

# I am hope Guatemala

## Terms and Conditions

**This agreement contains important information relating to the Volunteer Program. It is essential that you carefully read and understand it. By signing this document and paying the non-refundable deposit or full payment, you acknowledge that you have read, understood and agreed to the terms below.**

### **Travel**

The participant is responsible for arranging and paying for his/her travel to the destination country. This includes airfare and/or other transportation costs to and from the destination country as well as all local transportation costs.

It is the participant's responsibility to carry the necessary documents when traveling internationally (e.g. valid passport, visa, insurance). I AM HOPE GUATEMALA may advise the participant on required travel documents, but I AM HOPE GUATEMALA is not responsible for ensuring the participant's travel documents are in proper order to travel. Participants are solely responsible for ensuring their travel documents are up to date and valid for their planned travel.

### **Insurance**

I AM HOPE GUATEMALA **does not** provide participants with insurance of any kind. Travel insurance is strongly recommended for each participant and participants should purchase this prior to departing on their trip. The participant is responsible for evaluating and determining the kind of insurance coverage he/she should have.

### **Registration fee**

The \$249 registration fee is not refundable at any time after it has been paid. Payment of full registration and full name are required for each guest at the time of registration.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to your insurance company.

### **Program fee**

Program fees are due no later than forty-five days prior to the beginning of the volunteer's program placement. Failure to make this payment can result in a loss of volunteer placement. All program fee payments attract a 6% transaction fee to cover international banking fees and currency charges. Payments by wire transfer attract a minimum transaction fee of US\$69.

Your program fee amount will vary depending on the location you choose to volunteer.

### **Refund Policy**

If I AM HOPE GUATEMALA cancels the program for any reason, you are entitled to a full refund. If you wish to cancel your program, you must contact us directly and give notice in writing using registered mail or e-mail to ensure the safe receipt of the cancellation letter. The program will only be canceled on the date we receive the written notice of cancellation. Generally, if you cancel the program you will have to pay the cancellation charges set out below:

30 days or less 100%

30 to 40 days 90%

40 - 50 days 75%

50 - 60 days 50%

60-90 days 25%

If you cancel the program, your registration fee is non-refundable. However, you may change the date of your program for up to 1 year at no charge.

If you pay-in-full and you receive a discount, your program payment is non-refundable. However, you may change the date of your program for up to 1 year at no charge.

If you pay in full and do NOT receive a discount, your registration fee is non-refundable. However, I AM HOPE GUATEMALA will issue a full program refund for all cancellations made at least 90 days before the program start date.

If you pay in full and do NOT receive a discount, and you begin your program, but then you must return home for any reason, I AM HOPE GUATEMALA will provide a program credit for 1 year (**not a refund**) prorated from the last day you attended the program.

If you pay in full and you begin your program, but then you decide to cancel your program, I AM HOPE GUATEMALA will not provide refunds of any kind.

All refunds will be issued 30 days after receiving written submission and approval by I AM HOPE GUATEMALA.

I AM HOPE GUATEMALA reserves the right to review and change its Refund Policy at any time without prior notice.

## **Personal Risk**

The Participant acknowledges and accepts the responsibilities and risks that international travel, international work/study, and international volunteer programs include. These risks increase because programs take place in a developing country. The participant fully and solely accepts these risks as an inherent part of their planned travel.

The participant assumes all liability and responsibility for any eventuality that may occur, including personal injury, emotional distress, death, and/or loss or damage to personal property. Furthermore, the participant agrees to hold harmless I am hope Guatemala, its partners, its management, and its employees. The participant also agrees NOT to make any type of claim, financial or otherwise, against any of the aforementioned parties.

I am hope Guatemala reserves the right to remove any person from any program or activity if that person's actions or behavior impede the operation of the program or infringe on the rights, welfare, and enjoyment of other participants. Anyone removed from a program will NOT be entitled to a refund or discount.

## **Indemnification**

The participant agrees to indemnify I am hope Guatemala against any and all liability arising directly or indirectly from traveling, living, and/or working internationally. Furthermore, the participant agrees NOT to hold Volunteer Abroad liable for any actions or omissions of any of its partner organizations.

To the fullest extent permissible at law, all representations, terms, warranties, guarantees, or conditions whether implied by statute, common law or custom of the trade or otherwise, including, but not limited to, implied warranties and guarantees, are excluded. Notwithstanding this or any other agreement, I am hope Guatemala's liability shall not in aggregate exceed the amount of the program fee paid by the participant.

## **Rules & Safety Regulations**

The participant agrees to abide by all rules and regulations as stipulated by I am hope Guatemala, its employees, project sites, and housing partners. The participant agrees to comply with I am hope Guatemala codes of conduct and safety waiver.

The participant agrees to abide by all local laws, as well as all rules stipulated by I am hope Guatemala and its employees and partners, with respect to alcohol consumption.

Whereas I am hope Guatemala may provide basic information about local laws, I am hope Guatemala is NOT a legal expert and it is the participant's sole responsibility to ensure he/she is in compliance with the law.

The use of illegal drugs is strictly prohibited and will result in immediate dismissal from the program with no refund.

I am hope Guatemala reserves the right to notify the participant's emergency contact if the volunteer is dismissed from the program, and in all other circumstances as solely deemed appropriate by I am hope Guatemala.

### **Feedback & Photos**

I am hope Guatemala reserves the right to use any feedback, comments, photos, and other images provided by the participant or captured by I am hope Guatemala.

### **Miscellaneous**

I am hope Guatemala reserves the right to refuse acceptance of any application or participant.

I am hope Guatemala assumes no liability or responsibility for any lack of performance or failure of its services or programs where that failure arises from any cause reasonably beyond I am hope Guatemala's control.

### **Governing Law**

These terms and conditions and I am hope Guatemala programs are governed by the applicable laws on which the programs are being hosted.

BY PAYING YOUR REGISTRATION FEE YOU ARE AGREEING TO OUR TERMS AND CONDITIONS / CHILD PROTECTION POLICY / NON-DISCLOSURE AGREEMENT.

BY USING THE SITE OR ANY OF ITS INFORMATION, YOU ACKNOWLEDGE AND REPRESENT THAT (i) YOU HAVE READ THESE TERMS FULLY, (ii) UNDERSTAND THEM, (iii) AGREE TO BE BOUND BY THEM, (iv) YOU ARE AT LEAST 18 YEARS OLD, and/or (v) IF YOU ARE UNDER 18 YEARS OLD, YOUR LEGAL GUARDIAN HAS GIVEN YOU PERMISSION TO VIEW THE SITE AND YOUR GUARDIAN AGREES TO BE BOUND BY THESE TERMS AND CONDITIONS.

IF YOU DO NOT AGREE TO ANY OF THE TERMS BELOW, WE ARE UNWILLING TO GRANT YOU ACCESS TO THE SITE OR THE INFORMATION, AND IF YOU DO SO ANYWAY, YOU DO SO ON YOUR OWN ACCORD AND AT YOUR OWN RISK.