

Terms and Conditions

1. OUR SERVICE TO YOU

(Please read then sign and return separate signing sheet via email or post)

- 1.1 Inspire's commitment to you is to provide only the agreed services and conditions which we have verified in writing, for which you have paid, and for which we have acknowledged receipt, prior to your arrival.
- 1.2 Inspire is accountable for the volunteering aspect of your trip only and reserves the right to make changes to your placement at any given time. We will notify volunteers of changes at the earliest possible time. Inspire covers volunteer placements and related accommodation while in Kenya.
- 1.3 If unforeseen circumstances of your placement should change between booking and departure, Inspire will notify you at the earliest opportunity and will endeavour to offer you a similar placement. If a similar placement is unobtainable and you, the volunteer, wish to cancel the outstanding schedule, Inspire will, at its discretion, refund a proportion of the fees to the Volunteer, depending on the unforeseen circumstances.
- 1.4 Inspire volunteer fees have to cover the following expenses:
 - 1) Ireland based costs including web fees, accountancy charges, international money transferring fees, Irish taxes, global internet advertising, print campaigns, staff wages, marketing fees, International memberships, office and computer expenses, future projects funding. As a private company we do not offer specific break-downs of volunteer fees.
 - 2) Overseas fees cover volunteer accommodation, breakfast and evening meals, airport collection, Inspire staff and office based local fees.
 - 3) Volunteer placement set up fees are funds transferred to location, and are also subject to the privacy of the overall package.

2. COMPLAINTS

- 2.1 If volunteers are acting irresponsibly or unreasonably, or concerns are raised about volunteers' conduct within the provided accommodation or placement, Inspire will attempt to resolve

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the situation for all parties within 7 days of the initial concern. If the situation is not resolved Inspire reserves the right under the agreed terms and conditions to terminate the volunteer's accommodation/placement at a specified date and time, and no financial refunds will be available.

2.2 Inspire accepts no responsibility for disputes between volunteers and other organisations or local bodies in Kenya.

2.3 If volunteers have a complaint or local issues regarding the placement or host, they must first notify their Inspire local representative. If the issue cannot be resolved locally the volunteer can put the complaint in writing, or via email, to Inspires office address shown in the travel pack. We will acknowledge the complaint within 3 working days and reply within 28 days. Of course Inspire will endeavour to address issues locally and as promptly as possible.

3. VOLUNTEER OWN COMMITMENT TO INSPIRE

Inspire expects volunteers to adhere to the following points of conduct towards their placements, host families and accommodation facilities:

3.1 We expect our volunteers to attend their placement based on the times requested by the individual placement.

3.2 Volunteers are expected to conduct themselves in a mature and responsible manner at all times throughout their placement. Inspire holds no responsibility or liability for the day-to-day duties for each volunteer or has any responsibility for others located at the project just as local staff (Non Inspire)

3.3 Volunteers must be prepared to carry out the duties stated at the induction of each placement, to the best of their ability, and raise any concerns about their placement or duties at the earliest possible time with their local Inspire representative or in placement mentor.

3.4 In the event of a volunteer's absence either through sickness or other reasons, they must notify their allocated Inspire representative on the day or prior to their absence. High levels of persistent placement absence without acceptable reasons may result in termination of placement.

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3.5 It is the volunteer's responsibility to take correct vaccinations/inoculations before travel and to take a course of malaria tablets if required. Inspire are not liable in any way if volunteers contract any illness or disease during or after overseas placements. Inspire strongly discourage any sexual relationships between volunteers and locals as HIV is so prevalent in developing countries. Refunds after uncompleted placements due to illness or absence are not available

3.6 If at any point the volunteer becomes involved in any unlawful or inappropriate activity Inspire reserves the right to terminate a programme with immediate effect.

3.7 If a volunteer wishes to terminate a placement for any reason without accepting another similar placement, a refund will not be available for their remaining time. (Also see cancellation policy.) Placement or accommodation changes may require additional set up fees to be paid locally.

3.8 In the initial application process the volunteer must provide Inspire with accurate and true information. If the information is later found to be false, Inspire reserve the right to terminate the programme without refund after consultation.

3.9 Volunteers must understand that working/travelling in a developing country will be different to that of their home country. Volunteers must adhere to and respect these differences.

3.10 Volunteers must organise transport from their home country to placement, ensure they have a valid passport and visa, travel and medical / cancel insurance, and vaccinations/inoculations. This information must be provided to Inspire on the confirmation of booking. Inspire holds no financial responsibility if flight details are changed during placement. Inspire recommends volunteers obtain flexible flight tickets should they wish to return home early for any reason.

3.11 Volunteers must respect and expect a difference in standards abroad to their home country and adjust to the local way of life. Complaints must be viewed within that perspective.

4. PAYMENT AND CANCELLATION POLICY

4.1 After acceptance of placement a non refundable deposit of 20% of the total invoice must be

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paid to confirm placement if booking is 4 months or more from departure.

- 4.2 Any bookings made within minimum of 4 months to departure must be paid in full.
- 4.3 If payments are not made by the required dates, Inspire can terminate the potential programme without notice.
- 4.4 Refunds are not available after or during placement because of general dissatisfaction with the volunteering experience as a whole.
- 4.5 Refunds are not available for changes and adjustments to placements while abroad if circumstances change or volunteers do not like placement or accommodation.
- 4.6 If late changes are made to placements, requiring changes to a volunteer's flights Inspire holds no responsibility in respect of flight payments and changes, or any compensation if dates should change due to circumstances beyond our control.
- 4.7 It is essential at time of booking that volunteers take out comprehensive travel insurance with a reputable firm and confirm this with Inspire. This should cover medical emergencies, loss of luggage and cancellations due to circumstances beyond control. If such occurs Inspire can provide details to insurer of booking and amounts to assist with any claim on request.
- 4.8 Refunds due to cancellations are not covered if reason is beyond Inspire Kenya's control.

Periods of cancellation	Amount refundable
4 weeks and under to placement start date	zero
4-12 weeks prior to placement start date.	50%
12 weeks or more prior to placement start date	80%

5. PRIVACY POLICY

- 5.1 Information from potential and actual volunteers is used by Inspire internally only.
- 5.2 Private details including email addresses and other personal data will not be disclosed to any other party outside of Inspire.
- 5.3 It is our policy to keep all information exchanged with our clients totally confidential and in-house. It is our policy to only contact clients via email about their specific enquires or replies. We do not mail shot any previous or current clients using information given on enquiry.

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6. LIABILITIES

- 6.1 Inspire try always to provide accurate and true information regarding their travel programmes. Inspire does not accept liability for loss of profits or breach of any given agreement or negligence relating to or with sub-contractors, or any third parties connected with Inspire.
- 6.2 Inspire has a fundamental duty of client care to ensure the volunteer's safety. However, it does not accept any responsibility or liability for circumstances beyond its control, including any loss of personal possessions, personal injury, illness or death suffered by the volunteer caused by third party and other unconnected persons, or organisations, during the volunteer's placement time. In addition to the above this includes any personal pursuits, be it travel or social, which have not been provided by Inspire. Inspire are not liable to refund or compensate for a volunteer's flight costs if changes or cancellations are made by either Inspire or a volunteer. Inspire will offer alternative placements where possible if unforeseen circumstances arise. Changes to a volunteers flight details are solely the responsibility of the volunteer.

7. MISCELLANEOUS

- 7.1 Inspire is authorised to transfer their products services to other third party organisations without prior consultation with volunteers. However Inspire will fulfil its rights and obligations in respect of agreements with you, and of any subcontract.
- 7.2 Inspire volunteers are not permitted to change or make other arrangements with third parties involved with Inspire , without written consent from Inspire main office. That includes accommodation with hosts and hotels. Refunds are not available for any such placement changes, host or project.
- 7.3 Inspire, the volunteer, and sub-contractors shall not be liable to the others for any delay or non-performance of its agreements arising from any cause beyond its realistic control, including, any act of God, industrial dispute, governmental acts or disputes, war, or outbreak of war, flood, fire, explosion, or civil commotion. The affected party must notify the other party in writing noting the unforeseen circumstance and its estimated timescale if possible.
- 7.4 Inspire is not accountable (unless in writing) for any advice, instructions or suggestions given to the volunteer by itself, its employees or other third parties contracted with Inspire in

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regards to the services provided by Inspire. If the volunteer chooses to act on unwritten advice, instructions or suggestions, they do so at their own risk

7.5 Inspire is not responsible for any loss of items or money during a volunteer's placement. Lost or stolen items should be reported to the police to obtain an insurance claim statement for presentation to your insurers. Inspire can also assist with this when requested.

7.6 Realities of volunteering. Points of interest volunteers must know prior to booking and agreeing. Text also on website.

Our ground staff have extensive knowledge of the land and can give volunteers quick answers to their questions or requests. As our local staff can take bookings from overseas that lowers our overall costs meaning we don't need expensive offices in the UK, Ireland or U.S. This is one of the reasons the prices are very competitive.

We don't use a work camp mentality. Our placements run from when the volunteer wants to go. Each placement is customised for each person as best as possible. Each placement has strict numbers so that volunteers are not a burden but are a help. Although sometimes work load may vary on placements due to staffing levels. Many of our placements are used by Inspire only. Unlike some volunteer companies, we don't just leave the volunteers at a placement and go away. We work with our volunteers and check on them during their placement. We offer more detailed support than many of our rivals and it's something we are proud of.

We aim to respond to all enquires in 48 hours or less. We are aware of the need to provide volunteers with much pre-trip support. In many cases we can send recent photos of each placement before departure to help volunteers visualise their placement. Emails are confidential and we don't use mailing lists.

We have close networks with our placements. We have committed to send people who can offer something constructive and positive to the placements. We understand clearly the needs of each location. In many cases we encourage and advise fund raising prior to going as many of our placements have extreme financial burdens.

Volunteers should be pro-active in approach. Many locals see westerners as a superior race and will be happy to let you stand back while they do the hard work. You have to overcome this. Sometimes staff do not turn up when volunteers are present, thinking that they can get a day off. If you buy items for a placement, manage them so they don't go missing! Avoid doing big projects unless you have the time to see them through. Things take a lot of time in abroad to organise so be willing to commit yourself and negotiate hard with prices so they don't keep going up. Be prepared to be asked for things for locals. They see westerners as very rich and willing to give to them for often no reason. Be firm and polite in your approach.

We strive to provide higher standard accommodation than other volunteer firms. As we cater for professional and mature skilled volunteers we don't use hostels and basic accommodation like so many other Gap year organisations. Our Host families are part of the Inspire Team and work closely with our ground staff to deliver good service to our volunteers.

All pictures on this website have been taken by Inspire volunteers or staff and are updated regularly.

Our aim is to provide all of our placements with willing, committed and skilled volunteers on a regular basis

Volunteers are expected to work the normal hours with the other staff in each placement. Normal hours would be 9-5 Monday to Friday. Weekends are your own. Other time off you would have to agree on site, not with us. Placements are normally very flexible if you require a long weekend for a Safari or other travel.

"When in Rome"... Customs and cultures abroad are different. You have to accept the local way of doing things. Volunteers must show respect at all times. Think about how you present yourself. An example is women in particular should adhere to more conservative dressing in order not to offend.

Food can often be challenging. Prepare to eat things you may never have tried. You will see people in many rural areas eat with their hands.

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Sanitary conditions often are sometimes poor. In many rural areas running water is not available. Power cuts are also common. Showers that say they are hot often are not. Be prepared to meet the odd cockroach or spider.

Be prepared to do everything. From helping with cooking to washing and sweeping. Our placements are about flexibility. We require our volunteers to help out in everyway. The willingness to adapt and "Muck in" will be of enormous benefit to you and the placement. Volunteering can be hard work and we seek people who are willing to do all tasks no matter how boring!

Travelling can be long, hot, and bumpy. Many roads have huge potholes and the buses can be overloaded with people although you will never sit on the roof, you might find a baby on your lap! Take your sense of humour. The bumpy roads often cause car breakdowns!!

If you have any issues with the above points please don't volunteer with Inspire, please contact us for clarification.

If you are happy with the above points then **please sign the separate signing sheet** and return to use either by post, fax or scan and email back to our Ireland office.

If you have any questions please don't hesitate to get in touch.

Sales@inspirekenya.com

Inspire is a registered business no. 316939

Inspire Kenya / Sri Lanka. Sycamore Lodge. Greaghlonge

Carrickmacross. Monaghan. Eire

Inspire Volunteering trades under the names Inspire Kenya and Inspire Sri Lanka.