



International Needs Umoja Journey  
**ADVENTURE WITH PURPOSE**

Application Forms

210 – 4031 Fairview Street Burlington, Ontario L7L 2A4  
info@umojajourney.com · [www.umojajourney.com](http://www.umojajourney.com)

Dear Applicant,

Thank you for your willingness to support International Needs, by participating in one of our Umoja Journeys. You are partnering with us and embarking on a journey that will impact the lives of many people in remote communities and struggling cities. We appreciate all the time and energy you will be investing in preparation for this trip. We value your time and commitment. May you be richly blessed.

Included is all the necessary documentation you need to get started – please make sure you read the terms and conditions carefully so you understand your rights and obligations. As you complete all the steps, please check them off the list below to help you keep track of your progress.

**Umoja Journey Checklist:**

- Application completed and submitted to International Needs
- Signed Agreement and Release Liability Form
- \$5000 deposit submitted with Application
- Balance of trip payment due 45 days before departure
- Valid passport (expiring six months beyond date of return)
- Police check: If in Canada, use [www.backcheck.ca/inc](http://www.backcheck.ca/inc)
- Emergency Medical Form
- Application for Tourist Visa (if needed)
- Out-of-country medical insurance (mandatory)
- Cancellation/interruption insurance (recommended)
- Appointment with your local International Travel Clinic
- All necessary vaccinations and prescription.

If you have any questions, please contact me anytime.

Thank you for choosing to invest in change.



David Marshall  
Executive Director  
Email: [david@umojajourney.com](mailto:david@umojajourney.com)  
International Needs Canada



# The Umoja Journey Terms and Conditions

## 1. Eligibility

You must be at least 18 years of age and hold a passport that is valid for at least 6 months after the end of the trip.

## 2. Deposit and payments

A \$5000 deposit is required to confirm your booking with an additional \$5000 due with 90 days. The full balance is due 45 days prior to departure. You may elect to either fund-raise or simply pay the balance. If you fail to pay any remaining amount owed by the date it is due, we are entitled to cancel your booking, and the cancellation charges set out in Section 14 below will apply.

## 3. Confirmation

A binding contract will come into existence as soon as we have issued you with a booking confirmation and/or receipt for the deposit, either by mail or email. We reserve the right to refuse any booking prior to the issue of your written confirmation. If we do this, we will tell you in writing and promptly refund any money you have paid to us. In this case we shall not have any liability towards you.

## 4. Pricing

The total cost of your Package is as advertised, and includes all flights, accommodation, and internal transfers, but does not include the costs of personal equipment, tips, overseas airport taxes, government imposed fees, additional food or drink, personal expenses/spending money, transport to and from the airport of departure, or the costs of the necessary VISAs or vaccinations required for entry into the country for your specific Package.

## 5. Passports and visa information

It is your responsibility to ensure that you and all members of your party are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We will not accept any liability if you or any members of your party are refused entry onto any transport or into any country due to the failure on the part of the person concerned to carry or supply correct documentation. Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. If failure to have or supply any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly. We reserve the right to request any personal details, including passport numbers, if required to do so by the authorities or by law.

## 6. Insurance

It is a condition of your contract with us that you have the appropriate insurance coverage for the duration of your trip, and that it is adequate for your needs and the type of activities you will be undertaking on the Umoja Journey. We do not check insurance policies; however

we will always request written details of the following: your insurer's name, policy number and emergency contact number of your policy. You are responsible for indemnifying us in full in the event that we incur any losses or expenses arising out of your failure to take out adequate insurance cover. Any false or misleading information given by you regarding insurance details which results in your stated insurance company refusing to cover costs relating to a claim made by you or relating to you whilst on the package, before the package, or after the package will make you fully liable for any medical costs, evacuation costs, repatriations costs or other costs incurred by us or our Agents in relation to you in this respect.

## 7. Unexpected Costs

You must ensure that your insurance policy includes coverage for unexpected costs. In addition, International Needs requires that you take a credit card with you on the trip to cover any such costs. International Needs is under no obligation to pay for any additional costs, but in the event that we do provide financial assistance, you hereby guarantee that you will personally (if not recoverable through your insurance policy) reimburse us upon your return from the trip.

