



FAQS

BELIEVE ACHIEVE INSPIRE

**BALASHRAM MAASAI BUSH
TREK TANZANIA**

**Challenge information and
Frequently Asked Questions**

Sun 21 Oct - Sat 27 Oct 2018



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How it works/Joining a Challenge:

What is my challenge?

You have chosen the Maasai Bush Trek in Tanzania in support of Balashram School. The trek is being organised by Charity Challenge and the sponsorship monies coordinated and managed on behalf of Balashram by Kriya Yoga UK. Read the challenge specific itinerary and the FAQ thoroughly to ensure you fully appreciate what is involved in the challenge and if you have any questions, please contact Charity Challenge on info@charitychallenge.com or +44 (0)20 8346 0500.

How much does it cost?

The cost of this challenge without flights is £2,081 and you need to raise of minimum sponsorship of £2,300 or USD or Euro equivalent (to be confirmed) for Balashram. You are responsible for booking and paying for your own flights (see Booking your return flights) below for details and exceptions.

How do I book?

The quickest and easiest way to book is online at charitychallenge.com/book.html. You should have your passport details handy, and will also need to provide us with your personal contact details, medical, next of kin, dietary requirements and any allergies. Once you have booked your chosen challenge you will be asked to pay the registration fee of £365 and the final balance of £1,716 (plus, if applicable, travel insurance premium) online through our secure server, eight weeks before departure (by 26th August 2018). Please see [Booking Terms and Conditions here](#).

Do I need charity authorization?

Once we have received your booking and deposit payment, we will email Kriya Yoga UK to seek authorisation for you to fundraise on their behalf. We cannot proceed any further with your booking until the charity officially authorises you so please complete the Trek Entry/Fundraising Agreement forms that Kriya Yoga UK sends you as part of the booking process and return the completed forms to them as quickly as possible.

Three-month information update:

At this point we will upload new documents to your online member's area explaining how to obtain your visa with relevant forms. If you are outside the UK, or not a British citizen, you will need to check the requirements locally for obtaining a Tanzanian visa.

What is the sponsorship deadline/cut-off date?

You need to have raised and sent to your charity at least 100% of all of the Minimum Sponsorship ten weeks before you depart (by 12th August 2018). Your charity will advise you how to pay the money in to them in the Trek Conditions of Entry/Fundraising Agreement that will be sent to you when you book.

One-month information update:

With only one month to go before you depart, we will upload your final joining instructions to your online members' area. This document will include information on your confirmed flights (for flights organised by Charity Challenge from the UK) where and when to meet the team on the 21st October 2018, emergency contacts and any other last-minute reminders or information.

Booking your return flight

Do I need to organise my own return flight to Tanzania?

Yes. If you are travelling from outside the UK, you will need to organize your own return flight. Your destination airport is Kilimanjaro International Airport (JRO) in Northern Tanzania and you need to be there by 1300 hrs on Sunday 21 October 2018 at the latest. Please note Charity Challenge responsibility does not commence until this time. If you fail to arrive there at the appointed departure time, Charity Challenge shall not be responsible for any additional expenses incurred by you to meet up with the group.

If you are travelling long haul with connecting flights, **we would advise that you to consider travelling a day earlier** and staying overnight at the **Planet Lodge** hotel in Arusha from where we will depart for our

challenge. Let the hotel know you are with the Charity Challenge group (See Trek Notes under Accommodation).

Please let us know when booking if you are organising your own flights, and let us know your flight schedule as soon as possible. Please note that when organising your own flights, (if you are using Charity Challenge recommended insurance policy), that you will only be covered for the equivalent of economy class flights from London. Should you decide to fly business class for example, we will have to notify the insurers to make sure they are happy to accept the increased risk. They may in certain circumstances charge a premium. If this is the case, we will let you know.

Are you organising transfers from Kilimanjaro International Airport to our hotel?

Yes, we are planning to organise two transfers from the airport to the **Planet Lodge, Arusha** hotel and from our hotel to the airport at the end of the challenge. However, we are not able to give definitive times for the transfers until we know the arrival and departure times of participants. This information will be provided in the **One-month information update sent** to you one month before departure.

Can I make my own way to the Planet Lodge hotel if I am arriving early or outside group transfer times?

Yes, the hotel is 50km from the airport and the best time to travel is during daylight hours from 6am to 6pm. The hotel also provides a shuttle service so enquire about this when you are planning your flights.

UK Departure Flights and Travel

Is there an organised group flight from London, UK?

