

## FREQUENTLY ASKED QUESTIONS

Q: Who staffs Urban Saints holidays?

A: Our holidays are staffed by volunteers from all walks of life. All staff are usually committed Christians but occasionally adults who are sympathetic to the Christian faith may be used to fill vital ancillary roles in order that we can maintain our high standards of safety and care. All staff undergo a robust vetting process including obtaining an Enhanced CRB (Criminal Records Bureau) Disclosure, or the equivalent. The main leaders of each holiday are very experienced, having been involved with Urban Saints holidays for many years – often since they went on one as a young person!

Q: What about safety?

A: Urban Saints is committed to providing the safest possible environment for young people that take part in our holidays. To help achieve this we produce comprehensive safety policies and practices for staff teams on our holidays to follow, including the use of written risk assessments where applicable. For more specialist activities we use appropriate activity providers who are AALA licensed in line with the requirements of the latest legislation, and, if necessary, carry an appropriate level of insurance. The overall staff to young people ratio on our holidays is 1:4.

Q: What about Christian belief?

A: All of our holidays teach the Christian faith through a thought provoking, interesting and relevant spiritual programme. We aim to present the Gospel clearly, challenge young people to consider what they believe, and encourage all of them to move forward in their own 'faith journey' whatever their level of commitment. Our holidays provide a safe environment for young people to seek answers to the 'big questions' in life.

Q: What if I have a specific question about a holiday in the brochure?

A: In the brochure we give the name of the main leader at each holiday together with a contact phone number or email address. Should you wish to know further details about a particular holiday, please get in touch directly with the leader. All of our leaders are volunteers and will probably be at work during the day, but they will respond to requests for information as soon as they can. If you have a more general enquiry you can contact Urban Saints at our Support Centre in Luton on 01582 589850.

Q: What if my child has a special need?

A: Whether your child needs a special diet, has a physical disability that may mean they cannot take part in certain activities, or has any other specific need, we want to do all we can to help them take part in our holiday programme. If you would like to know whether a particular holiday can cater for your child's need then the best thing to do is contact the holiday leader and chat it through with them – their contact information will be found with the holiday details in this brochure.

Q: How do I book a holiday?

A: The Application Form is included within this brochure. If you need more copies of the brochure, please ring 01582 589850, send an email request to [holidays@urbansaints.org](mailto:holidays@urbansaints.org), or download a copy from our website at [www.urbansaints.org](http://www.urbansaints.org) - follow the links through to holidays. If photocopying an original form please do not reduce the size as it makes processing very difficult. We strongly advise you to read the Booking Conditions that accompany the Application Form as they contain important additional information about our holidays. Once we have received and processed your Application Form we will send you a confirmation letter.

Q: How can I find out if there are vacancies on a particular holiday?

A: For up to date information on the availability of a particular holiday, please visit our website at [www.urbansaints.org](http://www.urbansaints.org) and follow the links to holidays, or phone us on 01582 589850.

Q: Are the holidays fun?

A: Yes! We aim to offer high quality, action-packed holidays which will be remembered for many years. Our staff teams know what sort of games, activities and excursions will interest and excite young people, and they provide programmes geared specifically to the age group each holiday is aimed at.

Q: What will my child need to take to the holiday and what are the group travel arrangements?

A: A month or so prior to the holiday you will receive detailed instructions from the holiday team giving such things as travel directions, kit list, emergency contact information and details of optional activities. Some holidays offer group travel to the site from a central location (often London) and this will be indicated in the individual holiday details in this brochure. Prices quoted for group travel are estimates and cannot be guaranteed as they are dependent on actual numbers. If you request group travel on the Application Form, full details will be sent to you when they are available.

Q: Can my child take a mobile phone to a holiday?

A: We have found from experience that when young people take mobile phones to our holidays they can cause a lot of disruption. Therefore, we strongly discourage young people from taking them. **If they are brought, they must only be turned on for making emergency outgoing calls whilst off-site.**

Q: What if I need to contact my child whilst they are on a holiday?

A: Because we use schools, centres and camp sites where access to telephones is limited, we would ask parents and guardians to use the contact numbers given in the final instructions sent prior to the holiday for **emergency** calls only. Please do not expect regular contact from your child during the holiday as this may not be possible. Some younger children may experience home sickness at the beginning of a holiday. If you receive a call from your child and you are concerned, please contact the holiday leader on the number given in the final instructions to check on the situation.

Q: What will be the sleeping arrangements?

A: Sleeping accommodation is described in the information section about each holiday in the brochure. Girls and boys are accommodated separately, with each group being in the charge and care of a team member of the same sex.

Q: What help is available if we can't afford the full fees for an Urban Saints holiday?

