

Travellingbug | Terms and Conditions

Welcome to our Terms of Service - we've done our best to make them easy to read, simple, and clear. We want to make sure you fully understand them all before you apply to volunteer with one of our partner charities, so please, if you have any questions, you can contact us at: info@travellingbug.com

Contents

1. Purpose
2. Information We Provide
3. Third-party Information and Advertising
4. Application Process
5. Privacy Policy
6. Copyright Policy

1. Purpose

1.1 What we do

The purpose of www.travellingbug.com, Travellingbug Limited, is to provide you with information about third party Organisations, each of which offer voluntary work placements that contribute in their own way to the development of equality, education and social justice within the communities with whom they operate. Moreover, www.travellingbug.com functions to advertise our service in the facilitation of your application to volunteer with those independent parties.

We are committed to donating £100 from your fee through the provision of our service to the Organisation to which you make your application. Monies transferred from Travellingbug to the Organisation with which you volunteer do not constitute any form of payment to them for services on your or our behalf. We may notify you of an offer of accommodation when you apply to volunteer with the Organisation, but in this case any accommodation offered is a gratuity provided by them and we reiterate that it does not constitute any service offered in return for payment.

The service provided by Travellingbug in the facilitation of your application for a voluntary placement is completed upon your reception of:

- (i) a formal letter of invitation to you on behalf of the Organisation
- (ii) a general travel, health and volunteering information pack including a condensed "Pocket Pack" produced by Travellingbug.

The content of this pack may vary in accordance with the updated collation of published information from respected advisory bodies and include a listing of a variety of contacts and contact methods for the Organisation with which you apply to volunteer. Such packs also include details of various local government based tourist services within the area or country of the Organisation with which you apply to volunteer. Please see **Section 2: Information We Provide** for more information.

Our service is deemed to be complete once you have received both the letter of invitation and the general travel, health and volunteering information pack.

We do our best to ensure that all the third party Organisations offering voluntary work abide by the policies and practices that these Organisations claim to follow, but we are not able to guarantee they do at all times. If we are alerted to bad practice by any Organisation with which we facilitate applications to volunteer with, we will immediately investigate the matter and take appropriate action in advising them to correct these practices, or if appropriate withdraw our service in

facilitating volunteers in their applications for placements with the Organisation in question.

1.2 What We Don't Do

We do not endeavour to provide your placement, or any form of travel related service. Our service is and extends only so far as the facilitation of your application for voluntary work placement with a pre-specified organisation and your formal introduction via means of a remitted invitation following your successful application. All further proceedings between Volunteers (you) and the Organisation with which you apply to undertake unpaid work are conducted between you and the Organisation with no contracted responsibility on the part of Travellingbug (us). We would like to take this opportunity to re-stress that our facilitation of your application does not commit us to provide any governing of the undertaking of voluntary work following your application. Our service is intended to provide an alternative way for enthusiastic volunteers to volunteer, and it may not prove the best way for all those who wish to approach volunteering abroad, such as the independent nature of this form of volunteering.

We do not act as a sales agent for any pre-specified Organisation with which you use our services to facilitate your application to volunteer, such that we do not take your payment on their behalf nor do we act as a go-between in any issues relating to your work placement and or related travel arrangements following completion of our outlined services. Your formation of travel arrangements to and from, start and finish dates with, your daily undertakings with regards to the responsibilities asked of you and in summary all aspects of your voluntary work placement following application, are to be governed independently by yourself, your relationship with and if applicable any contract independently entered into by yourself and the Organisation. We will endeavour to further help in your introduction to the organisation or move to aid you in any instance where you call upon us following our facilitation in your application should it be requested, however any such further help or advice given on our part is undertaken out of good will, and no part of your application payment constitutes payment for any further service, it is rather a gratuity to which we are under no obligation to provide.

1.3 Your Responsibilities

Although we are not responsible for you, the undertaking of your work placement or its provision in any form following application, those participating in voluntary work with organisations applied to through the Travellingbug services, are expected to obey the laws and regulations of the countries visited and you should be aware that failing to do so may remove you from any variety of contracts you enter independently with regards to the Organisation with which you work voluntarily, and/or any other service you call upon while abroad.

In applying to volunteer with a pre-specified Organisation you acknowledge that you may be visiting places where the political, cultural and geographical attributes present certain risks, dangers and physical challenges. By utilising our services in facilitating your volunteering application, you acknowledge that you have considered the potential risks inherent with volunteering within that specific location. You are solely responsible for acquainting yourself with the customs, weather conditions, physical challenges and laws in effect at any stage of your volunteering application or undertaking, and are encouraged to locate and make contact prior to embarkation with your local embassy or consulate closest to your placement location.

It is your responsibility to be in possession of a valid passport, visa permits, inoculations, suitable insurance and preventative medicines as may be required for the duration of the volunteering period and application process, and to be further eligible for those. All information enclosed within the accompanying information pack provided in conjunction with the facilitation of your application to volunteer as provided by Travellingbug regarding these matters or related items is given on good faith but without responsibility on the part of Travellingbug.