Not at present. As a UK registered tour operator, we can organise a group booking for flights from London Heathrow to Kilimanjaro International. To do this we need at least 10 participants travelling together. If you would like to travel with a group departing from London on the 20 Oct 18 and arriving back to London on 28 Oct 18, please email flights@charitychallenge.com. Please confirm ASAP so we can provide the best possible price.

The cut-off date to request a place within the group flights departing from London is 26 February 2018. If we do not reach the minimum size group, then participants will need to organise their own flights.

Does Charity Challenge include air taxes in its costs?

If you book group flights from the UK through Charity Challenge, you can rest assured that we include ALL KNOWN AIR TAXES (including fuel) at the time of costing. If the air taxes increase between the time of costing your challenge and your departure, we will absorb up to £50 per person (depending on the challenge) before passing on any increased costs. Our aim is to provide you with transparent pricing and clear instructions as to what is included in our prices and, if applicable, what is not. Nobody likes a nasty surprise, so when comparing prices, we ensure that all air taxes are included, as well as fuel costs.

Are Charity Challenge ATOL bonded?

Challenges (Un) Limited (trading as Charity Challenge) are ATOL bonded and our ATOL number is 6546. ATOL is a protection scheme for flights and air holidays, managed by the Civil Aviation Authority (CAA). ATOL protects clients from losing money or being stranded abroad if the tour operator goes out of business. For further information visit the ATOL website at www.atol.org.uk. This protection only covers challenges that include flights organised by us that originate in the UK.

What do I need to know about organising my own transport to and from London to join the group?

If you need to travel from other parts of the UK to join with the group flights, please note that, in the event of a change to a challenge departure date, time, or airport, Charity Challenge is not liable for any penalty charges associated with connecting travel arrangements. We therefore strongly advise you not to incur any non-refundable incidental expenses before we send your final details around a month prior to departure. Similarly, you are advised to book only fully flexible connecting transport and other

arrangements, such as pre-challenge or post-challenge accommodation, which can be cancelled or changed without charge.

If I have booked my own internal UK flight to London, will I be protected if it is delayed?

Charity Challenge is not responsible for any delays for flights that you book yourself. We can organise a flight to and from some regional UK airports with airlines that have contracts with our group carriers. In the event of any delays to any part of your journey which may lead to missed connections, you will be re-protected (put) onto the next available flight. If, however, you book your own regional flights, you will not be protected and may have to purchase a new ticket for your onward flight.

Can I request special meals and seating on the flights?

If Charity Challenge book group flights departing London, we will request airlines to seat our group together. If an individual passenger has a specific seat request, some airlines may be able to grant it and some will ask that you try and change it at the airport as changing seats may jeopardise the group seating arrangements. If you let us know of a specific meal request, we will request it from the airline. Please note that meals and seating are not guaranteed by the airlines. Therefore, if you have a special meal request, we suggest that you consider bringing some additional snack items in case your request is not provided.

What if I live outside the UK and need a connecting flight to join the UK group departure?

If you do not live in the UK but are travelling to join the group from overseas, please be aware that Charity Challenge cannot be held responsible for any delays or missed connections for flights not booked by us. ***If travelling from overseas, you are advised to book your own return flight to Kilimanjaro International Airport.*** If, however, you do still wish to fly on the group flight from London, you are advised to leave plenty of time for the connection to allow for delays or for changes to the group flights schedule.

General

How do I convince sponsors that this is a challenge and not a holiday?

You will be trekking up to 26km a day in hot, dusty conditions. The terrain varies from sandy to rocky to hilly in places. Shower and toilet facilities are basic, and camping is in two-person tents. (See Accommodation section in Trip Notes for more details). A Charity Challenge is not to be undertaken lightly as it requires training for months, raising thousands of pounds for charity and then battling through the physical challenge itself. All three of these take time, effort and commitment.

What will the accommodation be like?

The accommodation is based on twin share tents on the trek and twin share rooms in our hotel (See Trip notes for more details).

What will the food be like?

The food will be simple vegetarian, without chili, garlic or onion. Breakfast, packed lunch and dinner in the evening. We will have a celebratory end of trek meal in our hotel on evening of Friday 26th. Please bring some high energy snacks, nuts and dried fruit for yourself/share with fellow trekkers.

How many challenge places are there and how are they allocated?

The maximum group size for this challenge is 35, and places are allocated on a first-come, first-served basis. You can secure a space on a challenge by booking and paying your deposit. Please note that it is a Booking Condition to raise the Minimum Sponsorship by the Sponsorship Deadline and failure to do so will mean that you cannot join the trek. However, you may self-fund the Minimum Sponsorship in part or in full.

