



Ts & Cs

THESE TERMS AND CONDITIONS APPLY ONLY WHERE YOU ARE PARTICIPATING ON A PROGRAMME introduced to you by Shared Universe Foundation UK/(SUF (UK))

1. YOUR CONTRACT

These Terms & Conditions, together with all other written information which we brought to your attention before we confirmed your booking, together with the information contained in the Programme Overview to be provided to you, form the basis of your contract with "Shared Universe Foundation (UK)" ("SUF (UK)", "we" or "us"). Please read them carefully as they set out our respective rights and obligations.

By making a booking:-

1. you confirm that you have read these Terms & Conditions and are bound by them;
2. you consent to our use of information in accordance with our Privacy Policy;
3. you confirm that you are over 18 years of age.

2. MAKING A BOOKING

2.1 A contract comes into effect when our written proposal has been accepted by you as evidenced by the paying of your reservation fee. Prior to this moment you will have made an enquiry and submitted an application for acceptance onto one of the programmes provided by our partners. The application process involves an application fee which contributes something towards the cost of administering the application process and is not refundable under any circumstances. See cancellation policy within clause 7.

2.2 Upon receipt of your acceptance of our proposal and payment of your reservation fee you will, subject to our cancellation policy, be liable for the full programme fee. It is important therefore that if you believe that any details on the written proposal or confirmation invoice (or any other document) are wrong, you advise us immediately as changes cannot be made later and it may prejudice your rights if we are not notified of any inaccuracies in any document within ten days of our sending it out.

2.3 You are required to pay the full programme fee before you depart in accordance with our payment timetable shown below. Please note that there is the option to make regular interim payments during this time so as to smooth your cash flow.

2.4 We reserve the right to cancel your booking if you do not fill in and return all documents which you are required to fill in and return or if you do not make any payment, in each case by the due date and in respect of which time shall be deemed to be of the essence.

2.5 The deposit comprises an administrative fee which is needed to cover our costs in processing your application and cannot be refunded even if you withdraw.

2.6 Following the commencement of your programme you may only extend the length of your programme with the written agreement of SUF (UK)'s UK office, for which you must pay an appropriate extension fee before the date of commencement of the extension.

3. PAYMENT

3.1 Programme fees are payable in full before you depart in accordance with the timetable provided or by way of separate agreement as set out in your proposal form.

3.2 If we do not receive the programme fee in full and on time, we reserve the right to treat your booking as cancelled by you, in which case the cancellation charges set out in clause 7 below will become payable.

3.3 Payment of any amount by credit card will incur an additional fee of 3%.

3.4 SUF (UK) shall be entitled to charge interest at the rate of 6% above the base rate from time to time of Barclays Bank plc on any amounts owing by you to SUF (UK).

4. PRICING

4.1 We reserve the right to amend the price of unsold programme participations at any time and correct errors in the prices of confirmed programmes.

5. DOCUMENTATION AND TESTS

5.1 You are required to complete and return all other required documentation in accordance with our instructions. Certain programmes require the completion of additional forms and/or the provision of additional information.

5.2 It is a condition of your booking that you fill in all necessary forms and provide all other required information promptly and by the deadlines stipulated, that all the information which you so provide is accurate, complete and up to date when

provided and that you forthwith inform us of any inaccuracy in any of the information previously supplied by you.

5.3 If you are participating on a SUF (UK) programme you are required to pass a written test to show that you have read and understood SUF (UK)'s safety and medical guidelines, failure of which may result in your being asked to leave your programme .

6. CHANGES BY YOU

6.1 If you wish to change any aspect of your programme arrangements after our confirmation invoice has been issued, you must inform us in writing as soon as possible. Whilst we will try to assist you, we cannot guarantee that we will be able to meet any requested change. Any request for a change to your programme arrangements must be made no later than 8 weeks before your expected departure date. Where we can meet a request, all changes will be subject to payment of an administration fee of £50 per change as well as of any applicable rate changes or extra costs incurred, any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Where we are unable to assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you to which the provisions of clause 7 will apply.

7. IF YOU CANCEL

7.1 If you decide to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery. Since we incur costs in cancelling your arrangements, we will refund your programme fees in accordance with our cancellation policy. The cancellation charge detailed is calculated on the basis of the total amount payable by you excluding amendment charges, which are not refundable in any event.

7.1.1 Please note that last minute applications will affect the deadlines by which you need to pay the fees as well as the value of any refund you may be entitled to if you cancel and may be subject to an additional administration fee of £50. Note: *Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could in any event incur a cancellation charge of up to 100% of the programme fee.*

7.2 Where we have agreed that you can defer your programme start date, the cancellation fees referred to in clause 7.1 will, unless agreed in writing by SUF (UK) such agreement being wholly at the discretion of SUF (UK), apply by reference to your original programme start date.

7.3 If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim some or all of these charges. We will deduct the cancellation charge(s) from any monies you have already paid to us.

7.4 If you are prevented from travelling, it may be possible to transfer your booking to someone else introduced by you. They must satisfy all the conditions applicable to the programme, provided that we are notified not less than 8 weeks before your expected departure date. You will have to pay an amendment fee of £200, meet all the costs and charges incurred by us and/or incurred or imposed by any of our suppliers and the transferee must agree to these terms and conditions and to all the other terms of the contract between us. You will remain liable to us jointly and severally with the transferee for payment of the programme fee and of all other payments as well as for any additional costs arising from the transfer. If you are unable to find a replacement, the cancellation charges set out in clause 7.1 above will apply in order to cover our estimated costs. Otherwise, no refunds will be given for your not travelling or for unused services.

8. IF WE CHANGE OR CANCEL

8.1 Occasionally, we may have to make changes to the programme and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. We also reserve the right in any circumstances to cancel your programme. For example, if the minimum number of clients required for a particular programme is not reached, we may have to cancel it. Most alterations will be minor and while we will do our best to notify you of any changes as soon as reasonably possible if there is time before your departure, we will have no other liability to you. If we have to make a major change or cancel your programme, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

- i) (for major changes) accepting the changed arrangements,
- ii) having a refund of all monies paid including the application fee

You must notify us of your choice within 7 days of our offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.

The above sets out the maximum extent of our liability for changes and cancellations and we regret that we cannot meet any expenses or losses you may incur as a result of change or cancellation.

Very rarely, we may be forced by "force majeure" (see clause 11) to change or terminate your arrangements after departure. If this situation does occur, we regret

we will be unable to make any refunds (unless we obtain any from our suppliers) or meet any costs or expenses you incur as a result.

8.2 You should only book flights to and from your programme destination which are refundable and the dates of which can be changed without any or with only a nominal charge. We recommend that you do not purchase your air tickets or incur any other expenditure with respect to visas, vaccinations, equipment or other matters preparatory to your programme until after your programme dates have been confirmed by us.

9. OUR LIABILITY AND LIMITATIONS

9.1 You agree that you fully appreciate the inherent risks in participating on a SUF (UK) programme and in particular the risk of personal accident, disease and medical complications in a tropical environment and that there may be any number of unforeseen matters causing an unscheduled disruption or halt to your programme. SUF (UK) does not provide any medical services, such as doctors, nurses or any other medically qualified staff, other than, in the case of SUF (UK) programmes only, basic first aid supplies, and you accordingly undertake to take all reasonable care of yourself and all others with whom you reasonably foresee you may come into contact on the programme.

9.2 You understand and accept that part of the point of participating on the sort of programme which SUF (UK) provides is to experience life and work in a different culture where different values apply. You accordingly acknowledge and accept that the local people's attitude to time, and that such other matters as standards of food, hygiene, accommodation, travel and safety in the country in which your SUF (UK) programme takes place may differ from their European equivalents. You also acknowledge that there may be travel delays and delays to or truncations or curtailments of the activities which form the basis of your programme, as a result of public holidays, public or private transport breakdowns, the application of bureaucracy, logistical issues or other unforeseeable circumstances. No representation is given or liability accepted as to any minimum level of hours per week during which you will be engaged in activities on your programme.

