

## AVI Terms and Conditions

The following “**Terms and Conditions**” explain the services with which volunteer is provided by **AVI-Adventures and Volunteering in India** and what we in turn expect from you as an **AVI volunteer**. All references to 'we', 'us' and 'our' refer to AVI. All references to 'you' refer to the Volunteer, who must be at least 18 years old when your AVI placement begins.

- "Placement" refers to the general process of placing the Volunteers in a particular service project located within India.
- When you make a booking for an AVI program, it gives a declaration that you have read, understood, and agreed with all of the AVI's terms and conditions.
- If you have any comments or questions about our terms and conditions, please email [info@volunteeringindia.org.in](mailto:info@volunteeringindia.org.in) and we will be happy to help

### Functions and Services

The function of **AVI-Adventures and Volunteering in India** is to act in the capacity of a placement agency by matching the volunteers to suitable projects with the needy community of India while providing requisite support and services. Also, AVI provides admin support to the volunteers for arranging local excursions and adventure tours/packages through authentic travel agencies.

### AVI provides following services to the volunteer:

- Careful project application and placement process
- Comprehensive pre-departure information kit
- Personal pick up and drop at Delhi airport by AVI staff.
- One night stay at a hotel in Delhi, on the first and last day (day 28<sup>th</sup>).
- Transfer to and from project location.
- Accommodation
- Food
- Choice of volunteer projects.
- Interactive orientation sessions, historical-, cultural- and language lessons
- All transports between project locations and the camp.
- 24-hour emergency support
- Weekly volunteer meeting
- Joint collaboration with volunteer in project planning
- Dedicated on-site assistance of an English speaking translator
- On site guidance and help to arrange independent excursions.
- All time presence of cooking staff, drivers and support staff
- Cultural workshops
- Material required for activities during the volunteering.
- Facilities (TV, DVD player, games and internet access)
- Free time to explore local area.
- Admin support to arrange local excursions and adventure tours/packages

## **Careful project application and placement process**

On receipt of your application we assess your suitability and arrange the placement while keeping your experiences and preferences in mind. We then send you a guideline to deposit 250 Euro as a non refundable application processing fee directly in our Bank account either through your Bank or Western Union. Your deposit will finally be reduced from the total program fee while making the balance payment.

On receipt of the processing fee we send a written confirmation of your placement and advise you to book your flight tickets according to your program dates and the schedule. Also, advise you to arrange payment of the remaining portion of your program fee.

In case you need any kind of information with regards to your placement including the address and contact name and number, we will respond you with an appropriate reply within 3 working days

## **Comprehensive Pre-Departure Information Kit**

We send you a comprehensive pre-departure information kit that includes-India in general, projects, the community, accommodation and support, safety and travel tips, cultural sensitivity etc within 7 days from the date of receipt of the final payment of your program fee.

## **Personal pick up and drop at Delhi airport by AVI staff.**

You will be greeted by AVI staff at Delhi airport on the schedule date of your arrival on day 1<sup>st</sup> (Thursday) and also at the time of departure from Delhi on day 28<sup>th</sup> (Wednesday).

But, if, due to unforeseen circumstances, traffic problems, car breakdowns, or other problems that may prevent our staff from reaching the airport to pick you up, we will provide you with the address and contact number of our hotel where you can go on your own by arranging a tuk-tuk just from outside the airport. You will meet the other AVI volunteers at the hotel.

In case your arrival or departure at Delhi airport is outside of the time schedule given by us, airport transfers and hotel accommodation can be arranged at an extra charge. Further clarification shall be made available upon booking.

## **One night stay in Hotel at Delhi on Day-1 and Day-28**

AVI provides you an accommodation in a hotel at Delhi on twin sharing basis (with another AVI volunteer) on day 1<sup>st</sup> (night between day 1<sup>st</sup> and day 2<sup>nd</sup>) at the time of your arrival and on day 28<sup>th</sup> (night between day 28<sup>th</sup> and day 29<sup>th</sup>) at the time of your departure.

