

## **RALEIGH INTERNATIONAL TRUST – TERMS AND CONDITIONS – Re:Green UK**

### **YOU MUST READ THESE CAREFULLY BEFORE SIGNING UP FOR AN UK PROGRAMME:**

Application for an UK programme (otherwise known as the “programme”) is made with Raleigh International Trust (registered address: Dean Bradley House, 52 Horseferry Road, London SW1P 2AF, UK); Charity number: 1047653, also registered in Scotland with charity number SCO40023. Known hereafter as “Raleigh”, “the charity”, “we”, or “us”.

1. This application applies to programme participants (known as “volunteers”, or “you”) and programme managers (known as “volunteer managers”, or “you”).

### **2. APPLICATION PROCESS:**

Volunteers: you should return to us a completed application form and discuss with Raleigh’s Medical Team any medical issues and concerns that might affect your ability to participate. If you are offered a place on a programme following our review of your application form, a non-refundable deposit (for UK volunteers at £200, all others USD300 – if applicable) will then become payable within 2 weeks of the offer being made (with the exception of volunteers referred by an official referral partner or Bursary applicant).

Volunteer Managers: you should return to us a completed application form, details relevant to completing a DBS check, a CV and discuss with Raleigh’s Medical Team any medical issues and concerns that might affect your ability to participate. If you are offered a place on a programme following the assessment process, a non-refundable deposit (for UK Volunteer Managers at £200, all others USD300 if applicable) will then become payable within 2 weeks of any offer made.

### **3. APPLICANT AGE:**

Volunteers: you are normally expected to be between 18 – 24 years of age at the date of programme commencement. Applicants outside this age guideline will be considered subject to a further selection process. If you are less than 18 years old when you complete your application form, your parent or guardian must agree that Raleigh will act in loco parentis until you are 18 years of age.

Volunteer Managers: you are normally expected to be at least 25 years of age at the date of programme commencement; however younger applicants, who possess relevant skills and experience, will also be considered subject to assessment.

### **4. APPLICANTS WHOSE FIRST LANGUAGE IS NOT ENGLISH:**

The official language of all Raleigh international programmes is English. All health & safety briefings will be held in English, therefore you must be able to understand the briefings and seek clarification where necessary. The only exception to this is in Costa Rica & Nicaragua where Raleigh has English/Spanish interpreters.

### **5. DISCLOSURE AND BARRING SERVICE CHECKS:**

Raleigh works with young people from a wide variety of backgrounds and experiences some of whom are under 18 years of age or vulnerable adults. For volunteer managers, if you are based in

the UK you must provide a DBS certificate (a DBS disclosure application form can be processed by Raleigh). Applicants from other countries will be asked to present an equivalent certification and references.

#### **6. MEDICAL DISCLOSURE:**

You must give details of any pre-existing physical or mental health considerations. Medical disclosure information must be provided by the medical form deadline notified to you, otherwise the offer may be withdrawn. You must have received medical clearance from us prior to booking travel.

We will confirm by email once clearance is confirmed by the Raleigh Medical Team. Any costs incurred prior to clearance might be wasted if clearance is delayed or declined. Any change to your physical or mental health after returning the application form must be immediately advised to Raleigh Medical Team who will review the continuation of the offer of a place in light of the information provided.

International volunteers - must also complete any vaccination form, if relevant (which is included in the information pack provided once you have been offered a place on a programme) showing that you have received the vaccinations that Raleigh considers essential for travel to the country you are visiting and return this at least 8 weeks prior to your departure date. We may also recommend other vaccinations you may wish to consider. It is your responsibility to make sure you have had the appropriate and adequate vaccinations.

#### **7. APPLICATION REFUSAL:**

Raleigh's Medical Team may need to consult you about any medical issues or concerns. We reserve the right to refuse an application if, in our opinion, your medical condition or history puts you (or others) at risk on programme. The decision of Raleigh is final. However, in these circumstances the initial £200 deposit will be refunded in full.

#### **8. FUNDRAISING TARGET:**

You are fundraising for the work of the charity as a whole and you will be set a minimum fundraising target. We will provide supporting information and assistance to help you to reach this target. 50% of the minimum fundraising target must be received by Raleigh at least eight weeks before departure and 100% must be received by Raleigh at least six weeks before departure. If the minimum fundraising target is not received by the charity by this later date, you will not be able to join the programme, except at Raleigh's discretion. You will be advised of the exact fundraising deadlines in your welcome information.

