

PROGRAM AGREEMENT

The following Terms & Conditions apply to all programs provided by UVOLUNTEER and its affiliates.

The agreement describes the relationship between UVOLUNTEER and the Participant and the nature of your voluntary work. The Agreement specifies what is expected from both Parties and to assure the Participant that we value and appreciate the spirit of your volunteering with us and we promise our commitment to do the best we can to make your experience with us a positive and rewarding one.

You will be required to sign a hard copy of this document during your orientation in-country to verify and affirm that you have read and thoroughly reviewed this contract and the policies in its appendixes, and that you understand, entirely accept and agree to be bound by all of these terms.

The Participant must abide by the terms and conditions set by individual program companies and operators, including airlines, insurance providers, ground transport operators and accommodation providers. If the Participant is uncertain about these terms and conditions he/she must contact UVOLUNTEER prior to departure.

APPLICATION PROCESS

Step 1. All program bookings are made using our online registration form at <https://www.uvolunteer.net/apply>

When you apply to a program with uVolunteer you will be required to submit a registration fee.

The registration fee demonstrates intent and secures a place on the program while we arrange the booking of your program with our local partners.

If you are reserving the program, with less than 60 days before your programs Arrival Date, you will be required to pay the total program fee at the time of reservation.

Step 2. After completing the online registration form we will create a user account on our website and send you an account activation email.

Step 3. Activate your account and complete your user profile and a more detailed program application form.

This application form will collect:

- Personal Identification Information
- Background and Experience
- Motivation and Skills Information
- Emergency Information
- Police Background Check – if required by the project
- Health and Dietary Information

Please make sure that you give yourself time to complete the program application form after registering on the program. You will have a 2-day period to complete the user profile and program application form.

Step 4. We use the information collected on the application form to assess your eligibility and to book the program abroad with our local partners.

Step 5. When we have completed booking your program with our local partner, we will send you an email to let you know that the booking process has been completed.

If for whatever reason, we are unable to complete your booking and place you on your chosen program, we will immediately refund in full any payments you have made to us.

The program booking completed email will also introduce you to your program advisors and the local program staff who will supervise your program from start to finish.

Step 6. After program booking process your program supervisors will assist you through the whole process of post-registration until arrival to your program destination.

Step 7. You have now completed the booking and application process. Your spot on the program is secured and the program pre-arrival process starts at 6-weeks before your program's arrival date.

PROGRAM FEES

The program fee is collected in 2 parts.

1. Registration Fee – Collected during program registration. This fee demonstrates intent and reserves your place while we arrange the booking of your project.
2. Program Fee – The remaining program is payable no later than 60 days prior to the Participants program arrival date.

The registration and program fees are listed on the UVOLUNTEER website are subject to change. Any revisions will be made available on our website.

The program fee is payable online using the program invoice provided to you during program registration.

You can use any Visa or MasterCard credit or debit card from any country to pay your fees. All program fees are payable US Dollars.

We do not charge any transaction fees to cover international banking fees.

Failure to pay your program fee on the correct date can result in the cancellation of your Program.

What's included in the fee?

- Volunteer project
- Group or Homestay Accommodation
- 2 Meals daily
- Pre-arrival information
- Local supervision and support
- FREE Cultural Guide Book
- Orientation and city tour
- Social activities

- Letter of completion

What's NOT included in the fee?

- International flights
- Lunches
- In-Country transportation
- Travel insurance (mandatory)
- Airport pick-up
- Weekend trips and personal expenses
- Visa costs, if applicable
- Vaccinations, if applicable
- Airport drop-off

REFUND POLICY

The Registration Fee is fully refundable from the time you submit the payment until 48-hours after we have completed your program booking.

Important: It can take between 2 to 7 days for us to complete your program booking with our local partner.

After the 48-hour grace period, if you decide to cancel your program you will forfeit your Registration Fee.

Your Program Fee is 100% refundable until 60 days before your program start date.

Your Program Fee is 75% refundable between 59 days to 45 days before your program start date.

Your Program Fee is 50% refundable between 44 days to 31 days before your program start date.

No refund will be given 30 days or less before your program start date.

Due to banking rules, it may take up to 2-5 working days for the refund to appear as available funds in your account.

PROGRAM CHANGE POLICY

Requests for program changes must be made via an email to info@uvolunteer.net

You can make any number of changes to your program up until the 48-hour grace period after program booking completed has expired.

