

# Terms & Conditions

## 1. Eligibility

- Volunteers must be at least 18 years old to travel independently. Volunteers under 15 must be accompanied by a parent or guardian.
- Health and Fitness: Participants should be in good physical health, as the program includes manual labor.
- Visa and Travel Requirements: Volunteers are responsible for ensuring they meet the visa and entry requirements for Zanzibar. Applicants who have paid for visa services will have their applications managed by the Parallel Gives Program.

## 2. Payments & (Payment Gateway Fees + Cancellation Policy):

Full Payment: The full balance is due before the program start date.

- Payment Gateways fees + 90% refund for cancellations made more than one week before the start date.
- Payment Gateways fees + 50% refund for cancellations made less than one week before the start date.
- No refund for cancellations after the start date.

Step	Calculation	Formula
Payment Gateway Calculation	The payment gateway fee is calculated as a percentage of the trip price, plus a fixed fee of 100 fils.	Gateway Fee (KD) = (Trip Price (KD) × Gateway Fee Percentage) + 0.100
Refundable Portion Calculation	The refundable portion is the amount available for refund after deducting the gateway fee.	Refundable Portion ( ) = 100% - Gateway Fee Percentage
90% Refund Calculation	For cancellations before 1 week, 90% of the refundable portion is refunded.	90 Refund = Refundable Portion × 90%
50% Refund Calculation	For cancellations within 1 week, 50% of the refundable portion is refunded.	50 Refund = Refundable Portion × 50%

\*Refund process takes from 7-10 days to be credited.

### Payment Gateways fees:

KNET Transaction Fee 1.6% + 0.100 KWD

Visa/Master Transaction Local Fee 2.6% + 0.100 KWD

Visa/Master Transaction Local Fee 2.7% + 0.100 KWD

- Included Services: The program fee covers accommodation (Hostel), meals (Breakfast & onsite snacks & Lunch), Airport transportation on Sunday upon arrival and Saturdays upon departure, construction materials, and scheduled activities (4 Trips).

- Excluded Services: Airfare, upgraded accommodation, personal expenses, optional excursions, daily dinners, travel visa and travel insurance are not included.

## 3. Code of Conduct

- Respectful Behavior: Volunteers are expected to behave respectfully towards local community members, project staff, and fellow participants.
- Prohibited Conduct: Illegal activities, disruptive behavior, and disrespectful conduct will not be tolerated and may result in removal from the program without a refund.
- Cultural Sensitivity: Volunteers must be mindful of local customs, including dress codes and behavior in certain locations.

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## **4. Health and Safety**

- Medical Information: Volunteers are responsible for disclosing any relevant medical conditions and for bringing necessary medications.
- Health Insurance: Participants are required to have adequate health and travel insurance, including coverage for emergency medical evacuation.

## **5. Program Schedule and Activities**

- Flexibility: The itinerary is subject to change due to weather, local conditions, or other unforeseen circumstances. The organization reserves the right to modify activities or schedules as necessary.
- Participation in Construction Work: Volunteers agree to follow safety guidelines and instructions during construction activities. The organization is not responsible for injuries resulting from non-compliance with safety procedures.

## **6. Photography and Media**

- Consent to Photography: By participating, volunteers consent to being photographed or recorded during the program. The organization may use these images for promotional purposes unless a written request to opt-out is provided in advance.
- Personal Use of Photos: Volunteers are encouraged to document their experience but must respect local community members' wishes if they do not wish to be photographed.

## **7. Termination of Participation**

- Grounds for Termination: Violation of the code of conduct, illegal behavior, or refusal to follow program guidelines may result in termination of participation without a refund.
- Voluntary Termination: If a volunteer chooses to leave the program early, no refund will be provided for the unused portion.

## **8. Indemnity and Release of Liability**

- Assumption of Risk: Volunteers acknowledge that participation in the program may involve certain risks, including but not limited to physical activity, travel, and exposure to unfamiliar environments.
- Liability Release: By joining the program, volunteers agree to release the organization from liability for any accidents, injuries, or losses that may occur during the program.

## **9. Contact Information**

For any questions before or during the program contact: E: [info@para-llel.com](mailto:info@para-llel.com) or  
Mob: +96599200562