



## MOZAMBIQUE

Project pages

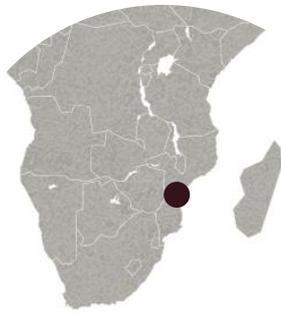
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The world is only just beginning to uncover the treasures that Mozambique and its crystal waters have to offer.

On the South-east coast of Africa, just above South Africa, lies this former Portuguese colony.

It's coastal regions host stunning beaches, the occasional hippo, and world-renowned diving sites which are said to be to be one of the best places on earth to see the mighty whale shark - the biggest fish in the world. For adventure seekers, the Zambezi region in the north is considered one of Africa's final frontiers.

After years of civil war, Mozambique has seen peace now since 1992 and while the economy is strengthening, it remains one of the poorest and most underdeveloped countries in the world. With low life expectancy and high infant mortality rates. Community projects in Mozambique are invaluable and make a real impact on the lives of the people here.

#### Life outside of the project

Whether you are based in Vilanculos or Tofo you will not be far away from a stunning beach. During evening times after work, you can relax on the beautiful beach which is literally on your doorstep. At weekends there are plenty of things to do from Scuba Diving and sailing safaris to Bazaruto Island to deep sea fishing or horseback riding on the beach. There's plenty to keep you occupied in your free time!

## Mozambique



### Weather

**Average temperature:** 28°C

**Wet season:** October - March

**Dry season:** April - September

**Hurricane season:** November - April

# African Marine and Wildlife Volunteer Adventure Tour

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## Overview

Have an incredible close-up experience travelling and seeing species in their natural habitats on this African Marine and Wildlife Volunteer Adventure Tour. You will learn about the underwater world and marine research in Mozambique and also gain an international diving qualification. In Kruger, you will see the Big 5 and more such as the wild dog on a 5-day safari with field guides who share with you the challenges facing endangered and captivating species. In Eswatini, you will experience the savanna, monitoring species such as guinea fowl, tortoises, birds of prey, bats and more. If you are studying marine biology, zoology, conservation or wildlife management or are just passionate about wildlife, this tour is perfect for you. Join us for an adventure of a lifetime where you will make new friends, gain new skills and learn an incredible amount about wildlife.

## Trip Itinerary

Supported by an experienced team of guides and working with qualified local experts you will get to see some of the best species that southern Africa has to offer on this incredible marine and wildlife volunteer tour. Not only will you have an amazing travel experience, you will also be able to contribute to regional wildlife conservation research and conservation efforts.

### Week 1 - 4 Mozambique

Here you will gain an international diving certification and learn marine monitoring and data collection techniques. Your work will contribute to larger research initiatives. Weekends you can relax on the beach, learn to surf, go horse riding, explore the local market and more.

### Week 5 - Eswatini and Kruger

In Eswatini, you can participate in cultural activities and even hike the mountains or explore the valleys on quad bike or bicycle. If you need a taste of home go to the cinema or head for a local coffee shop! In Kruger, you will have the opportunity to see lions, elephant, giraffes, buffalo, rhino, leopard and cheetah and meet species you have not seen before including camping 4 nights in the wild!

The entire trip takes 35 days, with you returning home on Day 36.

## Project location

### Mozambique

One of Africa's up-and-coming hot-spots, with stunning beaches, excellent diving and magical offshore islands. It's one of Africa's rising stars, with an upbeat atmosphere, overflowing markets and a 2500 kms coastline waiting to be discovered. Sunshine, blue skies and temperatures averaging between 24°C and 27°C along the coast are the norm, except during the rainy summer season from about December/January through to April when everything gets soggy and sticky, and temperatures exceed 30°C in some areas.

### Kruger National Park

In the middle of your trip, here you will embark on a 5-day, 4-night camping safari in the heart of South Africa's Kruger National Park. This includes unlimited game drives to explore just some of the wildlife that the 20,000 km<sup>2</sup> Kruger National Park has to offer. With the help of a trained tour guide, you'll be able to venture through the vast wilderness in search of Africa's Big 5. From lions to elephants, rhinos, buffalos and leopards, Kruger has it all. During the tour, you will also have the opportunity to take part in either a sunset or a night drive around the park to seek out some nocturnal wildlife.

### Eswatini

The smallest country in the entire southern hemisphere, but also one of the most interesting where you can be guaranteed some fun and adventure. Eswatini, formerly known as Swaziland, is a microcosm of Africa with strong traditions, vibrant cultural festivals and friendly laid-back people. It is a country of scenic beauty and huge possibility being strategically located between South Africa and Mozambique and having a relatively well-developed infrastructure. If you are here in May you may be able to attend the Bushfire Festival, a music and cultural festival not to be missed!

