



Terms & Conditions

Volunteer Full Name:
(Please Print)

This is a contract between **South Pacific Projects Limited**, herein referred to as "SPP", "we" or "us", which is registered in England and Wales (company registration number: 06482339) whose registered office address is Suite 12646 – 2nd Floor, 145 – 157 St John Street, London EC1V 4PY, United Kingdom and the **client**, herein referred to as the "Volunteer" or "you", whose name is printed at the top of this page and signed and dated at the bottom. This contract has primacy over all verbal and written information given to the volunteer.

1. Booking Conditions & Payment

- a) All prospective volunteers must contact SPP prior to booking to be accepted on an expedition. Volunteers can contact SPP through their website either through the "Join Us" or "Contact" pages
- b) A volunteer must pay a non-refundable deposit of £150 once accepted by SPP to secure a place on their chosen expedition date. The non-refundable deposit will be subtracted from the total expedition fee due
- c) A volunteer must pay the balance owing 8 weeks prior to the start date of the chosen expedition
- d) If a volunteer books on an expedition within 8 weeks of the expedition start date the volunteer must make the full payment within one week of the booking OR by the start of the expedition date depending on which comes first
- e) SPP reserves the right to alter or cancel the volunteer's booking if payment is not made on time without refund of the deposit. SPP will contact volunteers with outstanding payments prior to alteration or cancellation

2. Travel Arrangements & Documents

- a) It is the volunteer's responsibility to organise and pay for their own travel arrangements to and from the expedition pick up location. This includes all travel, food and accommodation prior to and after the start and finish dates of the expedition. SPP will help to organise travel arrangements where possible but the responsibility remains that of the volunteer
- b) It is the volunteer's responsibility to ensure they have all necessary travel documents including a valid passport and visa to enter the expedition country and for the duration of their stay
- c) It is the volunteer's responsibility to comply with all customs and immigration laws of the expedition country
- d) If a volunteer has booked on for more than 6 weeks it is the volunteer's responsibility to pay for all food, accommodation and travel during the interphase period between the two successive expeditions
- e) SPP will not be held responsible for a volunteer failing to organise the necessary travel arrangements & documents

3. Travel & Dive Insurance

- a) SPP does not provide or organise travel or dive insurance for volunteers
- b) Each volunteer is liable to obtain adequate travel insurance that covers them for the duration of their expedition and all facets of expedition life. Volunteers are strongly recommended to obtain comprehensive travel insurance that covers force majeure, medical expenses, medical evacuation and cancellation
- c) Volunteers undertaking any diving with SPP are required to obtain Divers Alert Network Insurance www.diversalertnetwork.org
- d) SPP reserve the right the volunteer the right to take part in the expedition if the volunteer has not obtained the appropriate insurance outlined in 3b) and c) by the start date of the volunteer's expedition without refund of any expedition payment

4. Alterations or Cancellations by a Volunteer

- a) Volunteers must notify SPP immediately if they require any alteration to, or cancellation of their booked expedition. Notification to SPP can be made by email or phone call but will only be accepted once a receipt of acceptance of the notification has been sent to the volunteer
- b) If SPP cannot accommodate the requested alteration by the volunteer; the volunteer will be required to cancel their position on the expedition as per section 4a)
- c) For all volunteer cancellations the non-refundable deposit will be retained by SPP
- d) A cancellation fee will be charged to volunteers that cancel their position on an expedition depending on the date the cancellation notice is received as per section 4a). **i)** Cancellations over 90 days from the start date of the expedition no additional fee will be charged; **ii)** Cancellations 90 to 60 days prior to the start date a cancellation fee of 35% of the total expedition payment made plus the deposit; **iii)** Cancellations 59 to 30 days prior to the start date a cancellation fee of 70% of the total expedition payment made plus the deposit; **iv)** Cancellations 29 days or less prior to the start date, including if a volunteer cancels after the start date, a cancellation fee of 100% of the expedition fee plus the deposit will be retained by SPP. For this reason we strongly suggest that all volunteers obtain travel insurance that covers trip cancellation as soon as a payment is made.

5. Alterations or Cancellations by SPP

- a) SPP reserves the right to alter or cancel an expedition at any time, but will endeavour to minimise any such changes
- b) In the unlikely event that SPP has to alter an expedition in any way a notice will be sent to all volunteers affected. If the alteration made by SPP is unacceptable for the volunteer and cancellation is required a full refund of monies paid will be made to the volunteer minus the non-refundable deposit

- c) In the event that SPP is required to cancel an expedition a full refund of the monies paid minus the non-refundable deposit will be reimbursed to the volunteer except for the circumstances identified in 5d)
- d) SPP is not liable for refunds, alterations or cancellation prior to or during a Volunteers expedition (or facets of) due to circumstances outside of their control such as force majeure, which includes but is not limited to: Acts of God, natural disasters (flooding, cyclones, earthquakes, tsunamis, etc.), extreme weather conditions, civil unrest, coups, war or military takeover. Refunds will only be made on a case by case basis and at the discretion of SPP

6. Volunteer Confirmation, Acknowledgement & Notification

- a) The Volunteer confirms that the "Volunteer Details" form was completed by the volunteer and that all the details given are correct to the best of the volunteer's knowledge, which will be taken on good faith by SPP
- b) The Volunteer acknowledges and accepts the nature of the expedition, the inherent risks and hazards involved from volunteer participation including personal accidents and injury, the various discomfort and medical conditions that can arise from tropical island living such as, but not limited to: Sunburn, heat stroke, diarrhoea and sickness and insect bites. That a flexible nature is required from volunteers towards expedition life, the conditions of living and working together with other international volunteers and project staff on a small island and that you will not be supervised 24 hrs a day
- c) The volunteer acknowledges and accepts that the expedition objectives of conservation, education and awareness raising are primary
- d) The volunteer acknowledges and confirms that they are of sufficient state of good physical and mental health to take part in an expedition
- e) The Volunteer confirms that they have completed the SPP medical form and PADI dive medical form with the approval of a qualified physician to the best of their knowledge and with complete honesty, notifying both the physician and SPP of any pre-existing medical conditions, medical treatment including medication, diseases and illnesses, disabilities, psychological illnesses, hereditary problems, dietary requirements, allergic reactions, anxiety, depression or any other illness, condition or disability that affects a volunteers participation on the expedition. SPP reserves the right to contact the volunteer's physician if deemed necessary for further advice, approval in writing from your physician may be required for a successful application
- f) The Volunteer confirms that they have consulted their Doctor and received all necessary inoculations/vaccinations and medications recommended from a qualified physician for their expedition
- g) The Volunteer confirms that they have read, fully understood and agreed to all documentation provided to the volunteer, including the SPP web site pages and volunteer guide. If any queries or questions arise from the documentation the volunteer must notify SPP before booking
- h) SPP is not liable for any injury, illness or consequences caused by the volunteer giving false, misleading, incomplete or inaccurate information and will be considered a breach of these terms and conditions. SPP reserves the right to reject an application or expel a volunteer from an expedition without refund of any monies paid under such circumstances

7. SPP Liability

- a) SPP is not liable if a volunteer succumbs to any illness, disease, infection or medical condition while on expedition. SPP will do their best to manage any medical situation that may arise but treatment on site is limited to first aid only. For any additional treatment a volunteer must be transferred to the nearest medical facility at the cost of the volunteer and the volunteer will attempt to claim the subsequent costs incurred from their travel insurance provider
- b) SPP is not liable for any claims relating to personal harm nor loss or damage to any personal items or equipment while on expedition for circumstances that are outside the control of SPP including but not limited to unsolicited third party involvement, volunteer negligence, actions or behaviour and all the circumstances listed in section 5d)
- c) SPP is not liable for any travel or accommodation arrangements, alterations, cancellations or fees outside of the expedition endorsed activities, expedition dates, site evacuation and medical emergencies, including airlines, hotels/resorts/backpackers, internal travel. SPP will aid volunteers where possible, but will not be responsible
- d) SPP is not liable for wear and tear, damage or loss of personal items while on expedition

8. Volunteer Liability

- a) Volunteers are responsible for their own actions and behaviour while on expedition and are expected to act and behave in a suitable manner that does not jeopardise their health and safety or that of other volunteers, staff or third party representatives. Volunteers found to have acted or behaved with neglect to theirs or others health and safety will be liable for their actions under Fijian law.
- b) Volunteers are required to strictly adhere to all site rules, protocols and instructions from SPP staff while on expedition, failure to do so may result in SPP asking the volunteer to leave the expedition without refund of monies paid. SPP reserves the right to remove a volunteer from the project site if the volunteer's behaviour is deemed detrimental to the goals of the expedition and will not be liable to refund any monies paid to SPP.
- c) Volunteers are liable to all the laws, regulations and customs of the expeditions host country. Volunteers are expected to respect and obey their laws and customs at all times, failure to do so will result in SPP removing the volunteer from the expedition without refund of monies paid and the volunteer accepts responsibility to face any consequences of breaking the local laws

9. Accuracy of Volunteer Information

- a) All information produced and published by SPP and presented to the volunteer (including website text and volunteer guide) are to the best of our knowledge correct at the date of publication
- b) SPP reserves the right to change the information presented as required, including surcharges and price increases that may be necessary for the operation of the expedition. SPP will notify volunteers of any changes that are made and will be subject to clause 5. Alteration or Cancellation by SPP

10. Privacy Statement

- a) All volunteer details and information will remain private and confidential and will not be supplied or given to a third party at any time unless requested by the volunteer in writing or if SPP receives written consent from the volunteer

11. Copyright & Publicity

a) All data collected by SPP, including staff, volunteers and third party representatives, is for SPP use only and cannot be copied or replicated by anyone without express written permission from an SPP Director. SPP retains full copyright of all publications, photos and films produced by SPP

b) SPP requests that all volunteers consent SPP to take photos, video of them for publication and promotional purposes. If a volunteer refuses to give consent to SPP they must notify SPP ground staff that you do not want photos or video of them used in any publication or promotional material

c) SPP requests that volunteers submit photos, videos and blogs to SPP ground staff. In doing so the volunteer gives SPP full authorisation for their use in publication and promotional material. This is not mandatory for volunteers but would be kindly appreciated

12. Complaints

a) If a volunteer has a complaint about any facet of the expedition they need to put the complaint in writing immediately or as soon as possible and submit it to the Expedition Manager on site. The Expedition Manager will seek to resolve the cause of the complaint to the best of their ability, if the effort to resolve the complaint is unsatisfactory to the volunteer then the volunteer must notify a Director of SPP within 1 month of the expedition end date. The SPP Director will then decide on a fair and appropriate course of action

Volunteer Declaration:

I have read, fully understood and accept in its entirety the terms and conditions outlined by South Pacific Projects above. Upon signing this document I will be bound by the terms and conditions herein.

Volunteer Sign:

Date: