



Terms and Conditions

The following Terms and Conditions ("terms") explain the service with which you are provided by Latitude Global Volunteering Canada and its affiliates ("Latitude"), and what we in turn expect from you as a selected volunteer ("Volunteer"). All references to 'we', 'us' and 'our' refer to Latitude. All references to 'you' are to the Volunteer, who must be at least 17 years old when your Latitude placement begins.

FUNCTIONS AND SERVICES

- The functions of Latitude are:
 - To arrange voluntary work experience placements and accommodation overseas for young people
 - To provide information relating to these placements
- The services Latitude provides to the Volunteer are as follows:
 - A managed selection process
 - The identification and vetting of suitable voluntary work experience placements overseas
 - Matching the Volunteer to a suitable placement
 - Assistance with visa, travel and insurance arrangements
 - Support and briefing before departure, including training as appropriate
 - In-country support that balances independence with a duty of care
 - Contact details of all relevant Latitude staff

LIABILITIES

3. Latitude takes all reasonable steps to ensure that the information given is accurate and any placement is satisfactorily arranged. The liability of Latitude, its agents or subcontractors, under or in connection with these terms, whether in contract, negligence, breach of statutory duty or otherwise, shall in respect of each event or connected event be limited to one million pounds and in no circumstances shall Latitude be liable to the Volunteer or any third party for loss of profits or other indirect or consequential loss howsoever arising.

4. Notwithstanding the above Latitude does not seek to exclude or limit any liability for death or personal injury caused by negligence on its part or for any other loss or damage for which it is not legally permissible to exclude or restrict liability. While Latitude has a duty of care to ensure the Volunteer's safety, it is not liable for loss or damage suffered as a result of events beyond the control of Latitude.

OBLIGATIONS

- The Volunteer has an obligation both to the Host Organisation ("the Host") offering the placement and to Latitude to carry out duties as agreed when the offer of a placement is accepted. The Volunteer must abide by the Host's code of conduct/rules and fulfil the duties assigned to the best of his/her abilities, behaving responsibly at all times and co-operating with other staff/volunteers on the relevant project. The Volunteer must inform the Host of any absence from duties.
- The Volunteer must abide by the Latitude Code of Conduct
- If the Volunteer wishes to leave the placement before the agreed finish date, he/she must discuss this with the Host and notify in writing the Latitude Canada Manager. If the Volunteer leaves the placement without the consent of the Host or Latitude, he/she will cease to be under the auspices of Latitude. In this case his/her visa may become invalid.
- If the Host terminates the Volunteer's placement before the agreed finish date, the Volunteer must inform the Latitude Canada Manager. After investigating the circumstances, Latitude will then take reasonable steps to assist the Volunteer, where such assistance is appropriate.
- If the Volunteer experiences a problem with his/her placement, he/she must discuss this in the first instance with the Host. If the matter cannot be satisfactorily resolved, the Volunteer must raise the matter with Latitude's local representative and then the Latitude Canada Manager. If the local representative is not available, the Volunteer should contact the Latitude Canada Manager at 644 East 24th Ave, Vancouver, B.C., V5V 2A4. Tel: 604-569-3160
- Other than in the circumstances stated below or where required to do so by law, Latitude will not disclose to the Volunteer's parent / guardian or next of kin any information relating to a Volunteer or his/her activities on the placement without obtaining the Volunteer's prior consent, unless the Volunteer has already involved them via written or oral communication.
- All monies owing to Latitude must be paid 40 days before the departure of the Volunteer. Failure to pay may invalidate the Volunteer's placement.
- You may be subject to background checks if your placement involves working with children or those who are old, sick or vulnerable.

I agree to abide by these terms and conditions:

FULL NAME (Printed clearly):

SIGNED:

CANADA OFFICE:
 Latitude Global Volunteering Canada,
 644 East 24 Ave., Vancouver, B.C. V5V 2A4
 Tel: 604-569-3160 Fax: 604-569-3161
 Email: info@latitudecanada.org

DATA PROTECTION

13. Latitude reserves the right to transfer the personal details of a Volunteer to third parties for the following purposes:

- Disclosure of information to the Volunteer's parent / guardian or next of kin in the case of an emergency or in any circumstances where Latitude reasonably believes that the Volunteer's vital interests are threatened.
- Transfer of personal details for the purpose of obtaining a medical check to confirm whether the Volunteer's health is suitable to the placement offered.
- Transfer of contact details to fellow volunteers going to the country of the Volunteer's placement.
- Transfer of personal details to hosts overseas.
- Maintenance of personal data in the Latitude database and allowing the Volunteer to be kept involved with Latitude's work through the Promotions Officer Scheme and Alumni Club if they so wish.