Although we have made a concerted effort to verify the accuracy of statements made herein, we cannot be held responsible for any typographical error, omission or unintentional misrepresentation that may appear in the Travellingbug website or in any other literature produced by Travellingbug.

You are expected to satisfy yourself prior to booking that you are fit and able to manage the diverse range of responsibilities that may be presented to you by the Organisation to which you apply to volunteer. Any placement structure indicated on any Travellingbug site is representative of the type of work the placement might entail. The specific nature of each individual placement may vary within this general outline, as governed by the Organisation with which you

volunteer. No unaccompanied minors (those under 18 years of age) can be accepted for application to work placements by Travellingbug however teenagers may be considered provided they are accompanied by a parent or guardian who accepts full responsibility for the minor. Travellingbug reserves the right to decline any application at its discretion.

Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of application and make arrangements for the provision of any medication or other treatment which may be required by during their volunteering placement. Failure to make such disclosure will constitute a breach of these volunteering application conditions and result in such persons being excluded from any applicatory process. Moreover, in making an application you certify all information and statements included by yourself on any application form are correct and truthful and by making an application through the services provided by Travellingbug you agree to accepting these application terms and conditions.

2. Information We Provide

We do our utmost to ensure that all the information included in our packs are up to date and correct at the time of print, however the packs in their whole and or any of their individual components are not intended to be, nor should be used as a fully comprehensive guide. We strongly advise that you follow up any relevant information enclosed, with your own extensive research and advice from respectable independent advisory bodies.

The information drawn upon from various respected third parties by Travellingbug as included on any Travellingbug site or information pack is not intended to be nor is it to be treated as a substitute for professional medical advice relative to a specific medical condition or question. ALWAYS seek the advice of your doctor for any questions you may have regarding a medical condition or requirements before considering a volunteering abroad or before travelling under any circumstance and never travel to any placement without first ensuring you hold appropriate insurance.

All recommendations by Travellingbug regarding trips, properties and/or destinations are intended for the purpose of information and guidance only. Whilst we may recommend some third party's services for a specific purpose e.g. airport collection, none of the trips or properties is guaranteed as fully suitable for that purpose e.g. to operate under expected safety guidelines and procedures in the provision of their service, by Travellingbug.

3. Third Party Information and Advertising

We rely on information supplied by advertising third parties where located on any Travellingbug site. We are not able to assume responsibility for validity of this information and we disclaim all liability in respect to any third parties using our sites to advertise. Please check the information listed by third parties against their own policies if you have any doubts as to their credibility. Please note that prices quoted on behalf or third parties are for guidance only.

No travel services, travel insurance or accommodation listings displayed in any of our packages or sites should be regarded comprehensive, nor does their featuring on any of our sites indicate any recommendation for their use on our part; we can not verify the quality of the services they claim to offer. Should you enter any independent contract with them, it will be with them and them only and they are fully liable for every aspect of their complimentary product or service that you buy, according to their own terms and conditions. So we urge you to check these in full before you commit to their services.

Travellingbug is not liable for any injury and/or damage to persons or property caused by any actual or alleged libellous statements, infringements of intellectual property or privacy rights, or product liability, whether resulting from negligence or otherwise, including without limitation, from any use or operation of any ideas, instructions, procedures, products or methods contained in the material published on the site.

Although all advertising on our website and on our literature is expected to conform to the appropriate advertising standards, inclusion of such material does not constitute a guarantee or endorsement of the quality or value of any products or of the claims made for them by the advertiser. Users are advised to verify product information with the

advertiser.

Similarly, in order to provide you with the best information regarding our service and complimentary services provided by independent third parties, we will provide links to other sites containing this information. Travellingbug is not responsible for the privacy practices or content of these sites.

4. Application

4.1 The Application Process

Following your initial interest, as requested we will issue you either with an electronic or hard copy of our application form which following your completion will be forwarded on our part to the Organisation with which you opt to volunteer. This should be accompanied by either a clearly marked cheque or online payment of the full fee. We are unable to process your application until both form and fee are received. In processing your application, your given references may be questioned, and a police-held CRB check may be obtained, either by Travellingbug or by the organisation with whom you are applying to work.

Where handwritten, the application form should be completed in black ink or ballpoint pen, signed by your person, and returned to us with your full application payment of £350 for our services in facilitating your application. Where payment completed online, you will be deemed to have read and accepted these Terms and Conditions accordingly. We will not process the first stage of your application nor retain any sum of this payment unless we are first aware of an available placement position within the organisation you wish to apply to volunteer with. Following the clearance of your payment we will issue you with a receipt.

Once your application has been approved by the Organisation with which you wish to volunteer, we will notify you duly by e-mail, post and or any other suitable form of contact given by yourself. We will then post you your information pack inclusive of your relevant placement contacts, and forward you your written invitation to volunteer with the Organisation, as is required in your Specific Purpose Visa Applications.

Should your application be rejected on the behalf of the Organisation to which you apply to volunteer, we will notify you immediately and our service to you will terminate. In this case, we will refund your application fee of £350 received in accordance with our processing of your application.

Should you wish to cancel your application before we have forwarded it to the Organisation with whom you applied to volunteer, we will refund your application fee of £350 in full. However, after we have received confirmation of your placement with that Organisation in question and forwarded all necessary information to you, as detailed in Section 1 above, our service will be deemed to be complete and we will be unable to refund your application fee.

It is again stated that by returning your completed application form with the first tranche of payment, you are deemed to have read and accepted these terms and conditions of your payment for our services in facilitating your application for voluntary work.

4.2 Reserve your place

Before applying, you may also reserve their place by paying a deposit of £20. On receipt of this deposit, we will hold **one** space open for a period of **four weeks** on the project indicated. You must fully apply (as described above) within this four week period, or your deposit will be lost. Travellingbug will be unable to refund your deposit if you have not applied within this four week period.

When you come to apply, the deposit will be taken off of your application fee - you will only pay £330.

Reserving a place does not guarantee that you will be accepted by the charity. In the event you are rejected your application fee and deposit will be refunded in full.

5. Privacy Statement

We are committed to providing you with the best information in conjunction with your independent participation in voluntary work, and to protect your privacy.

Travellingbug is registered under the Data Protection Act 1998, registration number Z1306904, and we are committed to upholding our responsibility as a Data Controller. As part of this:

- (i) We will only collect information from you that we require in order to provide you with the most relevant information for your interests and to facilitate in your voluntary work placement application. We will destroy sensitive information provided by you wherever it is no longer needed in the provision of our service to you, and/or our partner charities.
- (ii) We will only send you information that you have agreed to receive, and each time we do so we will offer you the opportunity to amend your details or decline to receive further information if you so wish.
- (iii) We will not sell or lease your details to any other party. If this policy is changed at any time in the future we will notify all members by e-mail, and provide you with an opportunity to opt out of this release of information if you so wish.

We keep all personal information including your financial information necessary to process payment in a secure location that is only accessible by designated Travellingbug employees. Your personal financial details will under no circumstances be disclosed to any party not immediately associated with the processing of the Travellingbug facilitation of your voluntary work application payment. If you would like to know what information we hold about you, you should send a written request accompanied with two forms of proof of identification to our mailing address. We will reply to you with all information on record free of charge.

It is essential that you understand that we will forward your application to our partner charities. These charities are the organisations that decide whether to offer you're a work placement with them, and as such need the data collected in your application. Your applications are sent in encrypted form and charities are made aware of the importance of properly using the information you supply, however we cannot guarantee that the information will be secured to our own standards once out of the UK, and with our partner charities.

You do not need to enter any personal information to use www.travellingbug.com. However, we ask those who would like to receive our newsletters to provide their name and e-mail address and indicate the regions and activities that they are interested in. We use this information to send out our newsletters, and to ensure you receive the most relevant information. All information collected by Travellingbug in conjunction with the processing of your application shall only be disclosed to those directly involved in the necessary process. We cannot be responsible for the privacy practices of those third parties.

If you would like to amend your contact details, cancel your newsletter subscription or if you have any questions, please e-mail info@travellingbug.com with this instruction.

If you request information from a third party featured on www.travellingbug.com or any of our sites we will pass on your contact details to them so that they can reply to your request. We will ask you whether you would like to receive any further information from either Travellingbug or the third party in question. If you do not, we will not send you any further information and will pass on your instruction to our member. Travellingbug will provide aggregated, anonymous data to advertisers, our members and other third parties. This data will not be able to be linked to any individual.

Cookies are pieces of information that a website transfers to a visitor's computer for record keeping purposes. Most sites on the Internet use cookies. We use cookies to tell us how and when you use the site. This helps us understand the most and least popular features of our site so that we can improve and update the site. Travellingbug will provide aggregated, anonymous data to advertisers and other third parties. This data will not be able to be linked to any individual. Travellingbug may also collect IP addresses of those browsing the site as another way of understanding how our site is used so that we can improve it. We do not track individual people's activities.

6. Copyright Policy

The copyright in this website belongs to Travellingbug. All intellectual property rights are reserved. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information obtained from this website. You may only download to your own personal computer for viewing purposes and print out pages from this website for your own personal use.

We are delighted to receive your contributions to the web site (these include your views on the location of placements offered by any Organisation(s) as advertised, or articles, tips, photos, and general feedback comment, or furthermore to notify us of charitable work you feel may benefit from receiving applications facilitated or donations, by us). We point out that the website is internationally accessible and that by contributing in any way to the web site, as above, you are consenting to the publication of your contribution on www.travellingbug.com, on linked Travellingbug sites and on any site or in any medium which Travellingbug deems fit. Travellingbug reserves the right to edit any contributions where necessary.

Please note that any photographs posted on any Travellingbug website may be downloaded and electronically altered by another user of that site. Whilst this is prohibited by the terms of Travellingbug's Copyright Policy, contributors should be aware of this risk before submitting photographs for publication on the site.

Last Updated: 26th of September 2008