The programme will be delivered in accordance with our operational procedures and safety standards. Raleigh will provide:

- Training and preparation in the UK
- Pre-departure and on-programme support
- All food and accommodation while on-programme
- Specialist equipment (other than camera or video equipment for volunteer manager photographers and videographers)
- On-programme transport including Raleigh owned vehicles, externally provided coaches, minibuses, public transport

Raleigh does not provide:

- Travel to or from programme, personal kit and visas (if required), insurance (see Clause 15).

**a. LATE APPLICATIONS:**

If you apply for a programme less than two months before the departure date you will be required to pay the full fundraising target at least six weeks before departure or within 10 days of confirmation of a place, whichever is the later date.

**b. CHANGES TO MINIMUM FUNDRAISING TARGETS**

We reserve the right to increase minimum fundraising targets without prior notice to you, but no such notification may be made later than two months before departure. If the increase proposed is in excess of 10% you may elect in writing and within 10 days of notification of the increase, to withdraw from the programme. In such cases all funds thus far raised by you will be returned to the donors.

**9. ADDITIONAL COSTS:**

You must purchase any necessary personal equipment or obtain any necessary medical checks or treatment prior to departure, out of your personal funds. Project based volunteer managers are also required to complete a first aid course and provide a certificate accordingly.

**10. RIGHT TO LIVE, WORK, STUDY or TRAVEL to UK:**

International volunteers: are responsible for arranging your own visa where required (including transit visas) unless otherwise stated. If you are a non-British applicant, you must check with the relevant embassy / consulate that you are eligible for a valid visa and arrange as necessary.

**11. JOINING THE PROGRAMME:**

You are responsible for joining the programme at the correct time and in the correct place, and therefore making your own transport/flight arrangements. Raleigh will provide joining instructions but is not responsible for organising and paying for this travel.

International volunteers - must provide us with a copy of your travel documentation at least four weeks prior to joining the programme. This includes a colour copy of your passport and copies of any visa stamps, exemptions, right to stay or right to return, paperwork attached to your passport. Depending on the country you are visiting from, you may need to also provide additional paperwork to ensure you meet that UK's country's entry requirements, which may include documents such as your highest education certificate, a bank statement and curriculum vitae. We will advise what documents, if any, are required and when.

If you are delayed in joining the programme, we will make all reasonable efforts to collect you from the pick-up point close to the project location at the earliest possible opportunity.

**12. CANCELLATION OF YOUR APPLICATION:**

If you withdraw from a programme before departure, for any reason, Raleigh must be informed in writing. Any funds received by the charity up to this point will be treated as donations to the charity and will not normally be refunded.

No payment on which tax has already been reclaimed under the gift aid scheme can be refunded. No refund or deferral (see 14 below) is possible if you withdraw after the programme begins.

**13. DEFERRAL OF YOUR APPLICATION:**

If you are allocated a place on programme but need to defer your place because of medical, family or other reasons, Raleigh may agree to transfer any funds remitted, including deposit, towards the cost of an alternative Raleigh programme within the following guidelines:

Volunteers who have committed to a full fundraising target: the new departure date must be less than 12 months after the end date of the programme originally allocated to. The minimum fundraising target for the alternative programme will apply.

Volunteers who have been awarded a bursary of any level: the new departure date must be less than 6 months after the departure date of the programme originally allocated to.

Volunteer managers: offers will be valid for 2 years from the date of assessment. Any fundraising contributed is deferrable for this period.

**14. LEAVING A PROGRAMME EARLY:**

If, through unforeseen and unavoidable circumstances, you need to leave an programme before its conclusion, Raleigh, at its sole discretion, may agree to offer a pro-rata discount depending upon the timing of early departure, towards the cost of an alternative Raleigh programme, providing the departure date is less than 12 months after the departure date of the programme originally applied for. The minimum fundraising target for the alternative programme will apply.

If you leave an programme before its conclusion – for whatever reason other than medical as covered by the insurance policy (see 15 below), including being asked to withdraw from the programme by Raleigh (see 18&19 below) – you are responsible for the costs and arrangements of your earlier return to UK or home country, including any supplement payable on flights and travel to the departure airport.

**15. INSURANCE:**

Volunteers within the UK – those who reside in the UK with a right to live, work, study or volunteer, will be provided (optional) guidance to purchase their own insurance cover for travel disruption, cancellation, personal possessions/ money.

International volunteers – those with foreign passports travelling from outside the UK for this programme, will be provided guidance (which is compulsory) to purchase their own insurance cover for medical treatment/ repatriation, personal injury, travel disruption, cancellation, personal possessions/ money.

**16. CANCELLATION OF PROGRAMME:**

We reserve the right to cancel the programme without prior notice in the event of force majeure, natural disaster, political instability or other unforeseen circumstances. In this event, an alternative programme will be offered or all funds raised by you will be returned in full. However, in the event that we have to cancel due to unforeseen circumstances, we retain the right to deduct from such funds a proportion from the funds for costs incurred.

