



## GENERAL TRAVEL CONDITIONS BEACH MISSION FOUNDATION

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### 1. Identity

Name: Stichting Beach Mission (hereinafter referred to Beach Mission)  
– – also operating under the names of Stichting Beach Mission, Fundación Beach Mission, Stiftung Beach Mission, Beach Mission Fondation, Fundação Beach Mission, Fondazione Beach Mission, Фондация Beach Mission, Ίδρυμα Beach Mission, Zaklade Beach Mission and Beach Mission Vakfi.

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### 2. Reservation, introductory interview, and payment for private participants

For private participants, Beach Mission has a registration procedure which for the first participation consists of: 1) intake and 2) booking the trip. Upon repeated participation, the procedure consists only of booking. The intake consists of: a) filling in the registration form, b) the intake interview, and c) the feedback on this interview. Booking consists of: A) paying the deposit, B) filling in form B, C) a discussion with the trip coordinator, D) making the final payment.

Payment, terms, and confirmations during the procedure:

- a. After feedback by telephone of the interview, the invoice for the deposit will be sent (pertaining to 50% of the total travel sum including potential discounts) and the final invoice (pertaining to the remaining sum including potential discounts). The term for paying the deposit invoice is 8 days unless otherwise agreed upon by the management / the board of Beach Mission and the participant. Payment term for the final invoice is 8 weeks before departure, or when this term has expired, within 8 days. Beach Mission remains the right to charge € 50 for reminder charges when payment is not made in time.
- b. The reservation is final after Beach Mission has sent the invoice for the deposit.
- c. In case the final payment /or the booking form has not been received one week before departure, Beach Mission is entitled to annul the booking and follow cancellation procedures according to article 8.
- d. In these terms and conditions, a discount means an arrangement in accordance with article 4.



### **3. Reservation, introductory interview, and payment for organizations as a customer**

Beach Mission can also organize a mission trip for a church or organization (the 'customer'). For these organizations a registration procedure applies, which during the first cooperation consists of the steps 1) orientation and 2) booking the trip. Upon repeated cooperation the procedure only consists of the step to book the trip. The orientation consists of the following parts: A) introductory interview and B) confirming in writing how the cooperation will take place. The booking consists of: A) paying the deposit and B) making the final payment.

- a. The customer has the final responsibility for the intake of its participants.
- b. Upon receipt of the deposit the customer will receive confirmation that we will rent the accommodation.
- c. Twelve weeks before departure the customer will receive the invoice for the remaining payment. The term for this payment is 8 weeks before departure, or if this term has expired, within 8 days.
- d. Possible additional charges will be included in the final invoice.
- e. In case one week before departure the payment has not been received, Beach Mission is entitled to annul the booking and use the cancellation procedures according to article 8.

### **4. Arrangement for participants with a limited budget**

For participants with a limited budget, Beach Mission made an arrangement to be able to participate in a mission trip.

- a. In order to qualify for this arrangement, the participant himself has to indicate this to the management /board of directors.
- b. Beforehand agreements are made about which amount the participant will pay, about the amount for which the participant will raise donations from his/her personal supporters, for which amount Beach Mission will raise donations and/or allocate and the term within which the raising of donations will take place.
- c. A condition for this arrangement is that the participant makes use of the cheapest mode of transportation. In consultation with the management / board of directors, this can be deviated upon for medical reasons.
- d. As soon as the participant has sufficient means or pledges from donors to pay the deposit, the invoices for deposit as well as for the final payment will be sent and the participation is final.
- e. When participation is not yet final and a participant is still raising donors in order to be able to pay this deposit, it is possible another participant will get priority when he/she pays the deposit sooner.
- f. When Beach Mission and / or the participant apparently are not able to raise sufficient donations, the agreement made will be canceled, adjusted and / or the period will be extended.
- g. When the number of donations raised by Beach Mission for participants with a small budget is limited, the management / board of directors may give priority to participants who have accepted a specific task or responsibility in the preparations for, during, or after the mission trip.
- h. No correspondence will be made about which arrangements are made with which participant. The management / board of directors will be accountable about this to the supervisory board.



## **5. Duration of trip**

The trip duration is given in full days, with the arrival and departure days counting as full trip days.

## **6. Legal travel documents**

Each participant/person making reservations needs to be in possession of a legal travel document, either an ID-card or a passport. All costs resulting from not having a legal travel document will be charged to the participant.

## **7. Travel information**

At least 10 days before departure, you will receive from us all travel documents, consisting of an accommodation voucher, route description and travel information. The travel information consists, among other things, of a list with participants, a daily planning, and a job- and team assignment.

