

Agreement Note: Norway 2019

This agreement note between you, the named participant, and the Navigators UK Ltd should be read in conjunction with the Navigators UK standard booking conditions for trips without flights.

Programme: Discipleship Week

Programme dates: Saturday 27 July to Saturday 3 August 2019

Location: Elvheim Guest House, Skjolden, Norway

Total Cost: 1600 NOK

Payment received: nil

Payment remaining: 1600 NOK (plus 220NOK per/night for any agreed extra days)

Date Due: Payment due on arrival, in cash to the Elvheim Representative unless otherwise agreed

Your contract for food, accommodation and all activities is with Elvheim Guest House.

1. Transport: You are required to arrange your own transport to and from the Elvheim Guest House.

2. Accommodation: Elvheim Guest House contains modest accommodation. You will be accommodated in shared rooms. Rooms are occupied on either a family basis or on a single sex basis and vary in size from 2 to 6 people per room. All rooms use shared bathrooms. Bed linen provided. You need to bring your own towel and toiletries.

3. Meals: All main meals (breakfast, lunch and dinner) are included in your price and are self-catered. You will be expected to take an equal share with other participants in the preparation, serving and clean-up of group meals. We will endeavour to accommodate special dietary requirements provided you have communicated these to us at the time of booking. Optional extras such as snacks are not included in the package price and are at your own expense. These may be obtained from the local village shops a short walk from Elvheim Guest House.

4. Itinerary and Packing: Please take note of the itinerary details and recommended packing list that was included in your initial trip information. The week will include a mixture of optional hiking in the beautiful Norwegian mountains, sports (e.g. volleyball, football & fjord jumping) and an opportunity to be involved in a discipleship teaching programme. Programme dates are Friday 26 July (arrival any-time after 3pm) through to Friday 2 August (10am checkout). These dates will be the duration of your stay unless any extra days have been agreed.

The typical daily schedule is;

08:00-09:00 Breakfast

09:00-12:30 Bible teaching and reflection – individually, corporately and in groups

12:30-13:30 Lunch

13:30-18:00 Optional Activities / free time

19:00-20:00 Dinner

20:00-22:00 Evening Activities

All on-site optional activities are included in your price.

5. Cancellation: In the unlikely event that we do not have sufficient numbers enrolled in the Discipleship week we reserve the right to cancel the programme. You will be notified at least two weeks before the programme is scheduled to begin if this is the case. In the unlikely eventuality of having to cancel the programme please note accommodation would still be available at Elvheim Guest House.

6. Organiser: The programme is organised and promoted through the Navigators, Turner House, 54 The Avenue, Southampton, SO17 1XQ. Accommodation is organised through Elvheim Guest House, Elvheim, 6876, Skjolden, Norway (www.elvheim.no), Tel +47 951 55282 or +44 7852 233960.

7. Special requirements: Indicated to us at time of booking: nil

8. Feedback: At the end of your stay, and as part of the debriefing exercise, you will be given the opportunity to express written and verbal feedback including suggestions and complaints. Should you have cause for dissatisfaction with any of arrangements, you should immediately contact your team leader explaining your dissatisfaction and seeking resolution. Complaints can usually be resolved far more quickly and to your satisfaction while still on the programme. If after this you remain dissatisfied, please notify us in writing by email. We will then do our utmost to resolve the matter. Please note that we must be notified within 24 hours if we are to be able to resolve matters quickly and that without a written report there is nothing we can do either immediately or subsequently. Should you continue to remain dissatisfied with our handling of the matter, please write to our office. We will investigate further and reply fully within 28 days. If this is not possible, we will send you an interim letter advising of our progress.

9. Personal Insurance: It is your responsibility to have valid travel and medical insurance to cover your trip. It is also recommended that you have a valid European Health Insurance Card (EHIC) with you in case of needing medical assistance whilst in Norway. We strongly recommend that your travel insurance include provision for medical repatriation, trip cancellation and trip disruption (e.g. due to civil unrest or volcanic ash affecting air travel). You are responsible for arranging this, for supplying accurate information as required by the insurer, and communicating details of your insurance arrangements to your team leader. Insurers who offer suitable insurance include Bluefin (<http://www.bluefingroup.co.uk>), Salt Insurance (<http://www.saltinsurance.com>) and Banner Insurance (<http://www.bannergroup.com>). Other providers are available.

10. Passport / visa requirements: British citizens require a valid passport with more than 6 months remaining before expiry. British citizens do not require a visa if your stay in Norway is less than 90 days.