



Worldwide Vets Limited

UK non-profit reg: 14590043

USA 501 (c) 3 charity reg: 92-3351721

Ukraine Charitable Trust reg: 449 354 99

Worldwide Volunteers LTD

UK reg 07436749

UK head office: 4 Burges Close, Essex, UK, SS1 3JW

Website: www.worldwide-vets.org

Email: help@worldwide-vets.org

Booking Conditions Contract

Entered into between

Worldwide Vets

Which encompasses Worldwide Vets Limited (UK reg 14590043), our sister organization Worldwide Volunteers LTD (UK reg 07436749), their successors, employees, contractors and assigns.

(Hereinafter referred to as the "Company")

And

Person(s) attending any Project

(Hereinafter referred to as the "Client")

Clients making a payment towards any Project will be deemed to have read and accepted these Booking Conditions, and agree to enter into the contract, consenting to it in its entirety.

THEREFORE, PLEASE READ CAREFULLY.

This contract is entered into by you, the 'Client'. If under 18 years of age, 'Client' refers to both yourself, (the traveller), and your legal guardian, regardless of if they travel, or participate in the Project.

The term 'Project' is utilised to describe any volunteer, eco-tourism experience, course, travel, trips, experience, or excursion sold by the Company or any third party with which they work. If under 18 years of age, 'Client' refers to both yourself, (the traveller), and your legal guardian, regardless of if they travel, or participate in the Project. The Contract is between the Company and the

A booking is accepted and becomes legally binding when the Client pays a non-refundable deposit, full Project fee, or any part thereof, to the Company. It is at this point that this contract between the Company and Client comes into existence. On receipt of your payment, subject to availability and at our discretion, Worldwide Vets will reserve your place on the selected Project(s).

The person making the booking, referred to as the Lead Client, warrants that they have full authority to do so on behalf of all persons named in the booking, and confirms that all such persons are fully aware of and accept these conditions. However, for the avoidance of doubt, the lead passenger confirms their responsibility for all payment due in respect of all persons within the Party.

No agent or employee of the Company other than a director has the authority to vary or omit any of these conditions or promise any discount or refund.

Payment for your Project

The deposit made to secure a Project is non-refundable. The balance of all monies due must be paid to the Company or their agent not later than 90 days before Project start date. Bookings made within 90 days of the Project start date, the full payment is due up front.

The Company will not accept any monies sent by post. The Company reserves the right to pass on any charges relating to returned cheques and credit card charge backs. Payment can be made by online payment or bank transfer, to the account highlighted on the invoice document.

In an effort to retain environmental responsibility and reduce the impact the Company has on the environment, documents relating to the purchase of a Project will be sent by email to the Client.

Failure to make the remaining payment 90 days before your Project start date, or the due date on the invoice if you book within 90 days of travel, will result in immediate termination of the booking with no refund.

Changes by the client

Once your deposit or full fee is paid, any alterations needed to be made to the project will be managed as such

- 3 months remain before the Project start date - the Client can change dates once at no cost, and a 2nd time with an administration fee of £50. A 3rd date change will not be permitted, however the Client can opt to cancel the placement in line with the cancellation policy below.
- Within 3 months of the Project start date -date changes are not permitted. The Client will need to cancel the placement (see cancellation policy below) and rebook a new date at the current selling rate.

If changing to a date when cost of Project is higher than initially booked (e.g. during high season or the next calendar year) the client will be informed and charged the difference, at the time of rescheduling.

Should changes be required on a Project booked at a sale or promotional price after the sale has ended, the client may choose to re-schedule at the current available rate and will be charged the difference at the time of rescheduling.

Whilst every reasonable effort will be made to accommodate changes and additional requests, their availability cannot be guaranteed.

Cancellation by the Client

We strongly suggest you take out trip insurance as soon as you book your project. This may allow you to claim lost funds if you are unable to travel.