9.3 SUF (UK) will not be liable to you for any claim from discomfort or disappointment suffered from participation on a programme.

9.4 Whilst SUF (UK) programmes are advertised in good faith, you acknowledge that the weather and wildlife are unpredictable and that SUF (UK) gives no representation that you will observe any particular species or enjoy any particular weather conditions while participating on a programme.

9.5 The length of a programme is calculated from the expected departure date, which is the date on which you arrive at the main airport of the country in which your programme takes place. You should ensure that you have sufficient funds to cover your food, travel, and accommodation in-country prior to the commencement of your programme and after it expires.

9.6 The level of any compensation paid by us in respect of breach of contract will be calculated taking into consideration all relevant factors such as but not limited to the extent to which you follow the complaints procedure as described in these conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your programme. 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.

9.7 We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:-

(a) your own act(s) and/or omission(s);

(b) 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

(c) unusual or unforeseeable circumstances beyond our or our supplier's/s' control, the

consequences of which could not have been avoided even if all due care had been exercised; or

(d) an event which either ourselves or our suppliers could not, even with all due care, have foreseen or forestalled.

9.8 The maximum amount which we will have to pay you in respect of any claim which you may make against SUF (UK) is the total price paid by you to us, such maximum amount only being payable where everything has gone wrong and you have not received any benefit at all from your programme, provided that this limitation shall not apply where you suffer personal injury or death caused by the negligence of SUF (UK) or of any employee of it acting in the course of their duties.

9.9 It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

9.10 Where any payment is made, you must also assign to ourselves or our insurers any rights which you may have to pursue any third party and must provide ourselves and our insurers with all assistance which we may reasonably require.

9.11 Please note that we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to

us by you concerning your programme prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) which relates to any business or comprises pure financial or economic loss or consequential loss.

9.12 We will not accept responsibility for services or facilities which do not form part of our agreement, such as any excursion which you book whilst away, or any additional service or facility which any supplier agrees to provide you.

9.13 You will not be entitled to any refund or other payment in respect of food accommodation or programme activities not enjoyed in any case where you arrange to go on an excursion during the period of your programme which is not scheduled as part of your programme or where you abandon your programme or sign off or otherwise leave it early.

10. ACCURACY

10.1 We endeavour to ensure that all the information and prices both on our website and in our literature are accurate. However, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

10.2 All pre-departure programme literature forms part of your contract with us. We use reasonable endeavours to ensure that the programme information, itinerary and travel arrangements detailed on the SUF (UK) website and within our brochure is accurate and up-to-date.

11. FORCE MAJEURE

11.1 SUF (UK) shall have no liability to you to make any refund or in respect of any other loss or damage suffered by you as a result of the curtailment, suspension, alteration or cancellation of a programme caused by and/or any other consequences of any event of force majeure occurring.

11.2 For the purposes of clause 11.1 "force majeure" shall mean fire, lightning, explosion, earthquake, storm, tempest, cyclone, flood, landslide, outbreak of infectious disease, imposition of quarantine, government or other official intervention, the threat or outbreak of war, riot, civil commotion, the threat or an act of terrorism, loss, theft or damage to strategic equipment, hijacking, nuclear disaster, industrial dispute or other event or circumstance arising which is beyond the control of SUF (UK) or our suppliers.

12. INSURANCE

12.1 You are required to purchase appropriate travel insurance in respect of your participation on your programme details of which must be provided to SUF (UK).

12.2 You must ensure that the travel insurance referred to in clause 12.1 covers you for the type of work and activities in which you will be involved in the country of the programme and through any other country via which you travel, includes an adequate level of cover for emergency medical expenses and medical evacuation cover and provides cover in respect of such additional perils as is appropriate to your individual circumstances. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available. You alone are responsible for ensuring that you have appropriate travel insurance and we have no responsibility to check that this is the case even though you are required to provide us with details of your travel insurance as above .