## 8. Travel Risks

- a. An Umoja Journey is not without risks. You acknowledge that by the very nature of the trip, you will be exposed to an element of personal risk of an unpredictable nature above that associated with conventional holidays. Your booking is accepted on the understanding that you are aware of the hazards involved.
- b. You therefore take part entirely at your own risk and agree to indemnify us, our employees, agents, sub-contractors and suppliers against claims for loss or damage to personal property or for loss or consequential losses or claims through your participation in this tour arising from your own actions.
- c. You take the risk that you will be able to satisfy all immigration customs, or other authorities to be granted lawful access in to all the countries on the itinerary. If you are refused access, we do not accept liability for any costs and expenses you incur in resolving your difficulties or returning to your country of departure. We will give such assistance as we can in the circumstances without any obligation upon us to do so and without any liability for our actions on your behalf.
- d. We have a policy to not pay any ransom or make any payments in order to secure the release of hostages.
- e. You therefore accept and consent to the risks inherent in the implementation of this contract and accept as reasonable the limitations of International Needs's responsibility as set out in these terms and conditions.

## 9. Health Warnings

Virtually all of parts of the Umoja Journey take place in remote areas of the developing World. No matter

how much preparation and organisation goes into an Umoja Journey, things can go wrong. Health and safety and general operational standards of transport and accommodation are unlikely to meet Western standards. If you cannot accept certain last minute changes, please rethink before booking with us. The outline itineraries in our brochure should be taken as an indication of what your group should accomplish and not as a contractual obligation on our part.

You must be in suitable physical condition to undertake the Umoja Journey. You should consult a doctor if you have any doubts about your suitability, and abide by any advice given to you. We reserve the right to request a medical certificate from your doctor. It is your responsibility to keep us advised of any medical conditions that you have or that develop after your registration that may be relevant for your safe participation on the Umoja Journey. If you are over the age of 65, we will automatically require you to provide us with a medical certificate from your Doctor confirming you are fit to participate.

#### 10. Disabilities

If you or any member of your party has any disability that may affect your participation please tell us before you confirm your booking and give us full details in writing as early as possible before you travel. If we reasonably feel unable to accommodate the particular needs of the person concerned we reserve the right to decline or cancel the booking. This is done for your safety and security.

#### 11. Special requests

If you have any special requests you must advise us at the time of booking your package and confirm them in writing. Although we will endeavour to pass any reasonable requests on to the relevant Supplier, no guarantees can be given that any request will be met. Confirmation that a special request has been noted or passed on to the Supplier, or the inclusion of the special request on your written confirmation or any other documentation, is not confirmation that the request will be met. Failure to meet any special request will not be a breach of your contract. Conditional bookings cannot be accepted ie: any booking which is specified to be conditional on the fulfilment of a particular request.

#### 12. Cutting your trip short

Most Participants complete all stages of the journey. However, on occasion Participants choose to, or are obliged to, cut their trip short. If you choose or are obliged to cut short your trip for whatever reason, International Needs cannot provide a discount or a refund. Any additional accommodation and/or transfer fees, flights and accommodation costs and any medical costs incurred will be your responsibility. For the avoidance of doubt, these will not be the responsibility of International Needs.

#### 13. Minimum Numbers

The number of confirmed participants for each journey must not be less than four and must not exceed 10. We reserve the right to cancel the event if the number of confirmed participants does not reach at least four persons within eight weeks prior to the scheduled departure date.

#### 14. Cancellation by you

If you cancel your booked package for any reason, a cancellation charge will be levied as shown in the following table.

Number of days before departure that notification of cancellation is received	Cancellation Fee
Up to 91 days	Full deposit, plus supplements (e.g. cost of any flights booked)
46-90 days	50% of total invoice, plus supplements
15-45 days	75% of total invoice, plus supplements
14 days or less	100% of total invoice, plus supplements

Please note that other service providers may impose higher cancellation charges. Cancellation of flights for example will incur a 100% cancellation fee imposed by the airline, which is payable by you. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

#### 15. Cancellation or changes by us

It is unlikely that we will have to make changes to your package arrangements, but occasionally, as we make the arrangements for your package many months ahead, we may have to make changes both before and after packages have been confirmed and/or cancel confirmed packages. Whilst we always endeavour to avoid changes and cancellations, we reserve the right to do so at any time. Occasionally we have to make a "significant change" that affects the departure time by more than 12 hours. If a "significant change" or cancellation of your package becomes necessary, we will inform you as soon as is reasonably possible before departure. All other changes are treated as "minor" in which case we shall have absolute discretion as to whether you are notified. If we have to make a significant change or cancel your package and provided that there is time to do so before departure, we will offer you three options: (a) Accept the alternative package arrangements as offered to you; (b) Transfer to an alternative package where possible; or (c) Cancel your package (together with a refund of any sums paid). Following our offer of the alternative package arrangements, you must notify us of your choice within a reasonable time. If you fail to do so we will assume that you have chosen to accept the alternative package arrangements.