## **Transfer to and from project location.**

AVI is responsible to provide your transfer from Delhi to our project location Sikar and back by means of hired transport which may be a car or a public bus.

## **Accommodation**

You are provided with clean and organized twin sharing room, a shared lounge area, a shared bath room, and accessible toilets at an Indian farm in rural area. The farm is quite big and housing an Indian rural family, the project executives, cooking and support staff as well.

AVI provides you accommodation from the day first to the day last of your program. In case you arrive earlier or like to stay after the completion of your program you may be accommodated on additional cost subject to the availability.

If you choose to be away for a weekend or holiday during your placement, you will not receive any refund for the accommodation.

## **Food**

You are provided with fresh home made Indian food three meals a day (break fast, lunch and dinner) with tea/coffee from the day first to the day last of your program.

If you choose to be away for a weekend or holiday during your placement, you will not receive any refund for the food.

You will have a privilege to share the kitchen to prepare a food of your own choice or learn Indian dishes in your free time.

## **Choice of volunteer projects**

You will be taken to a local excursion to all our project locations on the very next day of your arrival to the camp. You will then attend a meeting along with AVI staff to discuss about the project allocation. Your choices and preferences are welcomed. We try our best to consider them while allotting the work area.

## **Interactive orientation sessions, historical, cultural and language lessons**

An informative and interactive orientation session is arranged from the very next day of your arrival at the camp. It includes introduction to the staff, camp facilities, information on India in general, projects, work areas, lessons on Indian History, Geography, Culture and Languages etc.

## **All transport between project locations and the camp.**

You are provided with transports between the project locations and the camp during volunteer activities on hired means.

## **24-hour emergency support**

You are provided with 24 hour emergency support during your program. All time availability of project executives, cooking staff and support staff at the camp ensures a total comfort and safety of the volunteers. The AVI staff is experienced and competent enough to handle any kind of emergency you may face during your stay with us.

## **Weekly volunteer meeting**

A formal weekly volunteer meeting is held to discuss the issues regarding projects, its implementation, accommodation and support, AVI staff and their role and exploring new ideas by sharing skills and knowledge. The proceedings of the meeting are to be submitted to the AVI management. We assure you to sort out the concerned issues in the best possible manner and least possible time.

## **Joint collaboration with volunteer in project planning**

AVI staff works with the volunteers in the project planning process - lesson/workshop planning so as to ensure an effective and meaningful implementation of the programs.

## **Dedicated on-site assistance of an English speaking translator**

You are provided with English speaking translator to help you in communication and other concerns in all the activities, for the entire duration of your program.

## **On site guidance and help to arrange independent excursions**

AVI provides on site guidance to our volunteers in arranging independent excursions on weekends.

## **All time presence of cooking staff, drivers and support staff**

Cooking staff, drivers and the support staff remains available at the camp at all time to maintain facilities and support the volunteers in their all walks of activities.

## **Cultural Workshops**

Volunteers are offered with locally cultured workshops such as Indian cooking, dressing, dancing, language lessons and henna painting during their program.

## **Material required for activities during the volunteering.**

AVI provides all the material required for implementation of the volunteer programs such as pens, pencils, colors, papers, note books, henna, sports equipments etc.

## **Facilities (TV, DVD player, games and internet access)**

Volunteers are provided with a TV, DVD Player, few DVDs of local and English movies, indoor and outdoor games and access to internet at the camp.

## **Free time to explore local area**

Volunteers get plenty of time to relax and pursue their own hobbies and interests when not working or participating in a workshop. Some volunteers manage bicycle and tour the local countryside, others read, write, play board games or even plan excursions to local points of interest. Most Friday evenings, volunteers arrange a small party or get together to celebrate the end of the workweek.

## **Admin support to arrange local excursions and adventure tours/packages**

AVI provides an admin support to our volunteers in arranging local excursions and adventure tours/packages as per their interest. This part of activity is being designed by a professional, legitimate travel agency, which AVI has good contact with.

## **Payment of Program Fees**

You agree that you shall timely pay to AVI all of the Program Fees in consideration for our arranging your suitable placement and providing the services for which AVI is committed to.