13. PASSPORT, VISA, CONDUCT, HEALTH AND FITNESS, MEDICAL AND PROGRAMME STAFF

13.1 Passport, Visa & Health Requirements: You must be in possession of a valid passport with an expiry date which is no earlier than six months after your departure date from the country in which your programme takes place and of any visas and vaccination certificates required for the whole of your participation, including for any country through which you are travelling to gain entry to your programme country. Many countries do not have a separate category of visa for volunteering and, since you will not be doing paid work, unless the particular rules and regulations of your programme country are to contrary effect, which you are required to check, you will normally be advised to purchase a tourist visa. If you are travelling to or through the US you will need to be eligible to travel under the US Visa Waiver Program or to have obtained the necessary visa. The US requires anyone travelling under the US VWP, for which most British citizens are eligible, to provide details online at least 72 hours prior to travel. This is known as the Electronic System for Travel Authorisation or ESTA and is mandatory. The types of journeys which are permissible under the VWP include general travel/tourism, certain types of business and when transiting to another country. In all cases you should contact and follow the advice of the relevant embassy or high commission on all matters relating to passports, visas and vaccination certificates. You should also obtain all other vaccinations which are necessary or desirable for the countries in which the programme is held or through which you are travelling to gain entry to your programme country within the necessary timescales and you agree to comply with all entry, immigration, customs and foreign exchange rules thereof. SUF (UK) may be able to provide you with some assistance, but it is your responsibility to ensure that the correct documentation is obtained and completed and that the correct advice is obtained and followed. We do not accept any responsibility if you

cannot travel, or incur any other loss because you have not complied with any passport, visa or immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

13.2 Conduct: You agree diligently and expeditiously to discharge all instructions and duties from time to time given to you by SUF (UK) and SUF (UK)'s field staff and partners. All participants are expected to conduct themselves in an orderly and acceptable manner in compliance with the Code of Conduct and to comply with all UK law, the laws of the countries in which the programme is held and with all the rules and regulations of SUF(UK) from time to time in force. You acknowledge that SUF (UK) shall be entitled to withdraw your place on a programme and terminate your booking with us immediately without any compensation where you have breached any of the above provisions of this clause 13.2 or the Code of Conduct or otherwise in any other circumstances where your conduct is inconsistent with the efficient operation of the programme. Such conduct may include, but is not limited to, aggressive or abusive behaviour, deliberately or recklessly making any verbal or written statement which is untrue and which is not immediately withdrawn, risking the safety or security of yourself or others, causing distress or disturbance to others including fellow participants, damaging any property or equipment and disregarding the instructions of staff or local representative. In the event of such termination our liability to you will cease and you will be required to leave the programme immediately. We will have no further obligations to you, no refunds for lost accommodation or any other service will be made, and we will not pay any expenses or costs incurred as a result of termination. You may also be required to pay for loss and/or damage caused by your actions. Full payment for any such damage or losses must be paid directly to SUF (UK) or the service provider as appropriate prior to departure from the programme. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions, together with all costs we incur in pursuing any claim against you. We cannot be held responsible for the actions or behaviour of other participants or individuals who have no connection with your booking arrangements or with us.

13.3 Medical: Prior to making a formal commitment to book you must satisfy yourself that you have the necessary level of health, fitness and maturity to complete your chosen programme as described in the programme information. If you think that you may be or you are suffering from illness, disability, any physical impairment or medical condition, whether psychological or physical, which may affect your ability to function on the programme you must provide us with a full disclosure of all the details at the time of booking. In addition, if you answer yes to any of the medical questions in the consultation interview, you are required to

complete a medical form and may need to get it signed off by your doctor. If as a result of a medical condition or disability which you disclose to us we are not able to accommodate you on a programme, we will inform you and will not confirm your booking. Failure to make any disclosure as above will constitute a breach of these Terms and Conditions and may result in your being excluded from the programme in respect of which you will not be entitled to any refund or other payment. We are unable to provide any specific medical advice as we are not qualified medical professionals and do not have access to your medical background.

