

General Conditions



Please read the following booking conditions carefully, as they set out the terms and conditions between you and Good Hope Volunteers.

- 1. Booking**

Completion of this enrolment form and submission thereof to Good Hope Volunteers constitutes confirmation that you have carefully read its contents including the terms and conditions and the important safety advice attached thereto and consent to all of its terms and conditions.

Receipt by you of confirmation of registration from Good Hope Volunteers constitutes a valid and binding contract between you and Good Hope Volunteers.
- 2. Alteration and Cancellation**

A reasonable alteration fee will be charged for alteration of bookings made before a cancellation fee applies. For alterations received after cancellation, the cancellation fee applies. Notice of cancellation before arrival must be furnished in writing to Good Hope Volunteers.

The cancellation fee is:

 - the non-refundable deposit for cancellations received more than 4 weeks prior to arrival.
 - 50% of the total programme fee, for cancellations received 15 days to 4 weeks prior to arrival.
 - 100% of the total programme fee for cancellations received 14 days or less prior to arrival.

Medical Project and Wildlife Conservation: 27 days or less: cancellation fees are 100% of the programme fees.

African Cat Sanctuary and Shark Project: cancellation fees are 41 days or less: 50%, 14 days or less: 100% of the programme fees.

Rhino Conservation Project and Surfing Smiles: cancellation fees are 60 days or more: € 500, 31 to 59 days: 50%, 30 days or less prior to arrival: 100% of the programme fees.

(The cancellation fees reasonably equate to GHV's actual cost in relation to registration fees; loss of earnings; and related costs in relation to the cancellation.)
- 3. Withdrawal**

No refund is possible in the event of your cancellation after arrival, or of your failure to arrive at the designated destination. No refund is given if the student is asked to leave due to failure to obey the rules, unsatisfactory attendance or performance.
- 4. Disruption of Services**

In the event that it is impossible for Good Hope Volunteers to continue providing its services due to force majeure for a maximum period of 18 months (i.e. due to natural disasters, pandemics, strikes, wars, riots, or nuclear accidents), volunteers will be offered a voucher for the remaining weeks. Vouchers will be valid for 18 months from the end of the period of disruption. In cases of services offered by third party providers, the rules and regulations of the third party provider apply.
- 5. Insurance**

Volunteers are not insured by Good Hope Volunteers against illness, accident, theft or any loss of personal effects. Good Hope Volunteers or its representatives cannot accept responsibility for any accident occurring during, on or off the programme.
- 6. Health and Fitness**

You are responsible for considering your health prior to the programme and warrant that you are fit and able to participate. It is absolutely essential for you to fully inform Good Hope Volunteers in writing of any relevant medical conditions (i.e. diabetes, epilepsy).

Good Hope Volunteers shall in no way except liability for any damages suffered by you, directly or indirectly, as a result of one or more medical conditions or shortcomings in respect of your fitness to participate in a particular volunteer program if you failed to disclose information to Good Hope Volunteers pertaining to your fitness or health or misrepresented the states of your fitness or health.
- 7. Complaints Procedure**

In case of any problems, no matter how serious or small they are, you are asked to notify the organisation that you are volunteering for immediately, in order to afford them a fair opportunity to rectify the problem. In the event that the problem cannot be remedied to your satisfaction, we ask you to notify GHV about the problem immediately.
- 8. Confidentiality**

Subject to statutory constraints or compliance with an order of court, Good Hope Volunteers shall deal with all Client information of a personal nature on a strictly confidential basis.

Good Hope Volunteers has implemented robust security measures to protect the confidentiality integrity and security of sensitive payment information.

Good Hope Volunteers does not guarantee the absolute security of any information you transmit to us or that is transmitted to you or any other person.

Important notice: the Good Hope Volunteers payment portal provides secure payment information. Under no circumstances will Good Hope Volunteers send you an e-mail notifying you of a change of bank details or other questionable information. It is essential that if you receive suspicious e-mails requesting alternative payment methods, inform Good Hope Volunteers staff immediately and do not act on the instructions of any of these e-mails.
- 9. Good Hope Volunteers Scope of Mandate, Liability and Indemnity**

Good Hope Volunteers provides you (the volunteer) with volunteer services acting as independent intermediaries for volunteer organisations and associated third parties.

Good Hope Volunteers does everything within its capacity to ensure that the volunteer organisations at the travel destination and associated third parties are correctly accredited and that their accommodation and facilities are safe and of an adequate standard.

It is essential to note and acknowledge that the volunteer organisations use their best endeavours within their means to ensure the safety of all volunteers and the structural integrity of their buildings and infrastructure and electronic equipment, however due to their limited budget, the safety standards vary from organisation to organisation and in most cases fall short of the benchmarks set by the first world countries such as USA and Europe.

Good Hope Volunteers is a wholly independent intermediary servicing you by linking you to the appropriate volunteer organisations and associated third parties.

Good Hope Volunteers has no control over these organisations and third parties' day-to-day management. Good Hope Volunteers accepts no liability for any loss, damage, injury, illness, harm or death which you may suffer as a result of any act or omission on the part of or the failure of any of the volunteer organisations and associated third parties to fulfil their obligations, whether in relation to travel arrangements, accommodation or otherwise unless, in the case of injury or death, it is due to the negligent act or omission of the Good Hope Volunteers.
- 10. Strict Compliance With Host Organisation Rules**

By completing this application form you agree that that
- 11. Renovations**

Please be aware that the various volunteer organisations are required to undertake building projects and renovations from time to time.

Good Hope Volunteers does everything possible to ensure that it is updated with respect to such projects and to notify you in advance, however some repairs or renovations are conducted without any notice due to inadequate planning or necessity on the part of the organisation and making it impossible for Good Hope Volunteers to notify you.

Good Hope Volunteers will not entertain complaints or requests for refunds submitted purporting to be as a result of renovations.
- 12. Place of Jurisdiction and Applicable Law**

Good Hope Volunteers CC, a South African Close Corporation with address at 11 Mariendahl Close Newlands, Western Cape, or its partners are facilitating the volunteer services.

The contract between you and Good Hope Volunteers shall be concluded in the Republic of South Africa. The bulk of commercial interaction between Good Hope Volunteers and you (the volunteer) shall take place within the Republic of South Africa.

The laws of the Republic of South Africa are exclusively applicable to all transactions between Good Hope Volunteers and you (the volunteer).

Please note: it is an essential and material term of this agreement that by completing this enrolment form you (the volunteer) unequivocally agree to the exclusive jurisdiction of the Western Cape division of the High Court of the Republic of South Africa for the purpose of adjudicating any dispute between you and Good Hope Volunteers and consent to the law of the Republic of South Africa being exclusively applicable.
- 13. Social Media Indemnity**

I acknowledge that Good Hope Volunteers is allowed to use for free and at its sole discretion any images and or videos taken during my stay, visit and activities for promotional purposes, such as, but not limited to, use on the website, agents' websites, in press releases and on social media sites.
- 14. Legal Fees**

If that Good Hope Volunteers succeeds in any litigation against you, you will be liable to reimburse Good Hope Volunteers for all legal fees on the scale as between attorney and client.

Title First name Surname Date of birth (Day/Month/Year) Signature