Any request for a change to the program made after the 48-hour grace period, including, but not limited to changing program duration, location and start dates are subject to a \$75 administration fee.

UVOLUNTEER will consider the change of program requests on an individual basis and reserves the right to refuse to accommodate requests based on UVOLUNTEER's sole discretion.

UVOLUNTEER reserves the right to change your Program to a suitable alternative if it becomes apparent when you commence your Program that you do not have the required and necessary skills needed for the Program, such as a required level of language or ability that you had previously stated you possessed. In all cases, we will consult with you regarding a suitable alternative Project. If you decide not to attend the chosen alternative we will view this decision as a refusal by the Participant to attend the Placement and will cancel the Program. In the event of any of the above circumstances, if we cancel your Program there will be no refund and we will not be held responsible for any additional expenses including flights, visa, accommodation, transportation, or vaccination costs.

CANCELLATION OF PROGRAM BY PARTICIPANT

Requests for program cancellations and refunds requests must be made via an email to info@uvolunteer.net

We will issue any program refunds due in accordance to our refund policy.

If your request fall outside of our refund policy UVOLUNTEER will consider requests on an individual basis and reserves the right to refuse to accommodate requests based on UVOLUNTEER's sole discretion.

In the case of an event beyond the control of the Participant (i.e. accident, death in the family, impossibility to travel for medical conditions not known at the time of the enrollment), UVOLUNTEER will consider the possibility of a full or partial refund of the program fee or a deferment of program start date. The decision shall be irrevocable and taken on an individual basis, after having received valid proof of a valid reason for cancellation. Written cancellation notification must be made by email prior to the departure date.

No refunds will be made for cancellations due to pre-existing medical conditions.

CANCELLATION OF PROGRAM BY UVOLUNTEER

In very rare cases it may be necessary for UVOLUNTEER to change your project. We will consult with you beforehand with the reasons why we have decided to move your Project and why we think that this is in your best interests.

We reserve the right to change your Project to another in the same Host Country if we deem that it is in your best interests. The move may be from one Project to another in the same town or from one Project Location to another in the same country. If we move your Project, wherever possible, we will try to keep the Project type.

If we cannot find a suitable Program in the same country we reserve the right to offer you an alternative Project in another country if we decide it is a suitable alternative.

If we are unable to reach an agreement with you over the choice of an alternative Program we will cancel your program and refund 100% of your registration and program fees.

We reserve the right to cancel your program at any time if:

- You fail to pay your Program Fee by the date specified in your invoice
- You do not provide us with your Arrival Information at the correct time

- You do not verify your identity by providing us with a copy of your passport main photograph page
- You fail to sign a hard copy of this agreement during orientation in your program destination
- You fail to demonstrate, in our reasonable opinion, sufficient motivation, reason or interest in volunteering in general or for your chosen Program
- You have any criminal convictions that are incompatible with your chosen Project
- You falsify your local Police Background Report
- You consume or actively seek out illegal drugs

You destroy property or are involved in any disorderly behaviour

- You receive a verifiable letter of complaint by other Participant's of the program
- You provide incorrect information, including health, physical and or behavioral problems during the application process that affect the ability for you to participate in the program effectively
- You withhold any information during application that can negatively affect our Program

In the event of any of the above circumstances, and we cancel your Program there will be no refund and we will not be held responsible for any additional expenses including flights, visa, accommodation, transportation and vaccination costs.

PASSPORTS and VISAS

You must ensure that you have a full passport, valid for at least 6 months after your planned return date.

It is the Participant responsibility to carry all necessary documents when travelling abroad.

The Participant certifies that he/she meets the eligibility criteria and visa conditions for the destination he/she has selected.

Obtaining a valid visa (when required) and providing all appropriate documentation to the visa issuing authorities for you the chosen Destination is the sole responsibility of the Participant and is not included in the UVOLUNTEER program service. UVOLUNTEER and its affiliates are not responsible for delays, problems or losses resulting from Participants failure to do so.

You acknowledge that many countries, unfortunately, do not offer visas specifically for Participants to volunteer and work permits are often very difficult or impossible to obtain. For this reason, many Participants choose to enter their Program Destination on a tourist visa.

You acknowledge that, technically, you may not be authorized to work in your chosen Program Destination on a tourist visa, either with or without pay, but it may be the only way that you are allowed into the Program Destination. Most countries are tolerant of volunteers who are present on tourist visas. However, there is no guarantee that this will remain the position in any particular Destination and you therefore agree, understand and acknowledge that there is a risk that you could have problems with local immigration authorities, particularly if you are offered and accept any form of payment for your work abroad.