13.4 Programme Staff: If you are accorded the position of programme staff you shall fulfil such additional duties, including the preparation and provision to SUF (UK) of accounts or reports in accordance with the instructions in SUF (UK)'s Staff Guidelines or otherwise as SUF (UK) may require.

14. EQUIPMENT, FOOD & ACCOMMODATION

14.1 SUF (UK) shall provide, and the programme contribution shall cover, staff or a local representative (unless otherwise stated), food (unless otherwise stated), accommodation (unless otherwise stated) and, in the case of SUF (UK) Programmes and where appropriate, the use of equipment for the period of the programme. In view of practical constraints, where SUF (UK) does provide food, it cannot undertake to provide for specialist diets during the programme and any such provision will be wholly at the discretion of SUF (UK)'s field staff or in-country representative.

14.2 It is your duty to provide all equipment of a personal nature which may be required on a programme including any specific to your personal needs.

14.3 Free baggage allowance is normally limited to 20 kg (44lbs) plus an entitlement to a further 5kg (11lbs) cabin/hand baggage but it is your responsibility to check with your airline(s) and to note what other additional restrictions they impose on cabin or hold luggage. This limit may be strictly enforced and SUF (UK) accepts no liability for excess baggage charges that may be levied.

14.4 Any equipment of SUF (UK) which has to be written off in whole or part will be charged to any participant responsible.

14.5 You may not change your programme or your accommodation or any other aspect of your programme once you have arrived on your programme without the written consent both of the local member of staff or representative responsible for you and our UK office.

15. INDEMNITY

15.1 You hereby agree to indemnify SUF (UK) from and against all loss, damage and liability which SUF (UK) may suffer or incur as a result of your act, neglect or default while participating on a programme.

16. COPYRIGHT

16.1 SUF (UK) retains all copyright in, and editorial control over, works, including literary, film and photographic works, which you may create or contribute to during your participation on your SUF (UK) programme or thereafter, in respect thereof.

17. INTERPHASE

Where you attend consecutive phases of a programme:

17.1 You are alone responsible for your individual safety, accommodation, food and fitness during the inter-phase period and SUF (UK) accepts no responsibility whatsoever for you;

And

17.2 The references in clause 3.1 and 3.2 to the due date of an instalment shall be construed as a reference to the due date of an instalment in respect of the first phase attended.

18. COMPLAINT

18.1 If you have a complaint against SUF (UK) you should make it in writing to the senior field staff member or local representative of SUF (UK) as soon as possible and in any event not later than 48 hours after the subject of the complaint arises on SUF (UK)'s complaint form (a copy of which is available from our UK office). If the matter is not resolved to your reasonable satisfaction, you may take the matter up with SUF (UK)'s Volunteer Co-ordinator in SUF (UK)'s UK headquarters within the period of a further 48 hours, who will make enquiries in the field and endeavour to resolve the matter on your behalf. It is important that you raise any matter in accordance with the above deadlines, since SUF (UK) will otherwise be unable to deal with it at the time and when you are still on the programme. If you are not satisfied with the decision of SUF (UK)'s Volunteer Co-ordinator you may within one month of the programme end date raise the matter with SUF (UK)'s Director of Operations. SUF (UK) will not, other than in exceptional circumstances, entertain a complaint following the end of a programme unless you have acted in accordance with the above requirements as to deadlines and forms. Failure to do so may affect ours and any applicable supplier's ability to investigate your complaint and rectify it when you are still on the programme and will affect your rights under this contract.

19. FINANCIAL SECURITY

19.1 We ask you to pay by credit card as this provides you with some financial protection.

20. DELAYS AND MISSED TRANSPORT ARRANGEMENTS

20.1 If you miss your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact the airline or other transport supplier concerned immediately.

Since air transport is not included as part of your booking with us, we cannot be held liable for any delay or cancellation to your flight or other transport arrangements.

20.2 It is your responsibility to source and pay for any flights related to the programme which you have purchased from us. We cannot be held responsible for any costs, claims or damages suffered by you in respect of or as a consequence of any flights purchased by you, including any suffered as a result of any changes or delays in such flights.

21. EXCURSIONS

21.1 Excursions or other tours that you may choose to book or pay for whilst you are on the programme are not part of your contracted arrangements with us. For any 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.

22. JURISDICTION & APPLICABLE LAW

22.1 These Terms & Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only.

23. PRIVACY POLICY

SUF (UK)'s data and information privacy policy states what data we collect, how it is collected and how it is processed.

23.1 Use of your Information

This refers to personal information, data and documentation communicated to us. It includes, but is not limited to, information included in our application form and information given during interview consultation.

23.2 Use of Your Information by SUF (UK)

(1) Where necessary, we may disclose or process your information outside the UK or EU. In many cases, it is required that we disclose this information to government authorities for purposes including immigration and security.

(2) For the purposes stated in our registration with the Information Commissioner, we may process and collect your information, and disclose this information to our partner companies for the purposes of business. We may also disclose this information to companies who act as data processors for us, as well as to fraud or credit agencies. These agencies may be located outside the UK or EU.

(3) Under the Data Protection Act 1998, information such as that regarding health or religion, may be considered “sensitive personal data”. This information is collected by SUF (UK) to enable us to provide better service, as well as for reasons of personal safety, and is only accepted with your positive consent. It may be necessary for your insurer, their agents and/or medical staff to exchange this information in case of an emergency or in other circumstances. In order to proceed with your booking, you must agree to SUF (UK)’s use of your information, as above.

23.3 Direct Marketing Communications

(1) SUF (UK) may contact you from time to time with information including new programmes or services, competitions, events and other marketing-related material. Unless you choose to opt out during the application process, we will assume that you agree to these communications.

(2) You may choose to opt out of these communications after the application stage, as detailed below.

23.4 Your Rights

(1) You have the right to request a copy of all the information we hold on you by completing a Data Subject Access Request form. There is a £10 administration charge for this.

(2) You have the right to opt out of all direct marketing communications either by following the “unsubscribe” procedure as detailed in all our email communications, or by contacting us by post or email. The address for all requests is SUF (UK), The Coach House at Hyde Lodge, Hyde, Nr. Chalford, Gloucestershire GL6 8NZ.

23.5 Overseas Data Protection Regulations

Data protection regulations outside the UK or the EU may not be as stringent as those within the UK/EU.

23.6 Use of “Cookies”

Our website uses cookies to track user behaviour and to provide a personalised

experience for the user. By using our website(s), you consent to our use of cookies. SUF (UK)'s websites may include links to third-party websites. Although we endeavour to only include links to reputable websites, we take no responsibility for the content or operating procedures of any third-party websites.

23.7 Monitoring

For the purposes of service improvement as well as for security and fraud, we may monitor and/or record:

- (1) telephone conversations;
- (2) website visits and activity;
- (3) social media channels; and
- (4) transactions carried out through our electronic banking system.

Recordings and monitoring data are the property of SUF (UK).

23.8 Security

SUF (UK) takes all reasonable security measures to ensure that your personal data is protected.

23.9 Policy Changes

Changes to this policy will be made available on request .

24. TRAVEL ADVICE

24.1 For all countries in which it operates SUF (UK) follows the travel advice of the British Foreign and Commonwealth Office. It is your responsibility to ensure that you fully research current travel advice for your intended destinations including that of the British Foreign and Commonwealth Office by visiting www.fco.gov.uk and following the links to the travel advice for all the countries which are relevant to your programme.

25. DIETARY REQUIREMENTS

25.1 SUF (UK) will consider any request for a special dietary requirement such as vegetarian meals at the time of booking. You will be provided with our decision, which will be taken entirely at SUF (UK)'s absolute discretion, at the time of booking and if we accede to any such request SUF (UK) will notify you of the applicable additional charge. In all cases where a request is granted it is your sole responsibility to ensure that the programme field staff or local representative are aware of your specific requirements and if you fail to do so, we will have no liability to you for any cost, loss or damage which you suffer as a result.

26. CRIMINAL RECORD BACKGROUND CHECK

26.1 If you are participating on a SUF (UK) programme which involves working with young children or vulnerable individuals, including but not limited to teaching, orphanage, medical and sports coaching programmes, it is essential that you obtain an up to date police/criminal records background check to ensure your suitability for the programme and that you provide evidence of this to us prior to your programme start date. SUF (UK) reserves the right to delay or postpone your programme until the police/criminal record background check has been completed. If you fail to comply with the above requirement to produce a police/criminal record background check for any reason you will be asked to switch your placement to a SUF (UK) programme that does not require a police/criminal record background check, or to defer your programme start date until a time that you are able to comply and the provisions of clause 6 “Changes by you” will be deemed to apply.

27. FELLOW TRAVELLERS

27.1 By agreeing to SUF (UK)’s Terms and Conditions you authorise SUF (UK) to forward the contact details that you have provided to us to your fellow travellers/volunteers who are participating on the same programme as you for the same dates and that may mean creating and publishing a closed group on Facebook. Providing our volunteers with contact details of their fellow travellers enables you to communicate with each other and coordinate travel plans with the wider group should you wish to prior to your departure. Please be aware that we do not forward your contact details on all programmes.

28. IN COUNTRY SUPPORT

28.1 SUF (UK) agrees to provide in-country support staff and/or a local representative for SUF (UK) programmes the number of which will vary from programme to programme and from country to country. We will generally provide the contact details of the in-country staff or representative not less than seven days prior to the programme start date. The programme Field Staff or local representatives are responsible for any necessary orientation and for arranging the specifics of your programme. As a result the Field Staff or local representative should be seen as your principal point of contact for any support and advice, or in the event of an emergency, or if you would like to raise any issues that you experience with your programme. Our Field Staff or local representative will help you to resolve any issues during your placement and provide you with reasonable assistance as necessary.

29. TRANSFERS

29.1 The majority of our programmes offer an airport pick-up service and transfer to the programme site which is additional to the programme cost. Where an airport

pick-up service is not available, or where you are arriving outside of the scheduled programme start date/time, you will be required to make your own way to the programme site and be responsible for covering the cost of those arrangements. If you fail to advise us of your correct flight arrival details, including in the event of a flight delay whilst you are en-route, you will have to cover any additional transfer costs incurred on top of the original transfer cost.

30. INDIVIDUAL TRAVEL DETAILS

30.1 You agree to provide SUF (UK) with your flight arrival details, travel insurance details, next of kin contact details and any other relevant requested information not less than 28 days prior to your programme start date, or for individuals signing up to a programme at late notice no later than the payment deadline dates as set out in our written proposal. Where changes are made you must advise your SUF (UK) volunteer coordinator at the earliest possible opportunity and where appropriate liaise directly with the in-country staff or local representative. Participants signing up to internships and medical and paid work programmes are required to submit their CV/resume to SUF (UK) before a booking can be confirmed. Programme specific information, including that regarding the food and accommodation provision of your booking, will be detailed within your programme and on the SUF (UK) website. Food, accommodation and facilities will be of a local standard and living arrangements are typically shared.

31. VARIATION AND CONFLICT

31.1 No employee of SUF (UK) has authority to vary these conditions.

31.2 In the event of any conflict between any of these conditions and any other document issued by, or on behalf of, SUF (UK) these conditions shall prevail, unless otherwise indicated in writing.

32. CODE OF CONDUCT

By accepting your offer of a programme with SUF (UK) you are committing at all times to adhere to the SUF (UK) Code of Conduct. The Code of Conduct is in place to provide participants with clear guidance on what is acceptable and what is not and to ensure that a participant's behaviour doesn't jeopardise the success of the programme and to protect the valuable relationships which SUF (UK) depends on to operate.