#### 16. Force majeure

We will not accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss or damage due to circumstances that come under the definition of 'force majeure'. In these booking conditions 'force majeure' means any event that we or the supplier of the services in question could not foresee or avoid even with all due care. Such events include but are not limited to war, the threat of war, insurrection, riots, strikes, civil action

decisions by governments or governing authorities, natural disaster, bad weather, technical or maintenance problems with the transport, criminal and terrorist acts or similar circumstances beyond our control.

#### **17. Our liability to you**

We will accept responsibility for the arrangements we agree to provide for you as "organiser". Subject to these terms and conditions, if we or our suppliers perform or arrange your contracted package arrangements negligently, taking into account all relevant factors, we will pay you reasonable compensation. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us. We will not be responsible or pay you compensation for any injury, illness, death, loss, damage or expense, cost or other claim of any description if it results from:

- (1) The act(s) and/or omission(s) of the person(s) affected;
- (2) The act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- (3) Unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or,
- (4) An event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.
- (5) We limit the amount of compensation we may have to pay you if we are found liable under this clause:
  - (a) loss of and/or damage to any luggage or personal possessions and money. The maximum amount we will have to pay you is the excess of your insurance policy coverage, because you are assumed to have adequate insurance in place to cover any losses of this kind. (b) Claims not falling under (a) above or involving injury, illness or death.
- (6) The maximum amount we will have to pay you is twice the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where you or your party has not received any benefit at all from your booking.
- (7) It is a condition of our acceptance of liability under this clause that you notify any claim to us and our supplier(s).
- (8) Where any payment is made, the person(s) receiving it must also assign to us or our insurers any rights they may have to pursue any third party and must provide us and our insurers with all assistance we may reasonably require.

#### **18. Accuracy of Promotional Material**

All information contained in any of our promotional material, e.g. brochures, advertisements, mail-shots, websites and e-shots, is based on information available at the time of publication. We reserve the right to change any information before your package is confirmed and the amended information will then form part of your contract with us. Whilst every effort is made to ensure the accuracy at the time of printing, regrettably errors do occasionally occur. We reserve the right to correct errors prior to confirming your package.

#### **19. Behaviour**

We reserve the right within our reasonable discretion to terminate the package, without notice, if your or your party's conduct or behaviour is disruptive in any way and/or affects the enjoyment of other persons taking part on the package. We shall not accept liability for any

extra costs incurred by you/or your party as a result of our doing so, and no refund will be paid to you. Aircraft captains have the right, at their absolute discretion, to refuse boarding to any person who is unacceptably under the influence of alcohol or drugs. If for this reason you are denied boarding on your outward flight, we reserve the right to treat this as a cancellation by you and cancellation charges will be levied.

#### **20. Excursions**

Excursions or other tours that you may choose to book or pay for independently before you travel or whilst you are on your booked package are not part of the package provided by us. For any such excursion or other tour that you book your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

#### **21. Media**

You agree that any photography or media taken prior to, during, or after the package, which may include you in it, may be used in publicity material connected with the Project, Adventure challenge, or package and that we will retain all rights, title and interest in such photography or media made by us including but not limited to any royalties, proceeds, or other benefits derived from such material.

#### **22. Flight information**

We will advise you of the actual carrier operating your flight/connecting flight/transfer. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change under clause 9 of these booking conditions.

#### **23. Privacy**

In order to process your booking and to ensure that your travel arrangements can be properly performed we need to collect certain personal details from you. These will include, where applicable, the names and addresses of party's members, credit/debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the package arrangements and any dietary restrictions which may disclose your religious beliefs. We must pass on your personal details to the companies and organizations who need to know them so that your package can be provided (for example your airline, hotels, transport companies, credit/debit company or bank). The information may also be provided to security or credit checking companies, public authorities such as customs/immigration, if required by them, or otherwise as required by law. Where you provide us with personal details such as those mentioned above, you consent to this information being used as described above. We are entitled to assume you do not object to our doing any of the things mentioned above unless you tell us otherwise in writing.

#### **24. Governing law & Jurisdiction**

It is agreed that any dispute, claim or other matter which may arise in relation to your booking will be governed by Canadian Law, and the parties agree to submit to the exclusive jurisdiction of the Courts of Canada.