FLIGHTS AND TRANSPORTATION

You are responsible for arranging and paying for all airfares or other transport costs to and from your chosen Program Destination.

UVOLUNTEER cannot meet, reimburse or otherwise be responsible for any flight, travel or other costs or expenses of any nature that are incurred or arise as a result of your Program not proceeding or being cancelled, withdrawn or changed due to circumstances outside our control.

Apart from the airport pick-up service provided on arrival, you are responsible for all in-country travel costs during your Program. In all cases, this includes daily transport to and from your Project and accommodation and your weekend travel.

TRAVEL AND EMERGENCY MEDICAL INSURANCE

UVOLUNTEER does not provide the Participant with insurance of any kind. Travel insurance is compulsory for each Participant, and the Participant must purchase insurance prior to starting the program.

The Participant is solely responsible for evaluating and determining the type, extent and levels of any insurance coverage they need or desire for their entire travel period.

The participant is to travel to the Program with a photocopy proof of their travel insurance policy. Please hand this proof of travel insurance to your local program supervisors. If you fail to do so we will move to cancel your program.

The Participant is responsible for obtaining medical travel insurance for the entire duration of his/her stay (including coverage for personal injury, death, third party risk, and repatriation). Cancellation travel insurance is also highly recommended. Refunds are not provided for programs that must be cancelled due to medical reasons or other emergencies.

UVOLUNTEER and its affiliates cannot be held responsible for loss, injuries, and/or damages to the applicant or to other parties.

ACCOMMODATION AND MEALS

Participant Dormitories or homestays with multiple volunteers hosted with one family are our preferred choice of accommodation. Some projects are specialized projects, which involve Participants living on the project site or in homestay linked to the projects. These projects by their nature tend to be conservation based.

Our Participant accommodations are usually in large houses in safe locations within the local community. Our accommodations usually sleep a maximum of 4-16 Participants. Most rooms sleep 2, 4, 6 Participants. The accommodation is fully equipped with standard facilities including private bathrooms and showers, communal spaces both inside and out and there is usually a screen for movies.

There may also be a computer for public use and most accommodations will have WIFI Internet connections.

Breakfast and Dinner are served daily in the accommodations. The school the Participant works in may provide lunches. If the project placement provides lunch Participants will also receive this meal. However, regardless of whether lunch is provided or not we ask all Participants to budget \$2-6 daily for lunches. uVolunteer will not provide lunch for volunteers.

If you miss any meals or are away for a weekend or a short break during your Program, you will not receive any refund for the accommodation and meals that you would have been entitled to.

Participants are allowed to use the accommodation facilities to prepare meals or wash clothes. Bedding, including pillow, is provided with each bed and clean sheets provided once a week.

There are no curfews and all Participants have their own personal keys to the accommodations.

Project Site Accommodation

These are for Turtle Conservation, Eco-sustainable Farming, and Environmental or Animal Conservation projects. The quality of accommodation can range from a rural village homestay to a well-built cabin with all mod cons, to a very basic cabin open to all the elements – all these types of accommodation can be with or without electricity or running water.

Participants should be courteous and considerate to others sharing their accommodation as well as treating their dorms, Project Site or Host Families with the utmost respect. Damage to property in accommodations is completely unacceptable, but unfortunately not unheard in the case of damage to property, the likelihood is that the Participant (s) responsible will be expelled from the Program and billed for repair or replacement of property.

HEALTH AND DIETARY INFORMATION

The Participant understands that he/she is under a duty to inform UVOLUNTEER at the time of the application of any medication requirements, any allergies and any other physical or mental condition or limitation that might disable or render the Participant unable to perform or safely complete the Program.

The Participant represents and warrants that all information and records provided to UVOLUNTEER relating to the Participant, the Participants medical history and the Participant's medical statement are accurate and truthful and provide UVOLUNTEER with a clear indication of the Participants state of health.

UVOLUNTEER shall not, in any event, be held liable for any consequence arising out of the Participants failure to take advice or medication as prescribed by a medical practitioner both prior to departure and during the Program.

HOLIDAYS AND DAYS OFF WORK

On occasions, there may holidays, festivals and other closures that can affect your work schedule. These holidays are listed on our website and in the material that we send to you and we will not be held responsible for any loss of days from your Placement.

