



Terms & Conditions

The following conditions apply to all bookings. There may be additional conditions that apply to a specific programme, in which case these additional conditions will be displayed on the programme pages on the website www.realgap.co.uk

Real Gap Experience (herein referred to as Real) is a trading name of International Employment and Training Ltd, a UK Limited Liability Company whose registered office is at 1 Meadow Road (1st Floor) Tunbridge Wells, Kent, TN1 2YG.

1. By signing the application form you are entering into a contractual agreement with Real and you agree to be bound by the following terms and conditions as described below.
2. The information in the Real publications is believed to be correct and any errors or omissions are deemed to be inadvertent and beyond our responsibility.
3. Real retains the right to refuse any application it deems unacceptable for any reason.
4. All arrangements concerning the services provided by Real and its suppliers overseas are provided with the understanding that neither Real nor any affiliated company, agent, or employee will be held responsible in case of injury, loss, damage, expenses, claim, accident, deviation, delay or cancellation brought about by circumstances or reasons beyond the control of Real.
5. Real retains the right to change prices caused by currency fluctuations or other reasons.
6. Cancellations must be in writing sent by registered mail. In the event Real cancels a programme, the participant will receive a full refund. In the event the participant cancels their Real booking, a refund will be paid as follows:

Cancellation received in the Real Gap office in Tunbridge Wells for all bookings except 'The Complete Gap Year'...

... 70+ days before departure: full refund less deposit. In the case of a programme without a deposit, 75% will be refunded

... 33-70 days before departure: full refund less 50% of total programme fee

... 15-32 days before departure: full refund less 75% of total programme fee

... less than 15 days before departure: No refund, unless accompanied by a doctor's letter stating clear medical reason why you can not take the trip, in this case a 50% refund will be given.

(Note: Deposit amount may vary according to programme booked. Please see booking form for details)

Cancellation received in the Real Gap office in Tunbridge Wells for the ' Complete Gap Year'...

... 20+ weeks before departure will receive a full refund minus the cost of the deposit, visas fees and flights if they have been booked.

... 10-20 weeks before departure, 50% of the programme fee less the deposit, visa fees and flights.

... Less than 10 weeks before departure no refund can be given, unless accompanied by a doctor's letter stating clear medical reason why you cannot take the trip, in this case a 50% refund will be given.

7. Unless agreed differently, the participant must pay the Real invoice by the due date or risk cancellation.

8. If it is necessary for the participant to postpone their programme, new departure dates must be reconfirmed within 12 months. Failure to do so will result in the booking being cancelled and any monies forfeited. Programme prices may be subject to change in the event of a trip having been postponed.

9. In the event the participant is refused a visa by the Authorities, the cancellation conditions in 6 above will apply.

10. If the participant does not comply with the rules, values or directives of a Real programme or excursion, Real and its affiliates or partner organizations may release the participant from the programme with no refund.

11. In the event of a serious terrorist attack in the participants destination within 4 weeks prior to departure, Real will give participant the option of switching to another destination with no cancellation fee or administration charge, and the participant will pay or receive back the difference in programme fees between the original and new programme. Real will not be liable for any refund in the event of such a terrorist attack.

12. If a participant makes any alterations to (including arrival or departure dates) their programme, a £35 administration fee will be charged. That same fee will be charged per project if the participant wishes to switch from one particular project to another, unless it is within 10 weeks of departure, when it will be considered a cancellation. See point 6 for cancellation procedure. (Note: Ultimate Aussie and Kiwi Essentials programme dates may be changed with no penalty).

13. The participant agrees that any images of himself/herself taken while on the program belong to Real and the participant hereby waives any rights to these images.

14. In the event the participant wishes to complain about any service provided by Real, its suppliers or affiliates, they must first immediately inform the supplier of the service in order to give the supplier the chance to rectify the problem. In the event the participant cannot obtain satisfaction from the supplier they should put the complaint in writing to the supplier and at the same time inform Real immediately by email, by fax, or by telephone. Real will do its best to rectify the problem. No complaint will be considered if the above procedure is not followed.

15. In the event a participant decides to discontinue his/her programme before it is due to end for any reason, there will be no refund.

16. The participant is responsible for considering their health prior to the programme and warrants that they are fit and able to participate.

17. International flights are not included in the cost of the Real programme, with the exception of 'The Complete Gap Year'. Real cannot be held responsible for any action, negligence or event relating to the purchase or operation of flight tickets or flights. Further, Real will not be responsible for any costs or refunds due to changes or delays in flights.

18. In the case of 'The Complete Gap Year' the total cost of your programme including your flights is guaranteed if you pay in full at the time of booking. Otherwise the overall cost of your programme may be subject to change due to fuel costs or refunds due to changes or delays in flights.

19. Participants on programmes where travel insurance is not included must warrant that they have travel insurance and must provide details of their cover to Real before their departure, in writing by email or post. Real takes no responsibility for any loss, damage, expense or hazard encountered as a result of the participant travelling uninsured or underinsured.

20. Real cannot accept any responsibility or liability for changes or programme cancellations in the event of war or threat of war, terrorism or threat of terrorism, fire, sickness, bad weather, acts of government or local authority, acts of god, or other event or circumstance which amounts to a "force majeure".

21. The prices of Real Gap Experience programmes are based on exchange rates from September 2006. In the event the exchange rates change or the costs of operating the programme increase, Real will absorb up to 2% of the change cost, but reserves the right to pass on the remaining cost to the participant. If the increase amounts to more than 10% of the original cost, the participant has the right to cancel and receive a refund of all monies paid for the programme less any costs already incurred by Real in preparation of their programme.

22. We advise all participants to enrol in the Gap Year Safety Course offered by Objective Team and to purchase the Myonlinesafe security system for documents. These two items are highly recommended and can be purchased through Real Gap.

Additional terms and conditions for bookings made between 2nd January 2007 and 20th January 2007.

23. Your deposit has been deferred until 1st March 2007

24. The participant agrees that the deposit can be taken on the 1st March 2007 from the debit or credit card details given at the time of booking.

25. If the participant cancels before March 1st 2007, the participant is liable for the deposit and payment will be taken from the debit or credit card details given at the time of booking.

I have read the general terms and conditions that apply to the Real Gap Experience programmes and I agree to be bound by them.

Name: _____ Signature: _____ Date: _____

Programme: _____