## **8. Cancellation and re-booking by participants and for organizations as a customer**

Cancelling an agreement can only be done in writing (per post, via e-mail or via WhatsApp), whereby the date of the postage stamp, the date of sending of the email or WhatsApp message counts as cancellation date. Upon cancellation of the agreement, Beach Mission will charge the following cancellation costs:

- a. When cancelling up to 42 days before departure day: 25% of the travel sum excluding possible discounts;
- b. When cancelling between the 42nd (including) and the 28th day before departure day: 35% of the travel sum excluding possible discounts;
- c. When cancelling between the 28th (including) and the 21st day before departure day: 40% of the travel sum excluding possible discounts;
- d. When cancelling between the 21st (including) and the 14th day before departure day: 50% of the travel sum excluding possible discounts;
- e. When cancelling between the 14th (including) and the day before departure day: 90% of the travel sum excluding possible discounts;
- f. When cancelling the day of departure or later: the full travel sum excluding possible discounts.
- g. The payment term for cancellation fees is 28 days.



### **9. Realization of trip for individual participant**

- a. Beach Mission requires a minimum of 6 participants per trip at the latest 42 days before the beginning of the trip. Beach Mission reserves the right to cancel the trip when there are insufficient participants. We will inform you of this at the latest 42 days before the beginning of the trip. Funds paid already (such as for residence, bus shuttle, etc.) will be paid back by Beach Mission in full.
- b. Expenses made by participants themselves outside of Beach Mission always are for participant's own account and risk. Also in case Beach Mission decides to cancel a trip, Beach Mission is not liable for such expenses.  
Participants who arrange their own transportation are advised to book their flight or other transportation after they have received notice about 42 days before departure of the trip that there are sufficient participants for the trip.
- c. Also in case less than 42 days before departure the number of participants decreases to below the minimum of 6 participants (by cancellations, rebookings, etc.), Beach Mission reserves the right to still cancel the trip. In that case, Beach Mission will announce this as soon as possible. The amounts already paid (such as for accommodation and possible bus transfer) will be paid back in full by Beach Mission.

### **10. Travel guarantee**

Participants who (fully or partly) arrange their own transportation are advised to book their flight or other transportation only after a trip has been designated a "guaranteed trip". This guarantee is issued when a trip has reached the minimum number of participants. At that time, Beach Mission also books the accommodation for the stay. Unless there are so many cancellations afterwards that the trip reaches below the minimum number of participants, it is certain the trip will take place.

### **11. Continuation of the trip during increased safety risk**

In case there is an increased safety risk, the Ministry of Foreign Affairs in the country of a participant may decide to advise against non-essential travel to specific areas. In the Netherlands this safety risk is indicated by the code orange, in Belgium by red.

When too many participants get an advice like this or are likely to get it and fewer than 6 participants are left, Beach Mission remains the right to change the destination of the trip or to cancel the trip.

If the travel destination has a different safety risk for one or more participants (code yellow the Netherlands, code green Belgium):

- a. The regular cancellation conditions conforming article 8 apply.
- b. Beach Mission will, in consultation with the trip coordinator, about 42 days before the beginning of the trip take an initial decision whether the trip can continue to have its planned destination or whether it will get an alternative destination.
- c. Beach Mission will, in consultation with the trip coordinator, about 28 days before the beginning of the trip take a second decision whether the trip can continue to have its planned destination or whether the trip will be cancelled and that participants get an offer to join a different trip.
- d. Beach Mission will, in consultation with the trip coordinator, about 14 days before the beginning of the trip take a third decision whether the trip can continue to have its planned destination or whether the trip will be cancelled.

If the travel advisory for the travel destination of the trip changes for many participants, or is likely to change to 'essential travel only' (code orange the Netherlands, code red Belgium), Beach Mission can, in consultation with the trip coordinator:

- e. Decide 42 days or more before the beginning of the trip to change the destination of the trip. The cancellation conditions conform article 8 apply.
- f. Decide 41 up to and including 28 days before the beginning of the trip to change the trip. Reduced cancellation conditions conform article 13 apply.
- g. Decide 27 up to and including 14 days before the beginning of the trip to cancel the trip and participants get an offer to join another trip during that same week. Reduced cancellation conditions conform article 13 apply.
- h. Decide 27 days before the beginning of the trip up to and including the day of departure, to cancel the trip, without making an offer to participants to join another trip. Payments done will be reimbursed in full.



## **12. Substitutions**

In case a participant is not able to participate in a trip, he/she can sign up somebody else willing to go in his/her place. However, we specifically state this can only be done under the following conditions:

- a. the substitute meets all conditions stated in the travel agreement.
- b. the request needs to be done at the latest 30 days beforehand, in such time that all required conditions, such as the intake interview and all formalities can be done.
- c. the service people involved in the actual trip do not oppose this substitution. The one signing up, the traveler and the one replacing him, are personally liable towards the tour organizer for payment of the remaining travel sum and potential additional costs incurred due to the substitution.

## **13. Changes by Beach Mission**

Beach Mission reserves the right to change the agreement in any essential point should valid circumstances for that occur. Upon changing one or more essential parts (especially price and travel duration), the participant has the right to cancel the trip without any expenses. When the destination and/or the accommodation are changed, the reduced cancellation conditions conform article 13 apply.

In case of non-essential parts (such as the weekly or daily schedule during the trip, transportation, team day), this is not allowed if it is not to the disadvantage of the participant. The travel sum published is based on prices and taxes known during the time of publishing the trip details. Beach Mission reserves the right, exclusively in case of increased fuel costs of for instance bus and airplane companies, to charge these increases to the participant.



