



# **REACH OUT VOLUNTEERS**

## **Terms and Conditions**

Congratulations! This is the first step to undertaking a program!

Below are the terms and conditions you are required comply with in order to participate in a Reach Out Volunteers program.

Please take your time reading this document; it's important.

### **We at Reach Out Volunteers agree that;**

- we will organise for you to join a program. During this time you will be travelling and working with us and other volunteers on humanitarian projects.
- If you arrive on the program start day we will arrange a pick up from the airport and take you to the accommodation we have arranged for you. An additional transfer fee maybe incurred if your flights are delayed causing you to miss the ground transportation connection arranged for you.
- We will make sure you get a minimum of three meals a day.
- We will make sure you have somewhere nice, clean and safe to live while you are involved on our program and we will arrange transport for you to and from the activities we have planned for you.
- We also agree that we will organize some group activities for you to enjoy. These will include a range of local cultural activities.
- We will be there onsite with you to help with and to supervise the program activities.
- We will make sure that there are experienced locals to supervise and assist in any building projects.
- We will supply all the materials that you will need for any projects you are involved in.

### **Now for your part of the bargain!**

You agree to:

- pay the nominated program deposit to secure your spot on the program. Once Reach Out Volunteers has received that program deposit, it is non-refundable and non-transferable. Your deposit is counted as part of the cost of the program. It is not an additional cost. Deposits paid for extensions are also non-refundable.

- Your deposit payment has a “lifetime guarantee”. If for any reason you cannot attend your program we will transfer your deposit to another program of your choice.
- Provided you give us a minimum of 60 days notice, prior to your program commencement date, you can change your preferred program or the commencement date of your program. There may be an administrative fee for this service.
- Pay the remaining program cost to Reach Out Volunteers in installments as specified from time to time by Reach Out Volunteers. If you cannot make these payments at the required times, you must contact us and make suitable alternative arrangements. If you fail to make a payment by the due date and you haven’t contacted us at least 14 days prior to make alternative arrangements, we reserve the right to remove you from the program. Once final payment has been made a tax receipt will be issued. Once the receipt has been issued no refund can be made. Prior to the issue of the tax receipt any installment payments already made will be refunded unless you give us less than 60 days notice of withdrawal from your program, in which case all payments will be forfeited.
- Payments for “Add-Ons” are non-refundable.
- Buy Travel Insurance. We strongly recommend that you purchase the insurance before you buy you purchase your airfares. Purchasing insurance is very important. You must not ignore this advice.
- Obey the laws of the country that you are in regardless of whether or not you think it is a sensible law.
- Not carry or use any illegal drugs. If you are carrying or using illegal drugs, you will be asked to leave the program immediately. You will not be supplied with any further accommodation, food or transportation by ROV and you will not be permitted to be involved in any further team activities.
- Follow the instructions of the ROV Team Leaders. They are there to look out for your safety and we require you to do what they ask to allow the program to run smoothly and safely. Any serious failure by you to follow the instructions of the Reach Out Volunteers staff may result in removal from the program.
- The countries in which Reach Out Volunteers conducts programs are poor and have low standards of sanitation, health and safety. This is the case for many aspects of life in the third world that are taken for granted in the western world. When you travel with Reach Out Volunteers you acknowledge and accept that these risks are endemic in the country you are visiting. You agree to assume these risks as a necessary part of your travel experience.

The range of risks that you are assuming is varied and may include, but is not limited to, the maintenance and operation of vehicles used to transport passengers (tuk-tuks, local buses etc.), risks associated with impurities in food and water, dangers associated with wild or other animals, the risk of theft, civil unrest, accidents occurring in areas that are remote from western medical facilities, improperly maintained roads and inadequate control and regulation of local traffic.

Occupational Health and Safety is a concept that is scarcely known and rarely implemented in third world countries. When you join us on a

program you are accepting that there is a risk to your personal safety on a worksite. You acknowledge that you will be working hard in a sometimes hot and humid environment and that this may cause physical and emotional stress. You agree that it is your responsibility to take care and caution in relation to your own physical health and mental well being. Accidents do occur, sometime due to no-ones fault and sometimes due to someone's negligence.

You agree to release us from any and all liability in relation to the above and to waive any claims you may have against us, our owners, our employees and contractors, supplier partners and any person or groups associated with us, and you expressly assume all risks associated with participation in one of our programs.

- If, in the unlikely circumstances that we have a volunteer attend a program who is unable to work constructively with their team, we need to have an agreed mechanism to warn that person and to remove them from the program if their behavior does not improve. In these circumstances, if the team leader considers that the behavior of a volunteer on program is damaging the effectiveness of your team or is likely to disrupt or limit the achievement of the goals of your program, then they may issue that volunteer with a verbal warning of pending program removal. If, after 24 hours from the issue of the warning, in the opinion of your team leader, the behavior of that volunteer has not improved then, after consultation with and approval of the ROV Director of Programs that volunteer will be issued with a verbal removal from program notice. If this occurs then that volunteer will be required to leave the ROV supplied accommodation and will not be provided with any further services, meals, transport etc. by ROV. They will not be provided with a return trip to the airport and no funds will be reimbursed to them in any circumstances as a consequence of their removal.
- Give Reach Out Volunteers at least 60 days notification of withdrawal from the program in order to be eligible for a full refund of the program fees except the deposit. With less than 60 days notice, all program costs will be forfeited.
- Understand that if we do have a disagreement about what we have agreed above, then the matter will be referred the President of the Institution of Arbitrators and Mediators Australia, and we will follow their rules in trying to sort out our disagreement.