Will there be an opportunity to practice meditation?

Yes, we plan to have group meditation every challenge day, time permitting, before breakfast and before evening meal. This is no obligation to join in the group meditations.

Health

Heat: Beware of dehydration and heat-related conditions, especially when exerting yourself. Drink three to four litres of water per day. Add extra salt to your food and use electrolyte solutions if dehydrated.

Sunburn: Sunburn is distressing and can have long-term effects, including skin cancer and premature skin ageing. To avoid it, wear a hat, use 50+ sunscreen and wear 100% ultra violet glasses.

Insect Borne Diseases: Biting insects can spread disease, including malaria. Use anti-bug sprays, preferably containing DEET and cover up at dusk and in wet weather.

Vaccinations/Immunisations etc.: Please refer to the Trip Notes for your challenge for advice in this area. The information provided are guidelines and you should consult your GP doctor or travel health clinic at least two months prior to departure for further advice. Some vaccinations cannot be given at the same time and some take time to be effective. For example, immunisation against Hepatitis B can take six months to give full protection. See your doctor even if you are going at short notice, as some protection may be better than having none. Some immunisations are free on the NHS (UK only). For others, there may be a charge. If you need anti-malaria medication, your doctor will advise on which is most appropriate. Some anti-malaria tablets are available from pharmacists without a prescription.

High Altitude: The highest altitude on this trek, which is described as "challenging" is approximately 2,940 meters, but most of the time the elevation is 2,300 to 2,600 meters. The medical definition of High Altitude is 2,440 – 3,660 meters. Healthy people may travel to altitudes up and above the height of nearby Kilimanjaro (5,895m) as long as they are properly acclimatised. If you are not acclimatised, you could suffer from hypoxia, which means a lack of oxygen. As you ascend you will notice an increase in pulse rate and breathing rate as your body works harder to get available oxygen to the muscles. When designing our itineraries, we ensure that we provide adequate time to acclimatise enabling the majority of healthy participants to function unhindered. Sufficient acclimatisation is imperative to avoid illness when at altitude. Check in to your login area for more detailed advice and guidance, as well as videos and support on how to reduce the impact of high altitude.

Further Tips to stay healthy:

- Wash hands thoroughly after going to the toilet, before handling food or eating.
- Carry anti-bacterial hand gel.
- Drinking water will be provided on the trek. Stick with bottled water and avoid ice unless you are sure it is made from treated water.
- Eat freshly cooked food, and ensure it is piping hot.

Fitness Training

It is essential that you are physically fit to join in the challenge. Once you have booked, you will have access to your very own login area, which contains fitness training notes, stretch programme and a trekking training guide. We also offer training weekends (UK Only)

Equipment and Clothing

Kit List: Please see list of recommended kit to take on the trek

Buy: We know that good challenge kit doesn't come cheap and shopping around can be time consuming. So, we've teamed up with The Outdoor Shop (UK only) to help you get the best possible kit at great value. You'll find some items with as much as 30% off the recommended retail price. Check out your local shops and the Clothing Equipment section in your login area for videos, guidance and advice on choosing the right gear.

Hire: If you're concerned about cost and feel your chosen challenge may be a once-in-a-lifetime experience, then consider hiring some of the more expensive items. We have teamed up with

equipment hire specialists Outdoorhire (UK only), to offer you a range of quality kit, perfectly tailored to your challenge. As a Charity Challenge participant, you will be eligible for a discount.

Discount: As a Charity Challenge participant, you will get discount at a wide range of clothing and equipment suppliers including The Outdoor Shop, Outdoorhire, Cotswold Outdoors, and Clinics and Hire Fitness (UK only). You will find the discount codes to use in your login area and if you have travelled with us before, you'll get an even more generous discount! Again, your local shops may have discounts, sales or end of season bargains.

Costs

What is typically included in the price?

Please note, there is a specific 'what's included' section in the Trip Notes. Typically, the following is included for an international challenge: all accommodation during the expedition (twin basis) - if camping we provide all necessary communal camping and cooking gear; three meals a day (unless otherwise stated); drinking water; entrance fees to national parks or other places of interest visited on the itinerary; internal road transfers; all ground staff including English speaking guide, drivers, cooks, and porters; full back-up support including UK qualified doctor, and first-aid supplies; a donation towards Charity Challenge's local community project; a contribution towards funding the reduction of carbon emissions through Climate Care's portfolio of award-winning projects; a Charity Challenge T-shirt and medal; emergency management, public liability, and discount on personal equipment from selected stores in the UK.