A: Financial help may be available in the form of a bursary. For an application form for the Urban Saints Bursary Fund, email [holidays@urbansaints.org](mailto:holidays@urbansaints.org) or write to us at our Luton address. Support may also be available from the David Chilcott Fund. For more information and an application form visit the website [www.dcfund.co.uk](http://www.dcfund.co.uk) or write to The David Chilcott Fund, Ballingham Court Farm, Ballingham, HR2 6NH.

# BOOKING CONDITIONS

## HOW DO I BOOK?

Complete all sections of the Application Form and send it to the Booking Secretary for the holiday selected. The completed application must be accompanied by a non-returnable deposit of £40 – cheques should be payable to **Urban Saints**. Applications will be dealt with on a date-received priority basis, and you will receive a letter of confirmation regarding your booking once it has been processed. The balance of the holiday fees is due eight weeks before the start of the holiday. You will not receive a reminder of the balance due. If payment is not received by this date, we reserve the right to advise you of cancellation of your booking and the loss of your deposit. If you book within **eight weeks before the start of the holiday**, full fees are due with the application. Holiday places are limited so please book early to ensure you get the holiday of your choice.

## WHAT IS INCLUDED IN THE COST OF THE HOLIDAY?

The price includes full board and accommodation. For summer holidays based on the Isle of Wight, the price includes the Solent crossing. Our holidays offer a wide range of activities – the brochure gives details of those included in the published price. The cost of any optional activities and trips will be advised to you by the holiday leader or organiser. Pocket money is not included in the cost of the holiday. All meals on the holiday are included in the cost, from the evening meal on the day of arrival to breakfast on the day of departure – a packed lunch can also be provided for those travelling home in a supervised group. We are happy to provide for medical dietary needs and vegetarian diets **if notified in advance**.

## WHAT ABOUT PRICE INCREASES?

Urban Saints Holidays reserves the right to alter or cancel any activities, accommodation, travel or other arrangements if unforeseen circumstances arise. If the price of your holiday is liable to a surcharge as a result of currency fluctuations, or an increase in transportation costs, we will bear any cost increases up to 2% of the holiday fee. However, we reserve the right to impose a surcharge if our costs increase by more than 2%. If any surcharge equates to more than 10% of the holiday price, you will be entitled to cancel, with a full refund of all money paid. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date of the printed notification. We will not increase any fees within 30 days of the start of the holiday.

## WHAT IF I SHOULD CANCEL?

If you decide to cancel your application you must inform the appropriate Booking Secretary in writing. Notification of cancellation will only be effective from the date it is actually received in writing. If more than 56 days notice is received prior to commencement of the holiday, only the deposit is forfeited. If your cancellation is received less than 56 days prior to the commencement of the holiday, the following charges will be made:

56 – 43 days	35% of total brochure price
42 – 29 days	75% of total brochure price
28 days or less	100% of total brochure price

We strongly encourage you to take out insurance to cover any loss of fees due to cancellation.

## WHAT IF THE HOLIDAY IS CANCELLED BY URBAN SAINTS?

We will only cancel a holiday if the minimum number of bookings required for the holiday to take place has not been received eight weeks before the holiday starts, or if unforeseen circumstances arise outside our control. In such an event we guarantee to refund any fees in the following manner: if the holiday has not started, fees will be refunded in full or, if an alternative holiday is chosen, any difference will be refunded. If part of the holiday has taken place then a proportion of the fees appropriate to the circumstances will be refunded.

## WHAT ABOUT INSURANCE?

You are strongly advised to take out cover against cancellation, personal accident and theft. Details of a suitable policy will be sent with your letter of confirmation. Personal property is the young people's responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibilities. Urban Saints are insured for public liability up to £10m.

## CONTRACTUAL TERMS

In compliance with the Package Travel, Package Holidays and Package Tours Regulations 1992, you need to be aware that as soon as the request for a place has been acknowledged in writing, a contract exists between **Urban Saints, Kestin House, 45 Crescent Road, LUTON, LU2 0AH** and the parent or guardian of the young person wishing to attend the holiday, should he/she be under 18 on the day the application is accepted.

## BAD BEHAVIOUR

It is expected that all participants at an Urban Saints Holiday will behave reasonably. Anyone who grossly or repeatedly misbehaves will be sent home. **Collection from the holiday will be the responsibility, and at the expense, of the parent/guardian. Parents will be required to pay for deliberate damage caused by their children.**

## SMOKING, ALCOHOL AND ILLEGAL SUBSTANCES

Smoking and alcohol are NOT permitted on Urban Saints Holidays. In the unlikely event of anyone being caught in possession of controlled drugs, they will automatically be referred to the police.

## SKI VENTURE BOOKINGS

Ski Holiday bookings use a different Application Form. Please request one from Urban Saints Holidays on 01582 589832.

## LARGE PRINT VERSION OF THE APPLICATION FORM

For a large print version of this application form please contact Urban Saints Support Centre on 01582 589850.