Nonrefundable Deposit: Upon completion of your application form, you shall pay a nonrefundable deposit of 250 Euro to secure a placement, which represents a portion of your Program Fees. Payment of the deposit to AVI shall be, in all cases, nonrefundable. However, if we fail to provide you a placement due to programs being full or otherwise, this fee will be refunded in full less 30 per cent as admin and bank charges.

Payment of Balance of Program Fees: You hereby agree to pay to us the balance of the Program Fees at least 60 days prior to your scheduled arrival date of Your Placement, or at the time of application if you apply in less than 60 days from the proposed start date.

## **Cancellation and Refund Policy**

Your deposit is non-refundable as AVI will have spent time and resources processing your application as soon as it is received. It may be that a host family and/or organization (usually the AVI representative) has also been involved and incurred similar costs, so will need to be compensated accordingly. However, if AVI fails to provide you a suitable placement, your deposit will be refunded in full less 30 per cent as admin and bank charges.

In case there is a disruption in your placement due to unforeseen circumstances that are beyond AVI's control, AVI will not be able to make refund in such situations and we will not be liable for any loss, damage, expense or claim as a result.

In case there is a disruption in your placement due to a problem with your visa, AVI will not be held responsible for any extra costs incurred by you. Also, we will not be able to refund payments that we have received from you.

If you choose to terminate your placement prematurely for any reason, we will not refund any payments that you have made.

In the event of cancellation of your placement by you with a written notice, refund of your program fee is dependent on receipt of your written notice in line with the following:

- More than 12 weeks before your departure -Deposit only
- 8-12 weeks before your departure 50% of AVI's Fee
- 4-8 weeks before your departure 25% of AVI's Fee
- Less than 4 weeks before your departure, no refund will be made.
- If you cancel your placement after joining the program, no refund will be made.
- If the placement offered to you becomes unavailable for some reason, AVI will make every effort to find an alternative placement. If we fail to do so, a refund of the program fee will be made to you.

All refunds will be made between 60 to 90 days.

## **Passport and Visa**

You should hold a valid passport for the entire duration of your travel. You will have to obtain an Indian Tourist visa on your own to get an entry into the country. The purpose of your visit is as a Tourist. If you mention that you wish to work or volunteer you will complicate your application.

## **Vaccinations**

There are no compulsory vaccinations to enter India. Please consult your doctor who can advise better about your vaccinations needs.

## **Insurance**

Insurance is not included in your program fee. Hence, you must ensure that you obtain adequate cover for your health and travel depending upon your needs and preferences for the whole duration of your tour before traveling to India

## **Responsibility for Travel**

You agree, understand and acknowledge that you will be solely responsible for arranging and paying for your own flight to and from Delhi as, it is not included in your program fees. It is your responsibility to carry all necessary documents while you travel overseas. You agree that AVI shall not be responsible for any supporting documents necessary for your travel needs or other purposes. You agree that AVI is not responsible for any airfare or for any other charges that may result from canceling, changing or transferring flights or other arrangements which may result or occur as a result of your placement and/or project being revised, cancelled, terminated or otherwise modified due to force measures and/or any event and/or circumstances outside AVI's control.

## **Consent to Jurisdiction and Venue**

## **Valuables**

You agree and acknowledge that you will not leave any valuable belongings unattended or in any room without a lock and that AVI is not responsible under any circumstances for any damage, loss or theft of any item/ items.

## **Personal Care**

You agree that it is your responsibility to clean your own room, clothes, and personal use items during the project period and to bring any necessary sleeping bags or other accessories needed for your personal use during your stay with the host family.

## **Personal Expenses**

You agree, understand and acknowledge that you are solely responsible for all of your personal expenses which are not included in your program fee, during your placement,

## **Personal Liability**

You agree that you are and shall remain personally and solely liable for your conduct, actions and/or omissions during whole of your travel period, including, without limitation, any damages you and/or your guests may cause: (i) to the host family and/or accommodations provided by the host family; (ii) to the project staff and/or the project; and (iii) any person or property located within the host country

## **Responsibilities of Volunteers**

- To respect the local culture, customs, and rules
- To arrange and finance and manage your return air ticket. It is your responsibility to carry all necessary documents while you travel overseas.

