

None of us could have imagined the unprecedented events that have unfolded in recent months. What we are witnessing with the coronavirus pandemic is extraordinary and we at ROV hope you and yours remain safe and well until this time passes.

We understand that this difficult period has raised many questions about ROV programs and how we are intending to deal with those issues. We have received many questions and have endeavored to answer each and every one of you individually, however, we are operating with a skeleton staff and it is difficult to respond to everyone's personal situation in a timely manner.

This document is intended to provide answers to many of the common questions we are receiving.

We continue to closely monitor the ever-changing situation and the regulations each government is imposing on its citizens. Some governments are restricting travel for those citizens who wish to leave the country, while others are placing restrictions on who can enter their country. The situation for one country can be very different from another country.

Volunteer payments are not held by ROV in a trust account. They are spent on staff who administer volunteer queries, emails, chats, marketing activities, as well as all on-ground arrangements (many of which have already been made for the mid-year programs). The ROV model was designed to offer the occasional refund in the circumstances where one or two people in a program of 15 -20 volunteers wanted to change programs, defer etc. At present we have an extraordinary situation where hundreds of people are requesting program changes and refunds and we simply cannot cover these requests.

The timing of the outbreak, coming as it did just as we prepared for the mid-year programs, could not have been worse for us and has left ROV in a very difficult position. We have been running at full speed preparing for programs when the outbreak occurred and most of the season had been paid for in advance. Despite these difficulties, **we have decided to continue with the mid-year programs.**

Many of you will not have programs for another few months and we hope the COVID disruption will be under control at this point.

Please know we are doing everything in our power to find fair and equitable solutions to the situation we find ourselves in. Given this, we have developed the following options. They allow those people who followed our advice to obtain travel insurance cover to utilise their travel insurance cover and they provide a travel option to those who either did not obtain cover or still wish to travel regardless. The options are as follows;

1) Continue with your Mid Year Programs:

Mid-year programs are going ahead.

All on-ground preparations have been made and on-ground local staff are ready to go.

2) Reach Out Program Credit - for December & January dates in Cambodia, Thailand, Peru, Nepal and South Africa.

If you have not obtained travel insurance or if you did but wish to attend a program at a later date, we can offer you a Travel Credit. To make this work we need to have the following guidelines in place;

1. given the uncertainty of the situation we find ourselves in, we will only be offering a few programs at the end of the year,
 - 14 Day Cambodian Scuba Adventure (20th Dec 2020 - 2nd Jan 2021)
 - 28 Day Cambodia & Thailand Adventure (20th Dec 2020 - 16th Jan 2021)
 - 14 Day Elephants Village & Temples Jan 2021 (3rd Jan 2020 - 16th Jan 2021)
 - 13 Day African Adventure (3rd Jan 2020 - 16th Jan 2021)
 - 14 Day Peru (3rd Jan 2020 - 16th Jan 2021)
 - 14 Day Nepal Adventure (3rd Jan 2020 - 16th Jan 2021)
 - 28 Day Kathmandu & Basecamp (3rd Jan 2020 - 30th Jan 2021)
- The offer is, of course, conditional on it being permissible to run programs in those locations at that time. These programs cannot be guaranteed to run.
- Program credits can only be used for programs listed above. You can change your existing program to any of these locations without incurring a fee. Program Credits can be used towards program costs and Add-Ons but are not refundable.

- ❑ **If you want to take up this offer you must contact us 30 days before the commencement date of your current program so that we can transfer you to the new program and remove you from your existing program. Make sure you list the word 'CHANGE' in the subject line of your email. If you fail to contact us in that time period we will do our best to assist you but no remedy may be available at that time which means no refund and no option to take the end of year programs.**

If you are within 30 days of commencement of your existing program at the date of this advice please email us ASAP listing the word 'CHANGE' in the subject line of your email. To ensure we can cater to large groups, these programs may have to be altered slightly from what is currently on the website. Please refrain from booking flights until we update the programs. This should be completed by the 10th of April.

3) Travel Insurance.

If you followed our advice and purchased a suitable travel insurance policy such as the World Nomads policy listed on our website prior to the 31st of January and your government has issued or held in place their 'Do Not Travel' restriction, you will likely have a Travel insurance claim. This is the case **only if the current ROV programs are kept open**. In other words, so long as the program has not been canceled by ROV, you may be able to claim travel insurance. If you lodge a travel insurance claim, the insurer should reimburse your program fees and airfares in full, if you are unable to attend due to COVID-19 related travel restrictions. We are already assisting participants with travel insurance claims. Please forward any relevant paperwork to admin@rovolunteers.com with the words '**TRAVEL INSURANCE CLAIM**' in the Subject line.

4) Partial Refund.

If you failed to purchase travel insurance and you do not wish to attend the end of year programs, we have created a refund list which will be actioned in August 2020. Please note, if you join the refund list you **will not receive a full refund**. There may be a pool of funds remaining after programs have been delivered mid-year and we will then know how many volunteers intend to attend the end of year programs. For individuals who have made payments greater than their deposit payment, a calculation will be made in August as to what percentage of a refund you are eligible for. This is the least attractive option as you should not expect anything like a full refund. At present, it looks like you will receive 15-cents in the dollar for your refund however this is yet to be determined and may change depending on who claims on travel insurance and who joins the end of year programs. If you wish to go on the refund list please email us listing the word '**REFUND**' in the subject line. You must email us at least 30 days prior to your program start date to be eligible for any refund that may be available in August 2020.

5) Flight Booking Query

For participants who have purchased flights through ROV and have queries relating to these flights, please email us listing '**FLIGHT BOOKING QUERY**' in the subject line.

We know the above options will not suit everyone and some people will miss out, but the position we find ourselves in is unprecedented and we hope you understand that we are doing our best to fashion an equitable solution for the majority of people.

We wish you good health in these uncertain times.