What is not included in the price?

Entry visas (if applicable); vaccinations (if applicable); personal equipment; personal spending money; tips, overseas airport departure tax (if applicable) and additional activities not included in the itinerary such as excess baggage charges, all items of personal nature such as laundry, room service charges, drinks, phone calls etc.

What is the Small Group Supplement?

The costs listed on our website are based on a minimum number of participants on the challenge. We can sometimes run the trip with groups of less people, but there will be a small group supplement. If a small group supplement is necessary, we will notify you 12 weeks before departure.

Fundraising

Break down your fundraising target and set yourself mini-financial milestones with a clear goal of how you are going to reach them. It's far less daunting than thinking about raising the total sponsorship in one go. Kriya Yoga UK will email you a Fundraising Agreement Form as part of the booking process which will include tips on how best to fundraise. Contact KYUK on kriyayogauk@btconnect.com if you would like further information on fundraising prior to booking.

How much sponsorship do I have to raise?

To participate, you will also be required to raise the Minimum Sponsorship for the charity. **The Minimum Sponsorship amount is shown under "What is involved in joining a Challenge? above.** This will also be defined in the trek launch letter including equivalent amount in Dollar and Euro sent out by the charity and in the Trek Conditions of Entry and Fundraising Agreement forms which will be sent to by the charity as part of the booking process. You will also be provided with fundraising ideas and sponsorship forms. All money should be sent directly to the charity, as advised in the Fundraising Agreement, and the total of the minimum sponsorship MUST be sent to the charity ten weeks before departure (by 12 August 2018). If you do not achieve this, you will lose your place on the challenge. However, you also have the option of self-funding the Minimum Sponsorship in full or in part.

Can my charity claim back money on donations made?

Donations made by taxpaying individuals to charities in sponsoring someone on a Charity Challenge will attract 25% tax relief under the UK Gift Aid scheme for eligible individuals. Kriya Yoga UK will provide further information on Gift Aid along with donation forms as part of the booking process. Our sister organisation

Kriya Yoga Institute will be collecting sponsorship donations from US participants. Eligible US donors will be able to claim tax deductions on charitable contributions.

What if I can't raise the Minimum Sponsorship?

The main aim of the challenge is as a fund-raising exercise to raise much needed money for Balashram School. However, it is also likely to be a wonderful personal experience. When you book your challenge, you are committing to raising (or self-funding in full or in part) the Minimum Sponsorship. If you do not raise the appropriate funds you will not be able to participate on the trek. We will give you plenty of ideas and advice and are confident that with commitment and a positive approach you will be like all those kriyavans that successfully raised the required sponsorship for the five preceding treks and enjoyed a wonderful experience while helping the children of Balashram in a tangible way.

When is the balance of challenge costs due?

The balance of your trek cost is due no later than eight weeks before departure as per our T&Cs. In exceptional and unavoidable circumstances, we reserve the right to request the balance of challenge costs (or a proportion of those challenge costs), prior to 8 weeks before departure. This may occur in the rare case where an airline or supplier requires earlier payment than standard industry terms.

Administration

What are the cancellation terms?

Cancellations for overseas challenges will incur the following charges:
 Cancellations made 57 days or more before departure (you will lose the registration fee).
 43-56 days before departure (you will lose 40% of total challenge cost).
 42-29 days before departure (you will lose 60% of total challenge cost).
 28-15 days before departure (you will lose 80% of total challenge cost).
 14 or fewer days before departure (you will lose the total challenge cost).

Most participants complete the challenge they undertake. However, if you are obliged to cut your challenge short due to ill-health or for any other reason, there is no refund of National Park fees or flight (where applicable) and accommodation costs. Any additional accommodation and/or transfer fees, flight and accommodation costs are your responsibility. Please take a credit card to cover any such unexpected costs.

How are the cancellation charges applied?

The total challenge cost consists of the registration fee, balance, and currency surcharge (if applicable) and any extras. Please note that if you wish to make changes to your booking admin fees may apply. If so, they are non-refundable in all cases and do not form part of the total challenge cost. All cancellation charges will be payable by yourself.

Insurance

Do I need travel insurance?