# International Needs

## Umoja Journey Application Form

Please select which journey you are applying to:  Africa  Latin America  Asia

### 1. General Information: (Please Print)

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  M  F

Occupation: \_\_\_\_\_

Status:  Employed  Semi-retired  Retired  Student  Other: \_\_\_\_\_

**Address:** \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Work Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Email Address: \_\_\_\_\_

### 2. Passport Information:

**Please note that all applicants' passports must be valid for six months beyond date of return.**

Full Name (as printed in Passport): \_\_\_\_\_

(Surname)

(Given Names)

Passport Number: \_\_\_\_\_ Nationality: \_\_\_\_\_

Date of Birth: (DD/MM/YY) \_\_\_\_\_ Place of Birth: \_\_\_\_\_

Date of Issue: (DD/MM/YY) \_\_\_\_\_ Date of Expiry: (DD/MM/YY) \_\_\_\_\_

Place of Issue: (Prov/City, Country) \_\_\_\_\_

Please provide secondary passport details if you hold dual citizenship:

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

### 3. Trip Specifics:

Have you participated on a trip with International Needs prior to this?  Yes  No

Have you participated on a cross-cultural trip prior to this?  Yes  No

If so, where did you go, and in what capacity?

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

What appeals to you about this tour?

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

A primary goal of Umoja is to share gifts, skills, abilities, and experiences with those we meet along the way. Please share any part of your life, personal or professional, that you feel would be a contribution to this cross-cultural tour ... and please don't be too modest.

---

---

---

Are there any significant events that have occurred in your life that you would like to share?

---

---

---

Do you speak, read or write a foreign language? (please indicate your proficiency level)

---

---

**4. References:**

Please list TWO individuals that you have asked to be references for you below. International Needs may contact these references. References may not be family members.

1. Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  M  F  
Relationship: \_\_\_\_\_  
Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

2. Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  M  F  
Relationship: \_\_\_\_\_  
Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

**5. Signature**

I confirm that the above information is correct and true.

Applicants' Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

## Umoja Journey Emergency Medical Form

(We must have all the emergency information completed. All information is confidential.)

PLEASE PRINT CLEARLY

### Personal Information

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  M  F

Home Address: \_\_\_\_\_ City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Family Physicians Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

### Emergency Contact Information

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  M  F

Relationship: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Work Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Mobile Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

### Medical Insurance Information

Provincial Health Card Number: \_\_\_\_\_

Medical Insurance Company Name (for out of country coverage): \_\_\_\_\_

Policy Number: \_\_\_\_\_ Telephone (calling from overseas): \_\_\_\_\_

### Health Information

Do you have any health concerns or physical challenges that would limit your level of participation on this team?

\_\_\_\_\_

Please list any prescription medication you are currently taking:

\_\_\_\_\_

Please list any pre-existing medical conditions:

\_\_\_\_\_

Any food or medication allergies: \_\_\_\_\_

## Umoja Journey Agreement And Release Liability Form

1. I acknowledge that I have voluntarily applied to participate in an Umoja Journey organized by International needs.
2. I am aware that participating in the trip may involve me being exposed to certain hazards and dangers, including, but not necessarily limited to hazards and dangers inherent in travel in lesser-developed parts of the world. In particular, I understand that I may be exposed to danger from crime and/or increased threat of disease.
3. I acknowledge that I have considered and understood these risks and am voluntarily participating in the trip with knowledge of the potential danger involved. I hereby agree to accept any and all risk of injury, death, or loss or destruction of property resulting in any way from the trip.
4. I further acknowledge that in arranging accommodations for the trip, including but not limited to air and surface transportation, hotels, restaurants and the like, International Needs and any travel agency engaged by International Needs are acting as the agent of the undersigned for such purpose and shall not be responsible for nor have any liability as a result of any loss, injury or damage that may be caused as a result of such public accommodation.
5. As consideration for being permitted by International Needs and any of its affiliated organizations to participate in the trip, I hereby agree that I, my heirs, executors, administrators and assigns, guardians, and legal representatives will not make any claim against, sue, or attach the property of International Needs or any of its affiliated organizations or any of their respective officers, agents, directors, employees or representatives (the "Releases") for any direct, indirect, or consequential loss, injury or damage of any kind resulting from any participation in the trip that is or is alleged to be the result of the negligence or other acts or omissions, however cost, of the releases, or any of them. I hereby release all of the Releases from all actions, claims or demands that I, my heirs, executors, administrators and assigns, guardians, and legal representatives may make in relation to the above and resulting from my participation in the trip.
6. I have carefully read this agreement, including the Terms and Conditions.
7. I am aware that this is a release of liability and a binding agreement between International Needs and me. I agree to the binding Terms and Conditions set out above, and sign this agreement of my own free will.

Executed at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Name [please print]: \_\_\_\_\_

Signature: \_\_\_\_\_

### DECLARATION OF WITNESS

I certify that \_\_\_\_\_ [name of Releasor] acknowledged in my presence that \_\_\_\_\_ [he/she] had read and fully understood the meaning and consequences of the foregoing release, and signed it in my presence. Executed at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Signature of Witness (not a relative): \_\_\_\_\_

[Print name and Address of Witness]: \_\_\_\_\_