#### **14. Reduced cancellation conditions**

In case Beach Mission offers an alternative travel destination and/or accommodation and/or travel group and the participant then cancels the agreement, Beach Mission will charge the following reduced cancellation costs:

- a. Upon cancellation up to 42 days before the day of departure: 50% of the travel sum excluding possible discounts;
- b. Upon cancellation from the 42nd day (including) up to the 28th day before the day of departure: 20% of the travel sum excluding possible discounts;
- c. Upon cancellation from the 28th day (including) up to the 21st day before the day of departure: 25% of the travel sum excluding possible discounts;
- d. Upon cancellation from the 21st day (including) up to the 14th day before the day of departure: 35% of the travel sum excluding possible discounts;
- e. Upon cancellation from the 14th day (including) up to the day of departure: full reimbursement of the sum paid;

The payment term for reduced cancellation costs is 28 days.

#### **15. Changes by participant**

It may happen that you want to change your booking. You can do this by telephone at 06-23454786 or by mail at [info@beachmission.org](mailto:info@beachmission.org). There usually are charges for changing your booking. The standard amount for a small change is 25 Euro per time + the extra costs, if applicable. Should you want to book an extra package, Beach Mission will not charge anything extra for this change. Should you want to cancel part of your booking, cancellation conditions apply. Sometimes you can claim the expenses of a part-cancellation from your cancellation insurance, if you took this out.

#### **16. Responsibility of Beach Mission**

Beach Mission is responsible towards the participant for expectations created for this trip and for its correct implementation, regardless whether these obligations were made by Beach Mission itself or by any service providers they hired. All this subject to stipulations made in the articles 9, 10, 11, 12, 13, 16 and 17.

#### **17. Exclusion of liability of Beach Mission**

- a. Beach Mission is not liable for damage as a result of not following the travel agreement if and to the extent the shortcomings are on account of the participant.
- b. Beach Mission does not accept responsibility for damage that can be claimed from a travel and/or annulment insurance. This damage is to be claimed at the insurance company.
- c. Beach Mission accepts no liability for damage if the participant has not taken out (continuous) travel insurance.



### **18. Obligations of the Participant**

- a. The participant will check beforehand whether his/her and our vision on evangelism and dealing with each other, are in agreement. Also:
- I agree with the mission statement of Beach Mission.
  - I can identify with the values of Beach Mission.
  - I can be recognized during the evangelistic outreaches by wearing the Beach Mission clothes.
- b. The participant is obligated to obey all instructions of Beach Mission as to promoting a good course of the trip and therefore is liable for any damage caused by unauthorized behavior, to be judged by the norms for correct behavior of participants.

Unauthorized behavior can be understood as (but is not limited to):

1. Disrespect naar en gezagsondermijning van reisleader
  2. Not following of instructions and agreements made
  3. Interfering in tasks / responsibilities of other participants
  4. Unconstructive behavior and attitude
  5. Bypassing group or trip coordinator
  6. Transgressive behavior towards trip coordinator or other participants
- De trip coordinator judges whether improper conduct was the case.



## 19. Peculiarities and exclusion

- a. Upon registering for the trip, it is necessary that Beach Mission will be informed by the participant of information that may be/is of importance for Beach Mission in order to complete the trip. Upon registering possible medical conditions, handicaps, or use of medication needs to be reported. Of course we will use discretion in dealing with this information. Not, incomplete or incorrect reporting of these data may result in excluding (further) participation of the trip. Beach Mission reserves the right to exclude the participant for (the remainder of) the trip in case of mental and/or physical handicap of a participant. Full or part restitution will not be made and all potential expenses resulting from this are charged to the participant.
- b. A participant who hinders or causes a burden or could cause this to such extent that a good continuation of a trip will be very difficult because of it, may be excluded by Beach Mission of (further continuation of) the trip. All potential expenses resulting from this are charged to the participant, if and to the extent the results of the hinder or burden can be attributed to him/her.

Burden and hinder can be understood as (but is not limited to):

1. Disrespect towards and undermining of authority of trip coordinator
2. Not following of instructions and agreements made
3. Interfering in tasks / responsibilities of other participants
4. Unconstructive behavior and attitude
5. Bypassing group or trip coordinator
6. Transgressive behavior towards trip coordinator or other participants

## 20. Complaints

It may happen that you are dissatisfied about the accommodation, tent, camping, transportation or booked activities. Should you want to put in a complaint, then directly contact the trip coordinator verbally. If the complaint is not adequately solved (by him/her), then you are to send an email to the trip coordinator and cc to [info@beachmission.org](mailto:info@beachmission.org). Quit often, even at the time something can be done to solve your remarks/complaints.

Complaints that were not registered with the trip coordinator at the destination itself (and to our office), will not be dealt with afterwards..

## 21. Lost and found

Objects found are being kept for two months after the trip. In this period participants can come by to pick these up. If sent by mail, shipping charges are charged. After two months, the objects that have not been picked up will be thrown, given away, or used for general purposes within Beach Mission.