If the holidays are more than 7 days in duration you will have the option to take this period as free time away from your Placement and extend your Placement by this number of days in the end. If you choose to do this you will be required to move out of your accommodation for this time period and return when your Placement is once again available. If you stay on in your accommodation then we will presume that your Placement continued and you will not be able to add the days to the end of your Program.

There may also be holidays, festivals and unexpected closures that can affect your work schedule that is announced at the last minute.

When this happens we will try to find you a suitable alternative Project. We will consult with you to arrange a suitable alternative but if we cannot come to an agreement with you then you will be required to take these days as free time away from your Placement. If these types of surprise break exceed 7 days you will be allowed to extend your Placement by the equal number of days at the end of your Program.

COPYRIGHT OF PHOTOS AND VIDEOS

By signing these terms and conditions you acknowledge that UVOLUNTEER may use any photographs, video and other media that may be taken of you collected locally. In addition, any statements that you make during your time on the Program, or stories/reports/blogs/reviews that you write may be used for promotional/marketing purposes (such as including them on our website and marketing material). You consent to this use and waive all rights to compensation.

WEBSITE CONTENT

We believe that all statements made on our website and other marketing materials are factual and correct at the time they are produced. Every reasonable effort has been made to describe the placement and the amenities provided. We cannot be held responsible for any changes that become known or happen after the information has been put onto the website. Nor can we accept liability for happenings outside our reasonable control. We undertake to advise you of any material changes known to us prior to your departure providing there is sufficient time to do so and we are able to contact you.

COMPLAINTS PROCEDURE

Participants may encounter challenges and difficulties during their Programs. If you have a problem or complaint, initially try to solve the problem yourself; secondly talk to your local Program Coordinator or Country Director. Have all the information needed at hand. Our Local teams should be able to resolve your problems satisfactorily. However, if you feel, the problem is still not resolved, please contact our head offices immediately.

You can find the contact detail at the bottom of this agreement.

Be assured that your problem will be heard and dealt with appropriately in a timely, diplomatic and delicate manner.

PLEASE DO NOT WAIT UNTIL THE END OF YOUR PROJECT TO FILE A COMPLAINT.

We will investigate and produce a statement and written response to all parties stating our position on the complaint. However, we find that it is better you talk to us as soon as possible so we can solve any issues before they become complaints. We can't make changes until we know something is wrong, so please do not hesitate to talk to your Program Coordinator, Country Directors or Head Office if you are unhappy.

If a complaint is made, we will acknowledge, in writing within 5 working days. We may also call you to discuss your complaint in more detail. We will then issue a written report and statement. Please give us 7 working days to deal with the situation. Please understand that we work internationally in different time zones so it takes time to investigate a complaint.

FORCE MAJEUR

There are various events considered as Acts of God such as natural or nuclear disaster, fire, adverse weather conditions that UVOLUNTEER is unable to control that may arise and cause disruption, delay or cancellation of your Program. Other such events such as civil circumstances including war or threat of war, terrorist activity, riots or civil strife, industrial action, health risks and epidemics, labor dispute, strike, work slow down or work stoppage and all similar circumstances beyond UVOLUNTEER Control.

If your Placement is disrupted by an unusual event or circumstances that UVOLUNTEER could not realistically have foreseen, which significantly affects your Placement, we will try to arrange a suitable alternative Placement as soon as is reasonably possible. This will be at another location where the unusual circumstances are not occurring. You have the right to accept or decline the alternative.

UVOLUNTEER does not make any refunds in these situations and you will be responsible for any travel costs incurred.

UVOLUNTEER shall not be held liable for the effect of any unusual event or for any loss, damage, expense or claim of any description you suffer as a result.

WARRANTIES, LIABILITIES AND ASSUMPTION OF RISK

UVOLUNTEER warrants to the Participant that the Service will be provided using reasonable care and skill and, as far as is reasonably possible, in accordance with the description of the Service.

Any information provided by UVOLUNTEER, including but not limited to information about visas, vaccinations, healthcare, climate, baggage, group sizes and special equipment is given in good faith for information and educational purposes only but without responsibility on the part of UVOLUNTEER.