It is a booking condition that you have a suitable travel insurance policy that will cover the adventurous nature of your challenge. If you choose to use your own travel insurance policy, it must be of at least equal cover to the travel insurance policy we offer. We arrange specialist travel insurance cover with Endsleigh Insurance Services Limited (Underwritten by Zurich). Cover is provided for both UK and Non UK residents, (please see below for more details.) This insurance covers among other things, medical (emergency, evacuation and repatriation) arrangements, cancellation and curtailment of the challenge and costs £78.00. Please see the [Group Policy Travel Insurance](#) documentation and [Statement of Insurance](#). We appreciate that whilst you may have your own personal travel insurance arrangements, it is not administratively possible for us to vet each and every one of your policies. While we have taken steps which we consider necessary to review this travel insurance policy, it is not possible to anticipate every conceivable risk or accident that can occur on an adventure challenge. In addition, no insurance policy covers every possible accident that may arise. You are therefore

requested to consider for yourself the wording of the policy that we recommend. Nothing will prevent you from taking out additional cover from any insurance company over and above the insurance cover provided under our insurance. All prices include UK Government Insurance Premium Tax at 20%.

The travel insurance policy is arranged by Endsleigh Insurance Services Limited (Company Number: 856706) and is underwritten by Zurich for all departures. All companies are authorised and regulated by the Financial Conduct Authority (FCA.) If you are flying directly to join the group in-country and have purchased our travel insurance policy, please inform us of your flight details so we can ensure you are adequately covered. If you have purchased your own travel insurance policy, please ensure it is extended (where necessary) to provide cover for the travelling time to and from your home country. For all Charity Challenge departures, Challenges (Un) Limited t/a CHARITY CHALLENGE (Firm Ref 491848) are an Appointed Representative of Endsleigh Insurance Services Limited (Company Number: 856706) who are authorised and regulated by the Financial Conduct Authority and whose status can be checked on the FCA Register by visiting www.fca.org.uk or by contacting the FCA on 0845 606 9966.

I have my own travel insurance policy already. Do I still need to take yours?

We do appreciate that some of our participants already have a travel insurance policy. Please review your policy to ensure it covers you for the challenge event that you are taking part in. Charity Challenge can arrange specialist travel insurance cover with Endsleigh Insurance Services Limited (Underwritten by Zurich). The policy specifically covers the adventurous nature of our challenges. Many alternative policies do not provide cover for some of the activities undertaken on our challenges and will only insure you up to a relatively low altitude. By providing insurance cover which gives adequate medical emergency and evacuation cover, we shall not be faced with a situation where a client may not be quickly and effectively rescued because of inadequate insurance cover. Charity Challenge takes thousands of participants on challenges each year. It would not be feasible to inspect each individual insurance policy to ascertain if it was adequate for all circumstances. If you elect to take your own insurance policy, you will need to sign the Travel Insurance Disclaimer in your Booking Area.

Support

What kind of support do you provide?

We will support you from the time of your booking, right up until you return from your challenge. Once you have booked, you will have access to your very own login area, which contains comprehensive information about fitness training, clothing and equipment, arrangements for connecting with fellow trekkers and much more. We also send out reminders about insurance, passports and how/when to apply for a visa (UK only). Each challenge has a bespoke kit list and UK based participants have access to kit discounts through major retailers. Our operations managers are on hand via phone or email to answer any questions, from room sharing, to dietary requirements, to which jacket to buy. During the challenge, the group will be fully supported by a qualified doctor, English-speaking expedition leader, guides and support team.

Do you offer training weekends?

Yes, we offer superb tailored training weekends (UK only) for all treks, which run from Saturday morning through to Sunday afternoon. Our training weekends are held throughout the UK. Accommodation is either in a youth hostel or camping in tents (choose your specific weekend according to the experience you want). You will be sharing a room/tent with a member of the same sex. The course is fully catered with breakfast on the Sunday, two large packed lunches and an evening meal on the Saturday night. [Click here for more details.](#)

Do you help participants with their fundraising?

Kriya Yoga UK are managing the fundraising for the challenge. They will be sending you a Fundraising Agreement document as part of the Booking Process which will contain fundraising ideas and advice and will also provide you with sponsorship forms.

Do you help with visa and vaccination advice?

Yes. In terms of vaccinations, we use the advice given by the UK National Health Service (NHS) 'Fit for Travel' website. Any vaccinations or anti-malarial medications that are recommended by the NHS will be indicated in your Trip Notes prior to booking, although we advise you to visit your doctor or health advisor prior to the challenge for any specific advice that might be relevant due to anything in your medical history. We remind you to get your visa three months prior to departure.

CH>RITY CH>LLENGE®

Never a backward step

Any more questions?

Contact us:

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www.charitychallenge.com

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