# URBAN SAINTS HOLIDAYS - 2008 Application Form

## 1. DETAILS OF YOUNG PERSON APPLYING FOR HOLIDAY

Holiday 1<sup>st</sup> choice: \_\_\_\_\_  
 Dates: \_\_\_\_\_  
 Holiday 2<sup>nd</sup> choice: \_\_\_\_\_  
 Dates: \_\_\_\_\_  
 First Name: \_\_\_\_\_ Surname: \_\_\_\_\_  
 Male  Female   
 Nickname/preferred name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Town/City: \_\_\_\_\_  
 Postcode: \_\_\_\_\_ Home telephone: \_\_\_\_\_  
 e-mail: \_\_\_\_\_  
 Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Age at start of holiday: Years \_\_\_\_\_ Months \_\_\_\_\_  
 Have you been on an Urban Saints/Cru Holiday before?  
 YES  NO   
 If YES, gives name(s) of holiday(s) and year(s) \_\_\_\_\_  
 \_\_\_\_\_  
 Do you want to take up the group travel option?  
 YES  NO   
 (Only available on some holidays as indicated)  
 If possible I would like to share a room/tent with:  
 \_\_\_\_\_  
 Urban Saints/Energize Group attended (if any): \_\_\_\_\_

## 2. DECLARATION – TO BE READ AND SIGNED BY YOUNG PERSON APPLYING

I understand that there will be Christian teaching on the holiday. I agree to give my support and co-operation to the holiday leader. I will behave appropriately at all times.

**Signed:** \_\_\_\_\_ (young person applying)

## 3. REFERENCE – TO BE COMPLETED FOR THIS APPLICATION TO BE PROCESSED

Please ask either your Urban Saints/Energize Leader, Church Youth Leader or another adult who knows you well (not a parent, guardian or family member) to complete this section.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Postcode: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 In what context do you know the applicant? \_\_\_\_\_  
 \_\_\_\_\_  
 Name of Urban Saints/Energize Group/Church they attend (if applicable): \_\_\_\_\_  
 Please comment on the applicant's suitability for this Urban Saints Holiday: \_\_\_\_\_  
 \_\_\_\_\_

(If you wish to discuss this application, please contact the holiday leader directly. Their contact information will be found with the individual holiday information in the Holiday brochure.)

**Signed:** \_\_\_\_\_

## 4. OTHER IMPORTANT INFORMATION

**Details of Parent/Guardian (only required if applicant is under 18):**

Title: \_\_\_\_\_ First Name: \_\_\_\_\_  
 Surname: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Town/City: \_\_\_\_\_  
 Postcode: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 e-mail: \_\_\_\_\_

## Health and other information relating to this application (required for all applicants):

A medical form will be sent from the holiday leader shortly before the holiday commences, which will need to be completed and returned by a parent/guardian. However, it will help us if you would answer the following questions at this stage:

If the applicant has any major disabilities/health care needs/behavioural problems/social problems that may affect their participation on the holiday, please give details below or in a letter attached to this Application Form.

\_\_\_\_\_  
 \_\_\_\_\_

If he/she has any special needs that will require advanced planning by the holiday team please give details below:

\_\_\_\_\_  
 \_\_\_\_\_

Please tell us of any other relevant information regarding the applicant's needs of which the holiday staff should be aware, including dietary requirements: (You may call the holiday leader if you wish to discuss any specific matters.)

\_\_\_\_\_  
 \_\_\_\_\_

Do you intend to apply for a grant towards this holiday?

YES  NO

## 5. DECLARATION AND PAYMENT

**(To be signed by a parent/guardian if applicant is under 18, or by applicant if 18 or over)**

- I agree to the Booking Conditions that accompany this Application Form. I support and approve my son/daughter/ward taking part in this holiday. By signing this, I apply for my child/ward to become a temporary member of Urban Saints and acknowledge that this will happen on acceptance of this application.
- Urban Saints will treat the information given on this form in total confidence (except as required by law) and store it in full accordance with the Data Protection Act 1998. It will be kept so that we can provide you with the information and services that best match your requirements and preferences. We may take videos and photographs of holiday activities, and attendance at a holiday signifies agreement that these may appear in future publicity or other materials produced by Urban Saints, or materials produced by other organisations in sympathy with Urban Saints and to whom express permission to use the videos/photographs has been granted. Your details will only be made known to others outside of Urban Saints where we use, or collaborate with, other people or organisations to carry out work on our behalf. A duty of confidentiality will be imposed on such people and organisations.

Please complete this table:

Cost of holiday	£
+ Group Travel	£
Total	£
Deduct deposit	£40.00
Balance due by eight weeks before the start of holiday	£

- I enclose a cheque for £ \_\_\_\_\_ (payable to Urban Saints) and agree to pay the outstanding balance at least eight weeks prior to commencement of the holiday.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

We would like to keep you informed with news of our activities and events for children and young people.

If you prefer not to receive news from Urban Saints, please tick this box

If you are under 21 years of age, please tick this box