The Client may cancel the booking at any time provided that the cancellation is communicated to the Company in writing via an email. Cancellation of the Project will not result in a return of the non-refundable deposit. Any remaining fee that has been paid will be returned based on the time still to lapse before the planned Project start date.

A) 90 + days until your Project start date: the non-refundable deposit stays with your project and everything else you have paid will be refunded to you (minus bank transfer fees).

B) 30 to 90 days until your Project start date: the non-refundable deposit stays with your project, 50% of any other fee paid is refunded to you (minus bank transfer fees).

C) 14 to 30 days until your Project start date: the non-refundable deposit stays with your project, 25% of any other fee paid is refunded to you (minus bank transfer fees).

D) Within 14 days of your Project start date: there is no refund available if you choose to cancel your project.

Substitution of Client

If any member of the Party is prevented from travelling it may be possible to transfer the booking to another suitable person provided that written notice is given at least 30 days prior to departure. A “suitable person” is one who has completed the booking form, presented travel insurance and obtained approval to travel from the Company. An administration fee of GBP 50 will be charged.

Traveller forms

The Client understands the Traveller Form must be returned, fully completed, 3 months before the Project start date.

Bookings made within 3 months of the Project start date, the Traveller Form must be fully completed and returned to the Company no later than two weeks after booking

Bookings made within 2 weeks of the Project start date, the Traveller form must be fully completed and returned to the Company no later than 48 hours after booking

Failure to return the completed form within these timeframes, with no formal written cancellation, will result in immediate termination of the booking with no refunds to the Client.

Changes by the Company

Minor changes:

The Company reserves the right at any time to change any of the facilities and to substitute alternative arrangements of comparable monetary value and standard, without compensation to the Client. The Company’s aim is to operate all projects as advertised but by entering into the Contract the Client accepts that it may prove necessary or advisable to vary or modify Project itinerary or its contents due to prevailing local conditions or any other reason. Examples of minor changes include alteration to the accommodation and alteration of vehicles used for transfers.

Major changes:

In the case of requiring a significantly alternative route, new dates, schedule, location or accommodation, the Client will have the choice of either:

- A) Swapping to a project with a lower cost, and receiving a refund of the difference in price
- B) Swapping to another project of equivalent value, at no cost
- C) Swapping to another project of higher value, and paying the additional cost
- D) Cancelling the project and obtaining a full refund (including the non-refundable deposit)

Force major and low booking numbers

Provided that the major change, prior to departure is classed as “Force Majeure” or “Low Bookings” we will reschedule the dates of the project to ensure your safety and ability to attend. The alterations to later dates will be at no cost. In this case, if you opt not to attend the later dates, the non refundable deposit will be held, and 100% of the remaining fee will be returned to you.

“Force Majeure” includes war, threat of war, riot, civil strife, terrorist activity, natural or nuclear disaster, epidemic and endemic disease outbreak, fire or adverse weather conditions, technical or maintenance problems with transport, closures or congestion at airports or ports, or other similar events beyond the control of the Company.

“Low Bookings” is where the minimum number of passengers to run a Project and make it viable, as set out in the Company’s documentation, is not achieved.

Cancellation by the Company

The Company reserves the right to cancel a project in any circumstances but will not cancel a Project less than 30 days before departure, except for Force Majeure or Low Bookings. In which case the Company will, upon cancellation, return all monies paid including the non-refundable deposit.

Surcharges

The Company reserves the right to increase the Project cost to take account of the following: government action, currency exchange rates, transportation costs (including the cost of fuel). If the surcharge results in a cost rise for the Client, the Company will notify the Client in a timely manner and the Client may then cancel the booking within 7 days of being notified of the surcharge and obtain a full refund, including the non-refundable deposit.

Travel Insurance

The Client MUST take out suitable travel insurance in order to take part in a Project organised by the Company. We strongly suggest you take out trip insurance as soon as you book your project. This may allow you to claim lost funds if you are unable to travel.

If the Client fails to have fully comprehensive travel insurance the Company reserves the right to refuse to provide any service to the client, including arranging or assisting with medical care. The Client understands the company does not hold medical, health or disability insurance to cover the Client. The Client accepts full liability for any such complications.

Clients are wholly responsible for arranging their own insurance. A suitable insurance policy should provide adequate cover in the event of injury, illness, loss of ability or earnings, death, repatriation and medical expenses arising through illness or accident prior to or during the Project and loss of holiday monies through cancellation and curtailment of the Project for insurable reasons. Clients should ensure that there are no exclusion clauses limiting protection for the type of activities in their Project. Clients should satisfy themselves that any travel insurance arranged through the Company or with an external provider is what they require and should arrange supplementary insurance if need be.

Visas & Vaccinations

Clients must ensure that they are aware of all relevant passport and visa requirements and that they allow adequate time to obtain them. Please note that many countries require that passports are valid for six months beyond the period of the Client’s stay. Requirements can change and it is the Clients’ responsibility to ensure that they comply with current passport, visa and health requirements and take all necessary documents with them to gain access to any country or region which forms part of the Project. The Client will be solely responsible for any cost, loss or damage which he or the Company incurs as a result of a failure to obtain all necessary passports, visas and/or vaccinations.

Behavioral Contract. The Worldwide Vets Code Of Conduct

The Company Code Of Conduct is outlined in the table below and in agreeing to this contract the Client agrees to abide by these rules, and consequences, during their time at the Project.

It is the Clients' responsibility to ensure that they and the members of their Party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. If the Client is in breach of the Code Of Conduct, and their stay is terminated, all suppliers, Project providers and the Company, have the right to terminate arrangements made on the Clients' behalf, in which case the Companies responsibility to the Client ceases immediately. The Company and its partners will not be liable for any refunds, compensation or reimbursement, including cost or expenses due to early termination.

Minor Offence	1 st Offence	2 nd Offence
General bad conduct	Verbal warning	Termination
Late for scheduled activity	Verbal warning	Termination
Laziness	Verbal warning	Termination
Failure to attend an activity without just cause	Verbal warning	Termination
Being rude or disrespecting local customs	Verbal warning	Termination
Minor breach of safety rules	Verbal warning	Termination
Discrimination	Verbal warning	Termination
Major Offences		
Theft	Termination	
Drinking on duty, or during the working day	Termination	
Physical relationship with staff or community partners	Termination	
Malicious damage to property	Termination	
Assault	Termination	
Serious breach of safety rules	Termination	
Taking or being under the influence of recreational drugs	Termination	
Failing to declare mental or physical illness that affects your ability to safely participate	Termination	

Age & Fitness

All Clients must satisfy themselves prior to booking that they are physically and mentally fit and able to complete the itinerary of their chosen Project as described by the

Company. Whilst the Company holds on legal age limit, it is the Clients responsibility to ensure they are fit and healthy enough to join the Project. If the Client is not fit or able enough to start or complete the project, all monies paid will be forfeited, and the Company will not be liable to pay any compensation whatsoever to such Client.

No unaccompanied minors (i.e. those under 18 years of age) can be accepted on Project operated by the Company unless they have parental consent, or are accompanied by a parent or a guardian. In both cases the parent or guardian agrees to accept full responsibility for the minor and agrees to the terms and conditions of this document.

Clients agree to accept the authority and decisions of the Company's employees, Project leaders, and agents whilst on Project with the Company. If in the opinion of such person, the health or conduct of a Client before or after the departure appears likely to endanger the safe, comfortable or happy progress of the Project, the Client may be excluded from all or part of the Project, in which case all monies paid will be forfeited and the Company will not be liable to pay any compensation whatsoever to such Client.

Local Laws

All participants in Project operated by the Company are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve the Company of all obligations that it may otherwise have under the Contract.

Seatbelts

Laws relating to the wearing of seatbelt may be non-existent or not enforced in some countries. For this reason local service providers may or may not have seatbelts in vehicles or they may be hidden between seats or underneath protective seat covers. It is expected that where seatbelts are available customers must use them and remain seated at all times while the vehicle is moving. As such, customers acknowledge that seatbelts may not be available and therefore travel at their own risk.

Illness or Disability

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 booking and make arrangements for the provision of any medication or other treatment required during the Project. Failure to make such disclosure will constitute a breach of these Booking Conditions and may result in such persons being excluded from the Project in which case all monies paid will be forfeited and the Company will not be liable to pay any compensation whatsoever.

For persons with pre-existing conditions such as diabetes, cancer, musculoskeletal disease and so on, you should visit a doctor for a personal medical examination obtaining a medical clearance that certifies you as fully able to participate in the Project as described within the company literature specific to your Project or tailored arrangements prior to booking.

Where a clearance is not obtained and either are not allowed to commence the Project locally, or suffer personal injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements.

You are responsible for assessing whether a Project is suitable for you and ensuring you carry a supply of any medications you need for your mental or physical health. The Company does not provide medical, vaccination or prophylactic healthcare or advice. It is your responsibility to assess the risks and requirements of each aspect of the Project based on your own unique circumstances, limitations, fitness level and medical requirements.

Complaints

If the Client has a complaint about any of the Project arrangements, the Client must bring it to the attention of the Project leader and their Worldwide Vets booking agent at the time, so that they may use their reasonable endeavors to rectify the situation. This includes raising the problem to the volunteer manager or other such responsible persons. Failure to complain at the time will affect the Client's ability to claim compensation from the Company.

Responsibility of the Company

The Projects operated or supplied by the Company have been designed to provide participants with an exposure to the true nature of the environment visited and therefore involve an element of potential risk and exposure to potential hazards over and above those associated with normal holidays. All bookings are accepted on the understanding that the Client appreciates such risks and hazards and that they undertake all Projects at their own volition. The Client accepts they will not hold the Company liable for any sickness or personal injury, loss of goods, health or life as a result of any Project they book through the Company or events occurring during their time on Project or travel to or from the Project. The Client agrees to release and forever discharge and hold harmless the Company and its successors and assigns from any liability claims, as well as demands of whatever kind of nature, in either law or equity, that arise or may hereafter arise from participation. Should any clause in this document be found invalid, the invalidity of such clause shall not otherwise effect the remaining provisions of this waiver of liability.

Where the Client suffers death, personal injury, or any other loss whatsoever as a result of an activity forming part of the Project booked with the Company, the Company shall not be liable for such death, personal injury or any other loss suffered whatsoever caused by the fault of its employees, agents, suppliers, sub-contractors or other, or the fault of the client.

If a Client participates in an activity not specifically detailed as included or where the Client signs a waiver to negate an inclusion in the Project operated by the Company, the Client (i) accepts all responsibility for taking part in such an activity, (ii) accepts that no further services will be provided by the Company, with the exception of inclusion waiver activities and (iii) indemnifies the Company against any and all claims related to such an activity.

The Client understands some of our Projects are adventurous by nature and the client accepts that the Project may include travel to remote areas, within developing countries, where events are less predictable than at home. Many of the places visited do not have the same quality of emergency health and safety services that we are used to at home. If you are not prepared for this, you should not travel on these Projects.

This unpredictability means that the itineraries should be seen as statements of intent, rather than as contractual obligations. A variety of factors, including weather, transport difficulties and political instability, might require changes in any itinerary. The Projects

coordinator will make any changes that are necessary. Only rarely will such changes be significant, and every reasonable effort will be made to minimise the effects of the enforced changes. No liability can be accepted for the results of changes or delays, irrespective of how they are caused. Travel insurers may not cover specific activities on their standard insurance policies and the client accepts responsibility for obtaining full comprehensive travel insurance for all activities as outlined in the trip notes of the Project.

External Travel Agents

Any external agent through whom you make a booking, will relay information from you to us and vice versa. The Company is neither responsible for any failure by your agent to do this properly or in good time, nor for any advice given to you by your agent that did not originate from the Company.

Special Requests

If the Client has any special requests, he should inform the Company at the time of booking. The Company and its suppliers will try to meet such requests but, as these do not form part of the Contract, the Company does not guarantee to do so. If the Company confirms that a special request has been noted or passed to the supplier or refers to it on the confirmation invoice or elsewhere, this is not a guarantee to meet it. The Client will not be specifically notified if a special request cannot be met. The Company does not accept bookings which are conditional on the fulfilment of any special request.

Flights

The client is required to book and manage their own flights to the project arrival airport as detailed in the pre-departure documents. The checking of flight times, alterations and cancellations are the responsibility of the Client and the Company accepts no responsibility for errors made by the Client. The Company accepts no responsibility for any actions or events of the airline through which you book, including changes to a departure/arrival time previously given by the airline. The Company is not responsible for any losses suffered if the Client is delayed and misses any flights- these matters are in the sole discretion of the airline concerned. If the specified arrival transfer time (outlined in the pre-departure document) is missed, the Client is liable for extra costs that will be paid in local currency to the coordinators on the ground, in order to arrange you a 'private transfer' to the project location.

Every effort will be made to return you to the airport for returning flights with 2 hours to go before departure. The Company is not responsible for any costs incurred or any losses suffered should the Client miss an onward flight due to the actions of the Company or the coordinators on the ground.

Products sold in Country

Some products/services detailed on our website, for example additional accommodation and bolt ons, can be purchased locally, subject to availability. The cost of products/services paid locally may differ from those paid prior to travel. Prevailing and fluctuating exchange rates combined with a merchant fee (if paying via credit card) may contribute towards an increase or decrease in the amount paid. No refund of the difference will be offered by the Company.

Media Release

Worldwide Vets and the project managers periodically use photographs and/or video footage taken at project locations by staff and/or volunteers or interns in order to market and advertise projects worldwide and for social media purposes. The Client grants permission for the Company, partners, affiliates or any other organisation whom the Company deems suitable to share media with, to use their image and the sound of their voice as recorded on photographs or film. The Client understands that my image may be edited, copied, published or distributed for purposes not limited to marketing, advertising, website and online social media and video publications. The Client agrees the Company has the right to use any photographs or videos taken by the Client if they are deposited on any Worldwide Vets or associated organisation's computer/media device, uploaded on a social media account or shared with any Worldwide Vets staff, Projects or associates.

Privacy Policy

In order to process your booking, the Company needs to collect certain personal details from you. These details will usually include the names and addresses of party members, credit/debit or other payment details and special requirements such as those relating to any disability or medical condition that may affect the Project arrangements. We take full responsibility for ensuring that proper security measures are in place to protect your information.

We must pass some information on to the relevant suppliers of your travel arrangements (airlines, hotels, transport companies etc.). Such suppliers may be outside continental Europe if your Project is to take place or involve suppliers outside these countries. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law.

Except where expressly permitted by the Data Protection Act 1998, the Company will only deal with the personal details you give to the Company as set out above unless you agree otherwise. We may make contact with you or members of your Project party by post, e-mail, or telephone for the purposes set out. We will also use your information to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future then please let us know as soon as possible by e-mail. If we do contact you by e-mail about our new brochures or special offers, you will also be able to unsubscribe yourself from our database at this time.

Entire Agreement

The Contract constituted by the Company's acceptance of the Client's booking subject to these Booking Conditions shall constitute the entire agreement between the Client and the Company in relation to the relevant booking, and shall exclude all other terms and conditions (except for the relevant suppliers' conditions and any applicable international conventions) and shall supersede all prior or contemporaneous communication or information provided.

Governing Law

The Contract (incorporating these Booking Conditions) and all matters arising from it, is subject to English Law and the exclusive jurisdiction of the English Courts.

Agreement to this contract

By sending your non-refundable deposit, full payment or any part thereof to the Company, you are agreeing to the terms and conditions of this contract. No signature or witness is required to enter this contract as the deed of sending the funds constitutes your agreement to all terms and conditions in this document.

