



Bushwillow Creek, Farm Glencoe Ptn 48, Hoedspruit 1380 | 0729445250 | lisa@bushwillowcreek.com

TERMS & CONDITIONS

Below is an outline of the Terms and Conditions of your booking and stay with us, as well as some basic guidelines to consider so that you can get the most out of your placement. This also ensures your safety and that of others involved in your placement with you. By submitting your application online and providing your booking details you have hereby confirmed acceptance of these terms and conditions. Please ensure you read them carefully and do not hesitate to ask us any questions during the consultation process.

A. BOOKING CONDITIONS

1. Each booking requires a **non-refundable deposit payment to secure your spot**. The deposit payment must be made within 3 days of confirming your booking to secure your placement, with proof of payment sent onto Bushwillow Creek. This deposit is guaranteed for 24 months, for you only. This can be transferred to an alternative date if the project has space for your new dates (should these change) and is confirmed in writing by Bushwillow Creek. Any price increase to your original booking will be part of your final payment.
2. All remaining program fees are due **60 days** prior to the commencement of your placement. If you book less than 60 days prior to the commencement of your placement, you will be asked to make full payment immediately to secure your booking.
3. If you do not pay your full invoice amount due 60 days prior to the commencement of your placement, without making prior arrangements with us, we reserve the right to cancel your booking.
4. Any information or advice provided by Bushwillow Creek on matters such as permits, visas, vaccinations, climate, clothing, baggage, etc. is given in good faith, but without responsibility on the part of Bushwillow Creek. For example, Bushwillow Creek will not be liable for costs associated with obtaining incorrect visas. The participant accepts responsibility for obtaining all correct and necessary visas and travel documents required for their placement.

Disclosure of important information – Bushwillow Creek and its staff reserve the right to terminate a volunteer/intern's placement, without recourse, if it comes to light that the volunteer/intern failed to provide or provided inaccurate/incomplete booking information (e.g. Date of Birth,). In these circumstances Bushwillow Creek also reserves the right to not allow you to join the program. If incorrect information is provided, and your placement is cancelled because of this, you will not be entitled to a refund.

Disclosure of Medical information – Bushwillow Creek and its staff reserve the right to terminate a volunteer/intern's placement, without recourse, if it comes to light that the volunteer/intern failed to provide or provided inaccurate/incomplete medical history and information on current medical conditions and medications not supported by a Medical Professional's confirmation prior to arrival. Bushwillow Creek also reserves the right to not allow you to join the program should the conditions come to light before the start of your placement. In this case, you will not be entitled to a refund. If, however, you provided and disclosed your medical history and then subsequently did not get a Medical Professional's confirmation then we will refund your payment in full less the **non-refundable deposit**.

Insurance – Before you travel to Bushwillow Creek, you must be covered by travel insurance, which must include adequate cover for baggage, flight delays and cancellations, medical expenses including air evacuation, and the cost of repatriation. **We recommend purchasing travel insurance within 15 days of paying your non-refundable deposit.** Should you not have adequate cover prior to the commencement of your placement, you may not be allowed to continue on the program and will not be entitled to a refund. Any claims concerning matters for which you are insured must be directed to your insurers. It is often the case that Bushwillow Creek will put forward the costs of medical expenses in an emergency situation. You hereby agree that African Impact (or its partners) have a right to claim from your insurance provider for any expenses that we may incur on your behalf.

Flights – When booking your flights, you should consider booking a changeable/flexible return ticket. If any circumstances arise which result in you needing to leave the project at a different date than your original booking, any additional costs incurred will be to your own account.

Your booking is accepted on the understanding that you realize the potential hazards that may arise in this kind of travel, including injury, disease, loss or damage of property, inconvenience, or discomfort. This type of travel is one that should allow for alternatives and a substantial degree of flexibility. The outlined itineraries given for each placement must, therefore, be taken as an indication of what each volunteer/intern should accomplish, and not as a contractual obligation on the part of Bushwillow Creek. Changes in itinerary may be caused by circumstances beyond our control. No refunds will be given for services not utilized.