- To be aware of the health risks while living and working in India. Volunteers are requested to take medical advice and take necessary safety precautions, inoculations and immunizations.
- To bring with you any necessary medications or medical equipment.
- To avoid drinking tap water and eating food purchased from roadside vendors or in inexpensive restaurants. Water sources may be polluted at some places, so, drinking tap or unboiled water and eating food from roadside vendors or similar sources might result in illness and parasites. AVI will not be responsible for any damages to your health.
- To take travel advice and learn about travel warnings from your government agencies. AVI will not be responsible for any liability resulting from your failure to take appropriate travel advice.
- To carry out your duties for attending and completing the project as planned and agreed with AVI.
- The Volunteer must abide by the project's code of conduct/rules and fulfill the duties assigned, to the best of his/her abilities, behave responsibly at all times and cooperate with other staff/volunteers at the project. Volunteer must inform the coordinator in case of any absence from the duty.

## **Seizing the Agreement**

AVI will end the volunteer agreement with immediate cancellation of your placement with no refunds if-

- it is believed that any of your action or behavior is threatening or unacceptable to the society or any one involved with the project based on the judgment of the project staff and/or the coordinator.
- you are found to be involved in any illegal activities or convicted of any criminal activities during the period of the volunteer placement
- you violate any condition outlined under "Responsibilities of Volunteers"
- you have given false information about your medical or mental health condition
- you decide voluntarily to opt out of the program in between.
- you are found taking drugs or using such material while at the project
- you are found to be engaged in sexual behavior while your stay at the host family.

## **Data Protection**

AVI reserves the right to transfer the personal details of a Volunteer to third parties for the following purposes:

- Disclosure of information to the Volunteer's parent / guardian or next of kin in the case of an emergency or in any circumstances where AVI reasonably believes that the Volunteer's vital interests are threatened.
- Transfer of contact details to fellow AVI volunteers coming to India.
- Maintenance of personal data in the AVI database allowing the Volunteer to be kept involved with AVI work and global volunteer arts network if they so wish.

- The Volunteer should notify AVI in writing if he/she does not want his/her details passed to any third parties for any of the above purposes.

## **Limitations and Risks**

Like other international volunteer programs, AVI projects may involve risks, foreseen and unforeseen and participants should be prepared to accept those risks. Whilst we aim to safeguard volunteer's' health and safety with appropriate advice on what is likely to affect them. We cannot be responsible for damage, illness or injury sustained during or resulting from participation in an AVI placement. Please make sure you understand and accept the following:

- A volunteer experience with AVI involves an element of personal risk and potential hazard.
- Realities of developing countries include poverty, poor medical, communication, and transportation facilities, beggars, cultural differences, and you may experience cultural shock associated with these limitations that may affect your stay.
- Conditions may be basic and of a similar standard to those experienced daily by the local community, and at times may be unfamiliar, uncomfortable and unhygienic.
- Risks exist in many areas of travel: by train, plane, automobile, raft, canoe, boat, bicycle, horseback, or by other means of conveyance; or on foot, roads, or trails; or in hotels.
- If you choose to take part in one of our programs, we cannot allow for every eventuality. You will be choosing to travel to places, which can be unpredictable.

The limitations outlined in these terms and conditions are not adequate reasons for complaints and requests for refunds.

G. AVI does not take any responsibility of third party links from our site and for the contents or services provided on those sites.

## **Acknowledgment**

Applicant agrees, understand and acknowledges that he/she (i) has read and fully understood this legal contract, with full knowledge of its meaning and significance; (ii) intends that this Agreement be legally binding upon and enforceable against Applicant; (iii) confirms that Applicant is at least eighteen (18) years of age, fully competent, and entering into this Agreement voluntarily of his or her own free judgment.