

// Concordia International Volunteers Terms and Conditions

Before applying for a project, please make sure that you read these terms and conditions. Please make sure you sign and date the bottom of the form or tick the box on the on-line payments page.

CONDITIONS FOR PARTICIPATION

- Concordia cannot accept any responsibility or liability for changes or cancellations to placements as a result of circumstances beyond its reasonable control including (but not limited to) war, national emergency, flood, earthquake, fire, terrorism or threatened terrorism, or any other event or circumstances that constitute a “force majeure”.
- Concordia’s responsibilities under this contract are limited to: the processing of your application, forwarding your application to the appropriate partnership organisation overseas, passing on information to you from the partnership organisation, providing basic information about travel and other details designed to assist you (where appropriate incorporating a short induction course). Concordia will have no responsibility for you, your belongings or your health and safety for the duration of the placement.
- Your application will be accepted on the understanding that you are aware of the risks involved in this kind of volunteer placement, including inconvenience, discomfort and possibly illness. It is conditions of joining our volunteer programmes that you are willing to acknowledge and accept these potential challenges.
- Concordia shall not be liable to you in contract, tort, negligence, breach of statutory duty or otherwise for any loss, damage, costs or expenses of any nature whatsoever incurred or suffered by you.
- Health and Safety standards on projects abroad are the responsibilities’ of our partner organisations and standards may vary from the UK norm. Concordia cannot accept responsibility for Health and Safety standards on projects abroad.
- It is essential that volunteers check and follow their Doctor’s advice on the current inoculations/medical precautions they must take before travelling.

Age:

- For the majority of projects, anyone aged 18+ can apply. We also offer a selection of teenage projects which are open to 16 and 17 year olds. For the North South program anyone aged 19+ can apply and for the MTV program volunteers have to be 20+.
- Although most volunteers applying for an international volunteer project are under the age of 30, you should be aware that the group of volunteers could have a more diverse age range, including people aged 30+. Likewise, some projects may have a minimum age limit depending on the type of work or country.

- For Teenage projects Concordia must get written consent from a parent/guardian with a signature on the bottom of the Terms & Conditions at least 2 weeks before the project starts. If Concordia does not receive this information then they have the right to cancel the volunteers place and the volunteer will not be entitled to any cash refund.

Board and accommodation:

- The standard of accommodation varies enormously depending on the project and location. You could find yourself sleeping in a fully equipped hostel or on a bare floor in a church hall with a hike to the showers. Be prepared for anything.
- Meals are usually organised on a self-catering basis. A subsistence allowance will be provided by the host organisation. The project co-ordinators will usually manage this allowance though all volunteers will be expected to participate fully in the shopping, preparation and cooking of meals for the group.

Social activities:

- Organised social activities/excursions are provided at the host organisation's discretion.
- It is the group's responsibility to organise their free time activities along with the help of the group co-ordinators who will be more familiar with the local area.

Insurance:

- **The participant on volunteer programmes must have adequate travel insurance and must provide details of their cover to Concordia prior to commencing their placement.** Concordia takes no responsibility for any loss, damage or personal injury encountered as a result of you travelling uninsured or under insured.
- Concordia reserves the right to cancel the volunteers place on a project if they don't see a copy of the volunteers insurance cover before the project starts
- Concordia regrets that we cannot reimburse volunteers for money on lost travel tickets in the rare event that a project is cancelled or where visas are denied.
- Volunteers travelling in the EU should take their European Health Insurance Card (EHIC) – (formerly E111) - to ensure that they are covered for medical treatment. For more information please refer to the Department of Health website: www.dh.gov.uk
- When buying travel insurance make sure that you read the small print to see what is covered and what excess you will need to pay in the event of making a claim. At a minimum you should take out medical and repatriation insurance.

Children's Projects:

- Any volunteer going on a project overseas which involves working with children are required to give a copy of a CRB disclosure form to Concordia or to obtain two written references from a person who is not a family member and that you have know for at least two years. (e.g. a doctor or a teacher etc.) Concordia reserves the right to cancel the volunteers place on a project if they don't see above documents from the volunteers before the project starts.

VOLUNTEER RESPONSIBILITIES

You are expected to:

- Check the most recent travel guidelines before departure – www.fco.gov.uk
- Concordia reserves the right to withdraw any project should we or the partner organisation concerned deem there to be an increased security risk in line with the Foreign and Commonwealth office. Should this happen then every effort will be made to find a suitable alternative.
- Fund and arrange your own travel. We will try to advise where necessary but we do not have the resources to answer all travel queries.
- Take out your own travel insurance, show a copy to Concordia before you leave for your project and make sure you take your European Health Insurance Card (EHIC) for medical cover within the EU. For more information refer to the Department of Health website: www.dh.gov.uk
- Apply for your visa in good time if you require one. Visa procedures for specific countries can be found in the country information section of the project details.
- Take your own sleeping bag and roll mat unless otherwise indicated in the final details.
- Take enough money to cover internal transportation costs and free time activities.
- Ensure you have received all the necessary information sheets and travel details in good time. These are usually sent out at least three weeks before the project starts. If they haven't arrived before this date, you should notify us immediately.
- Confirm participation and arrival times with your receiving organisation if required – a reply slip will be enclosed with the final details.
- Be prepared to travel to the project on your own. Although Concordia can try and put you in touch with other volunteers travelling to the project we cannot guarantee this as it depends on whether other UK volunteers have been placed on the same project.
- Arrive at the meeting point at the right time (unless alternative arrangements have been made with the project co-ordinators) and stay until the last day of the project.
- Inform your parents/partner that you have arrived safely.
- Participate fully in all aspects of the project.
- Work a 30-35 hour week.
- Complete and return to Concordia a project evaluation sheet. This is very important as it is the primary means by which we evaluate and develop the programme for future years.
- Most partners arrange meeting times for the start of their projects during daylight hours and this will be stated on your information sheet which is sent approximately 4 weeks before the project starts. When booking your travel please make sure that you know what time you will arrive at your projects destination. If you plan to arrive in-country during unsociable hours (9pm – 7am), it will be your responsibility to get yourself to the meeting point at the time stated on the information sheet. Please note that if you arrive the night before the meeting time/start date of the project, then it will be your own responsibility to find accommodation. If you have any doubts about your travel or are worried about getting to the meeting place on time please inform Concordia immediately, so that we can give advice and pass this information on to the partner organisation your will run your project.
- Be motivated, sensible, adaptable, be able to see the funny side of things and to have fun

CANCELLATIONS

By the Volunteer:

- A non refundable administration charge of £45 is automatically deducted from the project fee for all international projects.
- You must notify Concordia of your cancellation by telephone immediately, followed by confirmation in writing. Concordia needs to receive this letter four weeks before the start date of the project.
- If you decide to cancel your application for up to four weeks before the start date of your project- whether it has been confirmed or not - you will only receive a refund of fifty percent of your total fee.
- If you have to cancel a place less than four weeks before the project start-date you will lose your entire project fee. A refund will only be considered in the case of sickness and on receipt of a medical certificate or, if you can prove that inability to attend the project is due to circumstances beyond your control.
- It is not possible to change a project once a place has been confirmed and this would be treated as a cancellation. If the change is due to illness or exceptional circumstances, an additional charge of £25 will be paid to Concordia on receipt of a medical certificate or if you can prove that the need to change the project is due to circumstances beyond your control. You are therefore advised to think carefully before making your project choices.
- If Concordia does not see a copy of the volunteer's insurance cover prior to the project starting and has to cancel the volunteers' place, the volunteer will not be entitled to any cash refund.

By the Organisation:

- If you have a place confirmed on a project and it is then cancelled by the in country host organisation, Concordia will do its utmost to find you a place on an alternative project that is suitable. However, if no places are available, or if this arrangement is not convenient, you will receive a refund of £135.
- If all your choices of project are full and you are not able to accept any alternative, you will also receive a refund of £135.
- However, if you filled in Question 8 on your application form and we find you an alternative place that fulfils your criteria, you will be expected to take this place. If you do not you will lose your project fee.
- Cancellation by the in-country host organisation does not happen very often, but unfortunately is sometimes unavoidable. If you want to book your travel tickets before you receive your final travel details, you are strongly recommended to take out travel insurance at the same time. Do check the small print on any travel tickets as not all insurance companies will refund in the case of cancellation. Concordia regrets that it cannot be held responsible for refunding volunteers for any financial loss due to a project being cancelled.
- All training/preparation weekend courses that Concordia run including co-ordinator training, North South preparation and the Post Season Event are subject to a non-refundable fee.

SHOP:

For all T-shirts and hoodie purchases we have a 28 day return policy. If there is something wrong with your T-shirt/hoodie please return it to: Concordia, 19 North Street, Portslade, Brighton. BN41 1DH with a note stating why you are returning it and what you would like in exchange or if you would prefer a refund please state this in the note.

COMPLAINTS PROCEDURE

Complaints with respect to administrative procedures by Concordia should be addressed to the Volunteer Programme Manager directly.

Please go to our website for full details of Concordia's complaints procedure.

CONFIDENTIALITY AND DATA PROTECTION

In compliance with the Data protection Act 1998 Concordia will not pass on the details of any of the volunteers on our database to any persons other than the international partner organisation abroad to which they are applying. Email addresses may be disseminated to other volunteers on the database as part of a contact group though addresses will be hidden.

If a volunteer does not want their contact details to be passed on to other volunteers, or to be contacted regarding further opportunities and activities with Concordia, they will have the opportunity to opt-out of this below.

- **By signing this form confirms that I have read and fully understand the conditions of participation and all the above information on the precautions I must take before participating in a volunteer project.**
- **I confirm that I will take out full health travel insurance for the duration of my stay abroad and provide Concordia with a copy of this before my project starts.**
- **I confirm that I take full responsibility for my decision to travel.**

If you do not wish your email details to be passed on to other volunteers placed on the same project, please indicate so here

If you do not wish to be part of our Mailing List, which informs volunteers about further opportunities and activities with Concordia, please indicate so here

Tick this box if you want to receive confirmation of your placement and final details by Post (*otherwise all information will be sent to your Email Address*)

Name
(Capitals) _____

Signature

Date

(Signature from Parent or Guardian if under 18 years old)