B. CANCELLATION POLICY

Any cancellation or postponement/deferral must be agreed in writing (email) by the participant and a Bushwillow Creek staff member.

Generally, once payments are made, they become non-refundable.

At no time does any refund include travel or extraneous expenses as part of your travel plans.

All refunds will incur a 10% admin fee to cover foreign exchange conversion and bank charges.

1. Where you choose to cancel your placement

If **you** cancel your placement up to 60 days before the start of your placement and have already paid your program fee in full, we will issue a travel voucher for the full amount paid that can be used for future travel dates. Should you not be able to travel on future dates, on management discretion, we will offer a refund to a maximum value of 50% of the amount paid less the 10% admin fee and non-refundable deposit. If you have not yet paid in full, the non-refundable deposit is guaranteed for life, for you only.

If **you** cancel your placement between 31 – 60 days from your start date, you will not be eligible for a refund. However, we will offer a travel voucher to the full value paid to be used within 12 months. If a payment extension was granted (in writing) and you decide to cancel within this period having only paid the deposit, the non-refundable deposit is guaranteed for life, for you only.

If **you** cancel your placement within 30 days of your start date or should not arrive at your placement for conditions outside of Bushwillow Creek's control, we can unfortunately not return any payments to you and you will forfeit the fee already paid. Please check when you arrange travel insurance that a cancellation clause is part of the policy.

If you do **not** wish to cancel your placement, but instead postpone, Bushwillow Creek commits to offering **one** deferral at no additional cost if a written request is received 60 days or more before your start date. The original fee quoted will be valid for 12 months from your original start date. After 12 months, you will be liable for the difference in fees taken in account of our annual fee changes.

A postponement or deferral is only available if it is requested 60 days or more before your placement start date. If written notice of a deferral is not provided by you, you will have no right to a refund. If you are requesting a deferral within 30 days of your placement start date, this will be at the express permission of the Bushwillow Creek and may incur transfer fees.

If you opt to take the one free deferral option and later choose to cancel your new placement, you will not be eligible for a refund, whether you have only paid the deposit or paid in full. If you choose to defer your placement for a second or third (or more) time a transfer fee will apply and any change in program fee will be payable.

2. Where Bushwillow Creek cancels or suspends a placement

Bushwillow Creek reserves the right to cancel or suspend a program if it believes the circumstances warrant it. In the unlikely event of us having to cancel your placement for reasons **within our control**, our first recourse, if possible, will be to offer an alternative date. If this is not acceptable to you, we will offer a travel voucher to the full value paid to be used at any future date and program fees will be frozen for 12 months from your original start date. Please note, if you are re-booking beyond this 12 month period you will need to pay the difference if there is a change in program fees. If neither of these options is acceptable to you, we will refund 50% of the cost of the program, excluding the non-refundable deposit and the 10% administration fee.

If we cancel your placement for reasons **outside of our control** (such as natural disasters, disease outbreaks, war, acts of terrorism, civil unrest) our first recourse, if possible, will be to offer an alternative date. If this is not acceptable to you, we will offer a travel voucher to the full value paid to be used at any future date and program fees will be frozen for 12 months from your original start date. Please note, if you are re-booking beyond this 12 month period you will be liable for any change in program fees.

For cancellations resulting from circumstances outside of our control, all program fees will remain non-refundable.

In either case of Bushwillow Creek cancelling or suspending a program, we will not be liable to refund you for any incidental expenses that you may have incurred as a result of your booking, such as visas, vaccinations, non-refundable connecting flights, etc. It is your responsibility to ensure the travel insurance policy you purchase at the time of booking provides assistance for cancellations.

3. Specials

All specials are valid for bookings between the dates specified in the advert and are applicable to new bookings only (not extensions or existing bookings).

All specials applied, are for your current booking only. If you choose to postpone your placement, then the special will only be valid for 12 months from your original start date. If your placement is suspended by Bushwillow Creek, however, the special will apply to a future booking up to 24 months from your original start date.

All payments made by Electronic Funds Transfer/Wire Transfer as part of a special (e.g. 5 – 20% off if payment is made in full) are non-refundable and only transferable to different dates.

The Terms and Conditions of any specials offered, where different from these Terms and Conditions issued shall be annexed to the relevant special to which it relates.

4. Cost changes outside the control of Bushwillow Creek

Bushwillow Creek reserves the right to pass on costs outside of their or their affiliated partners' control (e.g. park fee increases, changes in local applicable taxes, for example, value-added-tax). However, Bushwillow Creek commits to absorbing increased costs up to a total amount equivalent to 2% of the cost of the confirmed Bushwillow Creek program, and for existing bookings only. If the increased costs exceed this 2%, Bushwillow Creek may levy a surcharge.

C. REFUND POLICY ONCE ON YOUR PLACEMENT

Bushwillow Creek reserves the right to cancel or suspend your placement with immediate effect if the situation warrants it. For example, a natural disaster, disease outbreak, war, act of terrorism or civil unrest in the location of our program could mean it is unsafe to continue operations. If your placement is suspended while you are here, we will provide assistance to ensure your safe return to your home country, but will not be liable for any incidental expenses you incur, such as fees for changing flights. There will be no refund for having your trip cut short, however, we will offer a travel voucher for the remaining trip balance to be used towards an alternative date in the future date.

If you terminate your placement at any time during your placement, for any reason whatsoever, you will not be entitled to claim any refund nor will you be entitled to claim any other expenses applicable to your placement. Any costs relating to change of tickets, etc. will be for your account. Should you overpay Bushwillow Creek in error when paying your placement fee, Bushwillow Creek will refund you for the over-payment less a 10% administration fee.

E. GENERAL RULES AND GUIDELINES

Because we want Bushwillow Creek to grow and flourish, it is important that you follow these rules and guidelines.

We ask that you do not carry or use any illicit substances or non-prescription drugs for the duration of your stay.

We ask that you do not bring yourself or Bushwillow Creek into disrepute, nor involve any other employee, volunteer, or intern in any behaviour that might amount to disrepute. If your behaviour is found to be detrimental to the program, you may be asked to leave immediately without compensation. See Section C.1. and C.2. for further details.

Please, always, remain presentable and well dressed. We expect you to behave with a level of courtesy consistent with the situation.

We ask you to be considerate of fellow volunteers, interns, and coordinators by being punctual for your activities and duties to the best of your ability.

Please do not take days off from the program unless you have given prior notice and it has been agreed upon by your project coordinator. This does not apply in the event of illness.

If your behaviour, words, or actions are thought to be disruptive by Bushwillow Creek staff, or if you are thought to be a bad influence on others, after one warning, either verbal or written, you may be removed from the program without compensation.

While on placement, your accommodations will be cleaned by the relevant staff. Please treat them with courtesy and keep your room tidy. Respect your accommodation and show consideration for others.

The accommodation provided is for use by volunteers, interns, and Bushwillow Creek staff only. No one else, including any visitors, are permitted to use these accommodations while you are on your placement.

The number of service hours and the timing of such service will vary depending on the tasks at hand. You will need to show reasonable flexibility as your day-to-day schedule will likely change. Some days may include longer hours of service than others. When you arrive at Bushwillow Creek you may also find that the number of service hours differs from those you were originally given. This is for reasons beyond our control (e.g. poor weather, school closures, or animals that need urgent attention, etc.). Our program will have down-time for you to relax and socialize. This will usually be in the evenings and on weekends but in summer when midday temperatures soar, down-time will be given during the hottest hours of the day.