Except in respect of death or personal injury caused by UVOLUNTEER, gross negligence, UVOLUNTEER, responsibility for any representation (unless fraudulent), or any other act or omission shall not exceed the amount of UVOLUNTEER charges as set out in Clause 4.1 for the provision of the Service. Any liability by UVOLUNTEER and/or its employees and/or its agents is limited to the amount that will be paid out in such a case by the Tour Operators Combined Liability Insurance policy (the "Policies"), which have been concluded in the name of UVOLUNTEER. If no compensation is received from the Policies, then any and all liability whatsoever, including without limitation, claims grounded in negligence, is hereby limited to a maximum amount of \$2,000.00.

In particular, UVOLUNTEER shall have no responsibility for any activities undertaken by the Participant outside the scope of those directly relating to the Program. No warranty is given in respect of any activities outside the scope of those relating to the Program and it is the Participant responsibility to ensure that any person or company offering any activities possesses the requisite care and skill. The term "outside of scope" as used in this clause shall mean any and all actions or activities undertaken by the Participant that was not pre-arranged or procured by UVOLUNTEER, its employees or agents.

The Participant understands that certain risks may arise, including, but not limited to, hazards of travelling in remote areas; travel by automobile, van, bus, aeroplane, boat, train or any other means of conveyance; the forces of nature; civil disturbances; national or international conflicts; terrorism; arbitrary itinerary changes made by foreign governments or vendors; dive related accidents, boat accidents; interacting with dangerous wildlife; personal injury or illness from the

local environment; accident or illness in remote locations without immediate evacuation or medical facilities; or negligent acts of third parties.

The Participant hereby asserts that he/she knows, understands and appreciates these and other risks inherent in the Program and asserts that his/her participation is completely voluntary and assumes all risk associated with the Program and will hold UVOLUNTEER and its agents and employees harmless from and indemnify them for any and all claims, actions, suits, procedures, costs, expenses, damages and liabilities, including attorney's fees, which may arise in connection with the Participant's participation in this Program, any activities arranged by or for the Participant by UVOLUNTEER, its agents or employees, emergency medical care if considered essential by the most qualified in-situ personnel.

The Participant further expressly agrees that the foregoing waiver and assumption of risks is intended to be as broad and inclusive as is permitted by applicable law and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect. The terms of this agreement shall further extend to the Participant's heirs, personal representatives, successors and assigns.

The warranty contained in this section is the sole and exclusive warranty as to the Service provided hereunder, and shall supersede any express or implied warranties, in fact or law, including, without limitation, warranties of merchantability or fitness for a particular purpose and UVOLUNTEER will not be liable under any circumstances with respect to any subject matter of this agreement under any contract, negligence, tort, strict liability or other legal or equitable theory for any incidental, consequential, special or exemplary damages (including, without limitation, loss of revenue or loss of profits or lost business), even if UVOLUNTEER has been advised of the possibility of such damages.

Further, notwithstanding anything to the contrary contained in this agreement, in no event will UVOLUNTEER cumulative liability to the Participant arising out of or relating to this agreement, whether based in contract, negligence, strict liability, tort or other legal or equitable theory exceed the total charges, actually paid under this agreement.

WAIVER

To be signed by all Participants upon booking:

- I have read and understood UVOLUNTEER Cancellation, Refund, and Program Change policy, General Terms & Conditions, and the program-specific Terms & Conditions applicable to my program.
- I confirm that all information stated in my application and all other submitted documentation is correct and I understand that any information proven to be false may result in the cancellation of my program with no refund.
- I confirm that I will/have disclosed all medical conditions in my Booking Form.
- I confirm that I have not been convicted of any criminal offences.
- I understand that I am required to submit all requested documentation in a timely manner. UVOLUNTEER cannot be held responsible for any delay or additional cost caused by my failure to do so.
- I will make every effort to be a good ambassador of UVOLUNTEER and my country.
- I will respect the laws of the land as well as the rules and practices of the establishment of where I will be working/volunteering.
- I hereby release UVOLUNTEER and its affiliates with regard to any financial obligation to liabilities that I may incur or any damage or injury to the personal property of others that I may cause while enrolled in the program.

- I understand that I will be travelling under my own responsibility and hereby release UVOLUNTEER and its affiliates from any liability related to health or safety.

GOVERNING LAW

The laws of Canada govern these Terms. You agree to submit to the exclusive jurisdiction of the courts sitting in British Columbia and waive any jurisdictional, venue or inconvenient forum objections to such courts. You expressly agree that these Terms are intended to be as broad and inclusive as permitted by the laws of Canada.

info@uvolunteer.net
1-302-241-2159

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Dated: 7th January 2019