The Volunteer should notify Latitude in writing if he/she does not want their details passed to any third parties for any of the above purposes.

LATTITUDE'S COMPLAINTS PROCEDURE

14. Most problems should be resolved by prior discussion with the Latitude Canada Manager or relevant Latitude staff at our Head Office. If the Volunteer feels that his/her problem has not been adequately dealt with, he/she should send a written complaint to the CEO who is also based at our Head Office. Letters of complaint will be acknowledged within three days. A full reply may take up to 28 days if overseas personnel need to be contacted. The Volunteer may be invited to a meeting at our Head Office or Canada Office to discuss the complaint.

CANCELLATION CHARGES

15. The Deposit is refundable up to 90 days before departure. In the event of cancellation by the Volunteer, the amount of the Latitude Fee that is payable is dependent on the date of receipt of written notice in line with the following:

Notice of withdrawal	Cancellation Charge
8-12 weeks before departure	50% of Fee
4-8 weeks before departure	75% of Fee
Less than 4 weeks before departure	100% of Fee

16. If the placement originally offered to a Volunteer becomes unavailable for some reason, Latitude will make every effort to find a comparable alternative placement for the Volunteer. If Latitude is unable to offer the Volunteer a satisfactory alternative placement, a refund of the full balance of their Latitude Fee, including Deposit, will be offered to the Volunteer.

INSURANCE

17. The Volunteer must be adequately insured and must provide Latitude with evidence of suitable cover. Latitude has negotiated with an insurance company to provide an appropriate level of cover for the type of activities volunteers are likely to be involved in. If volunteers decline to take this they must provide evidence of the same level (or better) cover to ensure Latitude can respond effectively in an emergency situation.

NOTICES

18. Notices may be given to Latitude at its Canada or Head Office and by Latitude to the Volunteer at the address that he/she has advised Latitude as being his/her permanent address.

APPLICABLE LAW

19. These terms shall be governed by the laws of both Canada and England and Wales or any other country the volunteer may be placed in and the Volunteer submits to the jurisdiction of the relevant courts although Latitude shall have the right to institute or enforce proceedings in any other court which has jurisdiction.

DATE:

LATTITUDE.

VOLUNTEER CODE OF CONDUCT

- As a volunteer you will be treated and viewed as a member of staff by those you work with and alongside. As such you need to act in a responsible and professional manner at all times during your placement.
- It is our expectation that you fulfil the entirety of your commitment to your placement. By failing to do so you are letting your host, Lattitude and yourself down.
- Challenge yourself, be constantly willing to help and make a difference. Remember that volunteering is a selfless act where aiding others is more important than personal gain.
- The ultimate responsibility for your health and well-being lies with you. Be sensible in your actions and do not take unnecessary risks.
- Be considerate and treat your partner, fellow volunteers and host with respect. Show adaptability, resourcefulness and maturity and look for compromise if conflict arises.
- Be open minded with regard to cultural differences and respectful of the environment you live in. This applies to the way you dress, your use of language and the way you behave.
- Please follow the rules at your placement and always question whether your actions are appropriate to your circumstance.
- Always follow advice given by your host or local people. By ignoring it you could place yourself and others in danger.
- It is common sense, but any form of drug-taking is unacceptable and will result in instant dismissal. We are powerless to assist you if you are arrested for drug use.
- Always consult with your host and ask in advance should you wish to take some leave. Ensure you provide a contact number and a rough plan of your travel itinerary for use in the event of an emergency. It is not acceptable to return to your placement late after a period of holiday unless due to unforeseen circumstance. If this is the case please contact your host as a matter of courtesy.
- If you have a problem on placement, your host and we cannot try and resolve it unless you inform us. Always look to actively seek solutions with your host and local representative. If the issue is still not resolved to your satisfaction then contact your Project Manager. Do not worry your parents/guardians unnecessarily.
- If you wish to end your placement, you must follow the procedure in the Terms and Conditions. If you leave your placement before the agreed departure date (other than in extenuating circumstances) you will no longer be under the auspices of Lattitude and in some countries your visa will become invalid.
- Under the terms of a volunteering visa you are not allowed to seek paid employment in the country of your placement.
- Please check travel advice regularly and be aware of local events and their developments. If you feel unsafe or need advice then contact your host or a member of staff immediately

I acknowledge that I have read and understood this Code of Conduct.

FULL NAME (Printed clearly):

SIGNED: