

Terms & Conditions of service

Welcome to Volunteering with Eco-Agric Uganda. Volunteering with Eco-Agric Uganda is subject to the following conditions. The following terms and conditions are an agreement between you and Environmental Conservation and Agricultural Enhancement Uganda (Eco-Agric Uganda). When you make an application for Eco-Agric Uganda, you are agreeing to what is stated below. Please read them carefully.

WE PROVIDE WITH THE FOLLOWING SERVICES:

Airport Receive/ Transfer: Our representative will greet you at the airport and will transfer you to your hotel in Kampala and latter to the district you have chosen to volunteer.

Orientation: Orientation will be provided by our staff. We cover areas like, culture, greetings, locations, transportation etc. Each participant will be provided with a local Map of the city, where possible. Eco-Agric Uganda -will not take any responsibility if local circumstances do not allow for this to take place for any natural reasons beyond our control.

Lodging: Almost all placements have residential accommodation arrangements, however if that is not available volunteers will be staying with a local welcoming family.

Food: 2 or 3 local meals will be provided depending on the circumstances- unless otherwise specified.

In – Country travel assistance: If participants like to travel around, we provide with full support for bookings & arrangements to travel within Uganda only.

In-country support: 24 hours support provided by our local staff. All participants will have Mobile or Landline phone numbers of local contact person.

Pre-departure information: After we receive full and final payment all participants are provided by a pre-departure information booklet by e-mail which will have all vital information about your program.

Acceptance of Terms

Your volunteering with Eco-Agric Uganda is subject exclusively to these Terms and Conditions. You will not use the Volunteer Services documents for any purpose that is unlawful or prohibited by these Terms and Conditions. By using the Volunteer Services you are fully accepting the terms, conditions and disclaimers contained in

this notice. If you do not accept these Terms and Conditions you must immediately stop using the Volunteer Services.

We reserve the right to update or amend these Terms and Conditions at any time and your continued use of the Volunteer Services following any changes shall be deemed to be your acceptance of such change. It is therefore your responsibility to check the Terms and Conditions regularly for any changes.

Privacy

Please review our Privacy Notice, which also governs your visit to our volunteer services website, to understand our practices.

Electronic Communications

When you visit Eco-Agric Uganda or send emails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by email or by posting notices on the website. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

Travel

Eco-Agric Uganda does not arrange flights or make any travel arrangements to your destination. This is totally the responsibility of the volunteer. General advice concerning passport, visa and health requirements is available in Eco-Agric Uganda country guides which will be sent to you after confirmation of your booking. Where Eco-Agric Uganda makes suggestions and provides advice on travel documentation, this is indicative only. Volunteers are solely responsible for having the correct and necessary travel documents that they require for their travel.

Passport, visa and health requirements are subject to change and you must check current requirements before departure. It is your responsibility to obtain all documents required for your trip, to ensure that these are in proper order and to take them with you. Eco-Agric Uganda will not be liable if you fail to do so and you will be responsible for meeting any additional cost incurred by reason of such failure.

It is the responsibility of the volunteer, not Eco-Agric Uganda, to make sure that the relevant visas and/or permits are in place. Please check with the appropriate Embassy or Consulate well before you travel.

The volunteer is responsible for carrying all necessary documents when travelling abroad, including but not limited to passport, visa, work permit (where necessary) etc. If you choose to obtain a visa 'on arrival', Eco-Agric Uganda is not liable in any

respect if, for whatever reason, you are refused a visa and cannot enter the country and continue your travel plans.

Eco-Agric Uganda can not accept responsibility if entry is denied to a country due to incorrect visa or passport documentation.

Insurance

Eco-Agric Uganda does not provide the volunteer with insurance of any kind. While insurance is not mandatory on all Eco-Agric Uganda programs, it is on some and this is mentioned in the volunteer requirements page for each program. However while travel insurance is not mandatory on some Eco-Agric Uganda programs, it is strongly recommended. The volunteer is solely responsible for deciding the type, extent and level of any insurance they require during the planned travel period and is responsible for organising this insurance.

Immunizations

While Eco-Agric Uganda pre-departure packages include information on immunizations, each volunteer is responsible for checking and confirming the immunizations required for their specific type of travel. Where Eco-Agric Uganda makes suggestions and provides advice on immunizations, these are indicative only. Volunteers are solely responsible for having the correct and necessary immunizations that they require for their travel. We strongly recommend that volunteers visit their health professional eight weeks before travelling.

FEE PAYMENT AND APPLICATION PROCESS.

Once we receive your application along with your deposit payment of US \$180 / £130 / €155 we will process your application within 7-10 days of application. We will send you a written confirmation of your application by e-mail. In certain circumstances which are beyond our control it could sometimes take a little longer than 10 days.

The remaining Program Fee is due once we send you the placement details or 45 days before your program start date, which ever applies to you. Volunteering India reserves the right to Increase or Decrease the Program Prices anytime. All participants who have applied but not paid their program fee, any increase in program fee will also apply to them as well.

Registration Fees

The Eco-Agric Uganda registration fee is refundable up to sixty (60) days before the start of the volunteer's placement in the host country. Refunds will be made less a processing fee of US\$50, which covers transaction costs etc. If the volunteer changes

the program start date, then the date considered for refund purposes will be the earliest of the dates planned, unless agreed otherwise with Eco-Agric Uganda.

Refund requests must be received sixty (60) days prior to the program start date by email, or post. Upon receipt of the request the volunteer will be notified via email. If the volunteer does not receive confirmation within 48 hours they should assume that the request has not been received and contact Eco-Agric Uganda immediately.

A volunteer's placement on a program cannot be confirmed until the registration fee has been paid in full.

Program Fees

Details of program fees are outlined on each program page. Program fees are paid to Environmental Conservation and Agricultural Enhancement Uganda (Eco-Agric Uganda) prior to the volunteer's arrival and are not refundable by Eco-Agric Uganda. All transaction costs pertaining to online, bank or wire transfers must be covered by the volunteer. Program fees are subject to change, but will not affect volunteers who have already paid their registration fee. Program fees are due forty five (45) days prior to the start of the volunteer's placement. If the booking is made within 45 days of the start date payment is due as soon as the volunteer's application has been accepted. Failure to make this payment may result in the loss of the volunteer's placement with no refund of the registration fee.

Program fees are non-refundable in the event that the volunteer cancels their program less than forty five (45) days prior the proposed program start date.

The payment of program fees does not guarantee the exact program selected. As with all volunteering in developing countries it is important that volunteers remain flexible. Staff shortages, school and public holidays, etc may require the volunteer to take part in different projects offered by the same partner organisation.

Registration fees and program fees are not transferrable to other persons.

CANCELLATION AND REFUND POLICY

Refund Policy

Eco-Agric Uganda' registration and program fees are designed to be affordable. As a result we are unable to offer a full refund policy beyond statutory requirements. Registration fees may be refundable according to the rules set out in the following sections entitled 'Registration Fees'.

Refund of application fee deposit

Application fee deposit will not be refunded under any circumstance, if the program is canceled by the client.

Application fee will only be refunded in case Eco-Agric Uganda -is not able to provide a suitable placement to the client. We will be deducting 30% as administration charges from this refund amount.

Cancellation after Project start date: Under no circumstances will the program fee be refunded to the client.

Cancellation by Eco-Agric Uganda: In case Eco-Agric Uganda -has to cancel the client's project due to certain natural and unnatural circumstances Eco-Agric Uganda -will refund part of the remaining time period of the project fee calculated on a pro-rata basis excluding the application fee and 7% (seven percent) bank charges.

Payment of refunds: Eco-Agric Uganda -will refund the applicable refund amount to the client within 100 (one hundred) days of confirmation of cancellation.

Change of Dates and Duration

Once registered and before they begin their placement, the volunteer may change the start date and program duration once, subject to availability, at no additional cost. Each additional change to the start date or program duration will incur an administration fee of US\$50.

Personal Risks

Volunteering often involves travelling to and working in parts of the world where there may be some personal risk. The volunteer acknowledges and accepts sole responsibility for any such risks of whatever nature that may occur during the term of this volunteering agreement.

Volunteering placements are often in areas where the standards of accommodation, transport, safety, hygiene, telecommunication facilities, level of infrastructure development and medical facilities are not the same as you are used to at home, or would find on a conventional holiday. Eco-Agric Uganda cannot accept any responsibility for accidents, injuries, loss of personnel effects or death which you agree to fully assume. You understand that during the placement certain events may occur, including, but not limited to, accident or illness in remote places without medical facilities, political instability and the forces of nature. You agree to assume all risks associated with the journey to the maximum extent permitted by law.

You acknowledge that volunteering requires a degree of flexibility, and understand that the itinerary, accommodation and modes of transport are subject to change without prior notice due to local circumstances.

You acknowledge that Eco-Agric Uganda works with rural poor communities, network of partners, companies, government agencies and individuals throughout the country, to assist in the volunteer placements. To the best of Eco-Agric Ugandas knowledge, these third parties are qualified to perform the duties they are contracted to perform. However, Eco-Agric Uganda will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to the behaviours of these third parties.

Indemnity

The volunteer agrees to indemnify Eco-Agric Uganda and its local partner organisations against any and all claims, demands, losses, causes of action, costs, expenses, fees and damages which the organisations may incur directly or indirectly out of:

1. the breach of these terms and conditions by the volunteer; or
2. any claim or other cause of action made against Eco-Agric Uganda as a result of the volunteers omissions/actions/inactions and or failure to perform the services required.

Local Rules

Eco-Agric Uganda will not accept responsibility or liability for any volunteer who contravenes any law or regulation of Uganda.

The volunteer must abide by the rules put in place by the Government of Uganda. Breaking these rules may result in dismissal from the program with no refund. Illegal drug use is strictly prohibited and will result in instant dismissal from the program with no refund.

The volunteer agrees to comply with the organization's code of conduct.

USE OF PHOTOS AND FEEDBACK

By agreeing to the terms and conditions you agree that Eco-Agric Uganda -can use your photos and written feedback while at the project to post on its website www.Eco-Agric Uganda, might use such material for marketing/promotion in form of brochure/emails/ or on its website. Eco-Agric Uganda is not responsible for a claims arising towards that material/photos/content. The use of such photos and material can also be done on any other domains owned by the organisation.

ECO-AGRIC UGANDA -WILL END THIS AGREEMENT WITH YOU IN CASE OF FOLLOWING REASONS:

- If we find that you are engaged in any illegal activities or convicted of any criminal activities before or during the Project Period
- 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 in country coordinator.
- Any information provided by you to Eco-Agric Uganda -during the time of enrollment is incorrect.
- You voluntarily decide to opt out of the program in between.
- If you are found taking drugs or using such material while in the project.
- If you are found to be engaged in sexual behavior while your stay in the host family.
- In case the agreement is terminated due to any of the above reasons or reasons relating to the above, you will not be entitled to any refund from Eco-Agric Uganda.

Miscellaneous

The volunteer agrees not to directly contact any of Eco-Agric Uganda' staff, beneficiaries or farmers which have been disclosed to them by Eco-Agric Uganda and shall not directly enter into any arrangement with them without Eco-Agric Uganda's written approval except for the following:

1. confirming travel arrangements
2. providing information requested including feedback

The volunteer agrees to allow Eco-Agric Uganda to use feedback, including quotes, photos, blogs, videos etc, on its website as well as Eco-Agric Uganda' social networking pages. Volunteers may request that photographs and videos showing individuals be removed from the site, unless these were submitted with the purpose of being shown on the site.

Eco-Agric Uganda reserves the right to discontinue or alter any aspect of the services provided at any time. Notwithstanding anything else contained in any agreement, the liability of Eco-Agric Uganda to the volunteer shall not in aggregate exceed the amount of the registration fee paid by the volunteer.

Force Majeure

Eco-Agric Uganda cannot accept liability or pay any compensation if contractual obligations is prevented or affected by reasons or circumstances amounting to 'force majeure'. Circumstances amounting to 'force majeure' include any event which we or the supplier of the service(s) in question could not, even with all due care, avoid such as, for example, war or threat of war, civil strife, government intervention, natural or nuclear disaster, industrial dispute, terrorist activity, adverse weather conditions, fire and similar events.

Release Clause

The volunteer agrees to irrevocably release, discharge and agrees not to sue LV, including any of its, employees, managers directors, shareholders and host families ("the released parties") from any actions, suits, liability, claims, or other causes of action of any nature which may hereafter arise from any cause whatsoever including without limitation that arising from the volunteers placement on a program.

Severability Clause

These terms and conditions are severable. In the event of any provision is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and such determination shall not affect the validity and enforceability of any other remaining provisions.

Copyrights, Trademarks and Links

This content is for your general information and use only. It is subject to change without notice.

- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.
- You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- From time to time this information may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

DISCLAIMER

A. User expressly agrees that use of Eco-Agric Uganda -is at user's sole risk. Neither Eco-Agric Uganda, its affiliates nor any of their respective employees warrant that Eco-Agric Uganda -will be uninterrupted or error free; nor do they make any warranty as to the results that may be obtained from use of Eco-Agric Uganda, or as to the accuracy, reliability or content of any information, service, or merchandise provided through Eco-Agric Uganda.

B. Eco-Agric Uganda -is provided on an "as is" basis without warranties of any kind, either express or implied, including, but not limited to, warranties of title or implied warranties of merchantability or fitness for a particular purpose, other than those

warranties which are implied by and incapable of exclusion, restriction or modification under the laws applicable to this agreement.

C. In no event will Eco-Agric Uganda, or any person or entity involved in creating, producing or distributing Eco-Agric Uganda software/content, be liable for any damages, including, without limitation, direct, indirect, incidental, special, consequential or punitive damages arising out of the use of or inability to use Eco-Agric Uganda. User hereby acknowledges that the provisions of this section shall apply to all content on Eco-Agric Uganda.

D. Eco-Agric Uganda -does not take any direct responsibly for the use of third party online payment facility. Eco-Agric Uganda will not be responsible for any malfunction in PayPal / DFCU Bank software for online payment. All disputes arising with Credit Card fraud will Directly be dealt with Paypal or DFCU Bank Depending on the method of Payment used by the customer.

F. Eco-Agric Uganda -will only deal with any disputes or charges in Uganda and is governed by Ugandan Law. All copyright issues including others will only be dealt in Ugandan court of Law. All disputes and cases will be solved in Uganda only.

Governing Law

These terms are governed by the laws of Uganda.