**17. AMENDMENT OF PROGRAMME:**

Programme schedules and project information provided should be regarded as a fair indication of what the charity hopes to achieve; but they are in no sense a contractual obligation on Raleigh's part. A fundamental condition of application is that you appreciate the need for flexibility and understand that Raleigh cannot accept responsibility for the results of delays or modifications. No refunds will be made, nor any liability incurred by Raleigh, for stages of the itinerary included in the original fundraising target, which may have to be changed or cancelled by Raleigh.

**18. BEHAVIOUR:**

Acceptance of a place by you binds you to the rules and procedures which Raleigh operates on its programmes, and you agree to abide by the instructions of the project lead/project staff representing Raleigh. Any illegal act or inappropriate behaviour by an individual, that in the opinion of the programme staff is detrimental to the safety and welfare of the programme, may result in the individual being asked to withdraw from the programme, without the right to a refund. Full details are provided in our Code of Conduct which form part of our terms which you must formally accept at the point of application and will be asked to confirm during training and/or at induction.

**19. ALCOHOL AND DRUGS:**

Raleigh operates a no alcohol and no drugs policy on UK programmes. We retain the right to remove any individual from a programme if we deem that there is 'sufficient suspicion' that an individual has been involved with drugs or alcohol during the programme. Raleigh does not have to prove such an act has occurred.

**20. EMERGENCY CONTACTS:**

You are required to provide details of two emergency contacts (EC). If at any time Raleigh feels it necessary to contact your EC, Raleigh will first seek, where possible, your permission to do so. However, Raleigh reserves the right at all times to speak to your EC without your permission.

**21. PROGRAMME ACTIVITIES:**

You accept that the living conditions throughout the programme may be significantly different from your own local environment, including food, accommodation (which may include hostels, bothys, shelters or lodgings, camping) and washing facilities. In addition, the nature of activities will mean you are subjected to various physical and emotional challenges.

**22. OWN RISK:**

You participate at your own risk. Raleigh cannot be responsible for any mishap to a volunteer / volunteer manager unless such mishap can be shown to be the result of negligence by Raleigh. Raleigh cannot take responsibility for the consequences of strikes, war, sickness, quarantine, government action or of other 'force majeure' circumstances. You should note that the programmes, and particularly any trekking activities, are adventurous activities that involve exposure to accepted elements of risk, challenge and adventure greater than those normally encountered in everyday life. Whilst such activities provided by Raleigh are subject to exacting safety management processes, it cannot be guaranteed that all possibility of resultant injury to participants or others is eliminated. They often take place in remote areas where medical or rescue facilities may not be immediately available. By applying the volunteer / volunteer manager accepts that they are prepared to accept such circumstances.

**23. RIGHTS AND LIABILITIES:**

You will not hold Raleigh, its employees, partners or agents liable for any loss, damage, personal injury, delay or expense suffered or incurred by you for any reason other than negligence. You agree to indemnify without limitation, Raleigh, its employees, partners or agents, against any loss or damage suffered by any of them or any claims made against any of them as a result of any breach or negligence by you during your participation on the programme.

**24. PROGRAMME INFORMATION:**

Information about vaccinations, clothing and equipment, joining details, climate etc. is given in good faith but Raleigh does not accept responsibility for the validity of such advice.

**25. PASSPORT:**

International volunteers: must have an international passport or equivalent proof of identity, valid for at least six months after the end of the programme.

**26. COMPLAINTS PROCEDURE:**

Any complaints about the programme should be made known locally and to the Project Lead in the first instance. If you feel that your complaint has not been fully resolved, you can send a written complaint to Raleigh's head office in England within 28 days of the programme's end date, addressed to the director of finance and corporate services.

Raleigh undertakes to reply to all written complaints within 28 days of receipt.

**27. DISPUTES:**

Solely the laws of England, notwithstanding your nationality, govern this agreement and it is accepted by both parties that in the event of a dispute, which cannot be resolved amicably, the matter will be referred to an independent arbiter or to a court in England.

## **28. DATA PROTECTION:**

You agree that Raleigh may hold and use personal data about you including sensitive personal data relating to your physical and mental health and that Raleigh may when appropriate share this information with medical advisers, insurers and persons involved in the operation of programmes. We will use such information in accordance with data protection law.

## **29. GENERAL:**

On signing up to a programme you agree to accept these terms and conditions and all other documents referred to. Any false statement or material omission in the information that you provide to Raleigh in any of the forms will entitle Raleigh to cancel your application or end your participation without right to refund.

## **30. ENFORCEMENT**

This agreement is not enforceable by anyone other than you and Raleigh.