the date on which CdE receives notice. Cancellation refunds can only be issued for payments made by the traveler and to the name that appears on the traveler's account. Refunds for charitable contributions to CdE on behalf of the traveler are non-refundable and will be used at the discretion of CdE. In order to qualify for refunds in accordance with CdE's standard cancellation policy, all payments must be received on time.

CdE's standard cancellation policy

- 170 days or more prior to departure: Full refund less \$250 non-refundable deposit, all non-refundable fees, which include airline fees, and a \$100 cancellation fee.
- 169 to 60 days prior to departure: Full refund less \$250 non-refundable deposit, all non-refundable fees, which include airline fees, and a \$150 cancellation fee.
- 59 days or less prior to departure: No refund will be issued.

RELEASE & AGREEMENT

I (or parent or legal guardian if enrollee is under 18 or a minor under any other applicable law) have read, understand, and agree to the following in exchange for enrollment on a CdE trip

1. I agree to release CdE, LdV, and my Group Leader (collectively, the “Released Parties”) from, and agree not to sue the Released Parties for, any and all claims, of any nature related in any manner to my participation in an CdE trip, including but not limited to, claims for negligence, breach of contract, breach of express or implied warranties, negligence or wrongful death or statutorily based claim. I hereby unconditionally and unequivocally waive any and all claims and demands for all damages, losses, costs, and expenses of any nature whatsoever (including attorneys’ fees) on account of or arising out of any and all personal injury, death, bodily injury, mental anguish, emotional distress, property or other damages that may suffer from any cause whatsoever related in any way to my participation in any CdE trip
2. I understand that travel in other nations is not similar to travel within the United States. Travel outside the United States can involve inconvenience and risk, including, but not limited to, forces of nature, geographic and climatic conditions, different hygienic standards, infrastructure problems (including road maintenance, transportation delays and accommodation), civil unrest, vandalism, crime, political instability, and terrorism. Medical services or facilities may not be readily available or available at all during all or part of a program and, if available, may not be equal to standards in participant’s home country. I further understand that different parts of the world present unique health, disease, and safety concerns, and I agree to review any specific risks related to my destination by visiting the Centers for Disease Control and Prevention’s Traveler’s Health website at cdc.gov/travel and the State Department’s International Travel website at www.state.gov/travel. I assume all risks of bodily injury, death, emotional trauma, property damage, inconvenience and/or resulting from negligence and any other acts of any and all persons or entities, however caused, including, but not limited to, those risks mentioned above. It is my intention fully to assume all of the risks of travel and participation in the program and to release the Released Parties from any and all liabilities to the maximum extent permitted by law.
3. I further agree to release the Released Parties from any and all decisions to cancel, modify, or delay the trip as a result of unforeseeable events that are beyond the reasonable control of CdE or which become necessary or advisable so as to increase the quality of the trip.
4. I agree that this Release applies to and binds myself and/or my minor child enrolling on a trip (if applicable), along with my personal representatives, executors, heirs, and family.
5. In addition, CdE shall have no responsibility for me whatsoever when I am absent from a CdE supervised activity or for non-supervised activities, such as visits to friends or relatives or during stay-ahead/stay-behind option periods or any other optional period or activity when not escorted by a Group Leader.
6. My tour begins upon joining the Group Leader at the departure airport, a connection airport, in Lima or Trujillo. It may also begin upon the arrival at the CdE Luz de Vida office and ends upon the departure from that office.
7. The air carrier’s liability for loss of or damage to baggage or property, or for death or injury to person, is subject to and limited by the airlines’ contract of carriage, its tariff, the Montreal Convention or Warsaw Convention and their amendments or both.
8. CdE or my Group Leader reserves the right to refuse or cancel my registration at its sole discretion. In such event, standard cancellation policies as outlined in the Booking Conditions apply.
9. I agree to abide by CdE’s regulations and the directions of my Group Leader, and CdE’s staff and volunteers during my trip. Failure to do so may result in my Group Leader or CdE terminating me from the trip immediately. I understand that to disobey such rules or directions is to waive the right to a refund of any part of my program price, and that my Group Leader or CdE may then send me home at my own expense.
10. I agree to abide by local laws when abroad. I understand that if I abuse or disobey such laws, even unintentionally, I waive my right to a refund of any part of the program price, and my Group Leader or CdE may send me home at my own expense. I also understand that should local authorities be involved, I will be subject to the laws of the country I am visiting.

11. If I become ill or incapacitated, CdE and their staff or my Group Leader, may take any action they deem necessary for my safety and well-being, including notifying parents/legal guardians and/or securing medical treatment (at my own expense) and transporting me home. CdE retains the right, in its sole discretion, to contact the traveler's parent(s) and/or legal guardian with regard to health issues or any matter whatsoever that relates to the traveler's trip. These rights transcend any and all privacy regulations that may apply. In the event of a medical emergency, CdE will attempt to cause appropriate treatments to be administered, and the traveler authorizes CdE to do so. CdE, however, make no warranty that it will be able to cause effective (or any) emergency treatment to be administered or to be timely administered.
12. I have made the choice to enroll on a trip with CdE and the assigned Group Leader. I understand that my Group Leader is able to make decisions on my behalf, including but not limited to changing the group's requested trip or travel date. If my Group Leader cancels for any reason, CdE will assign a new Group Leader. If I cancel at this point and choose not to travel with the replacement Group Leader, I will be treated as a standard cancellation.
13. This Release and Agreement and CdE's Booking Conditions constitute the entire agreement between CdE and me with reference to the subject matter herein, and I do not rely upon any promises, inducements or agreements not herein, including but not limited to any oral statements made to me by any agent or staff member of CdE, or by my church or Group Leader. This agreement may be amended or modified only in writing, signed by CdE. The waiver by CdE of any provision of this agreement shall be interpreted as if such clause or provision were not contained herein.
14. CdE may use any film or digital likeness taken of me and any of my comments while on an CdE trip as well as any project work for future publicity without compensation to me and also use my contact information for future CdE promotions.