## Project facts

**Duration:** 5 weeks or 6 weeks

More can be arranged, please speak to your advisors for details and cost

**Location:** Tofo Bay, Mozambique; Mbuluzi, Eswatini; Kruger National Park, South Africa

**Requirements:** 18+, able swimmer

**Tour activities:** International Open Water or Advanced Diving course; half-day walking tour in Eswatini plus many optional activities available; 5-day camping safari in Kruger National Park  
**Volunteer activities:** marine research and coral monitoring, data collection, photography of wildlife, beach clean-ups and more

**Working hours:** 08:30-15:30

**Project availability:** project runs from January to October. RECRUITING FOR EARLY 2021

**Arrival day:** first Monday of the months of January through October ONLY

## What's included

**Accommodation:** All accommodation throughout your program

**Meals:** All meals

**Airport pick up:** Airport pick up and drop off at Inhambane International Airport

**Excursion Planning:** -

Orientation upon arrival

International Open Water course (or advanced course, or research dives for an equivalent value)

Project equipment

Project activities including boat launches for snorkelling and research dives

Guided walking tour of traditional and cultural capital of Swaziland

5 day camping safari in Kruger National Park

Night drive in Kruger Park Experienced tour guides throughout

## What's not

Flights

Insurance

Visas

Transfers to and from the airport not on scheduled arrival and departure days.

Additional dive training, including a scuba assessment for qualified divers who haven't dived in the last 6 months

# Marine Research and Whale Shark Conservation including Padi Diving Course

MOZAMBIQUE

## The project

Volunteer in Mozambique on the Marine Research and Whale Shark Conservation Project and help with hands-on whale shark research, coral reef monitoring, humpbacked whale monitoring and turtle nest surveys. Explore one of Africa's best scuba diving destinations with a PADI or SSI Dive Course, which is included in the project (project to decide on the course).

The Marine Research and Whale Shark Conservation Project involves gathering field data on whale sharks, coral reefs, manta rays and other marine biodiversity to make recommendations for improving the conservation of marine life as well as creating general awareness about the marine environment. In recent months, the number of whale shark sightings has dropped and it is essential that the monitoring and conservation of marine habitats and wildlife continue to try to establish the cause of this change in behaviour. The project collaborates with a number of international marine research bodies including the Ecocean global whale shark database.

## Role of the volunteer

As a volunteer, you will help carry out the marine research and monitoring activities for the project under the guidance of our project co-ordinating project scientists. You will join other volunteers on the project to collect the data via beach walks, boat surveys, swims and scuba dives off the coastline of Tofo in Mozambique. For those of you who volunteer for 4 weeks or longer, you will have the opportunity to participate in a seahorse and biodiversity monitoring trip. You can expect an excellent diving, snorkelling and beach experience whilst gaining first-hand marine research skills and contributing to a worthwhile project.

## Skills required

In order to carry out these activities you will need to be a capable swimmer (swim 100m unassisted), snorkel and it would be advantageous if you are able to hold your breath to dive down. In order to carry out these activities, you will need to be capable of equalising your ear pressure and willing to learn to scuba dive. A four-day internationally recognized open water diving course (PADI or SSI) is provided as part of this project to train you to be able to carry out this coral reef monitoring. If you already have this qualification you may do an advanced open water diving course instead or an equivalent number of extra research dives. Beginner divers need to volunteer for a minimum of 3 weeks to maximise their time spent on conservation volunteer activities.

## Why choose this project

- ✔ Learn about whale sharks, the oceans biggest fish, swim next to these harmless species, observe the population dynamics and learn about its threats.
- ✔ Discover marine life and the threat that the coral reef is under threat due to exploitation, bleaching, alien invasive species and other ecological changes associated with tourism and other human activities.
- ✔ Monitor the condition of coral reefs in the Tofo area using methods based on the international reef check program. This involves doing scuba diving transects along the reefs and recording coral cover and indicator species of fish in one of Africa's best diving destinations.

## Project location

You will be placed in Tofo beach, located on the eastern shores of Inhambane Peninsula and 22km outside Inhambane City. There is an array of marine life in Tofo and you may get the opportunity to see whale sharks, giant manta rays and turtles amongst the magnificent coral reefs so close to the beach, making snorkelling and scuba diving in Tofo a very popular activity.

Much of the entertainment here is based around the beautiful waters. So you can sail via Dhow safari to the Bazaruto Islands, or go deep sea fishing. During the evening time you can sample some of the beachfront seafood restaurants. The volunteer beach house is situated a 5 minute from the beach and local market. There are very basic shops, a few restaurants and bars and a number of beach activities available close-by.

## Project facts

**Duration:** 2-8 weeks

**Requirements:** age 18+

**Location:** Tofo, Mozambique

**Project activities:** whale shark and manta ray research, data collection, underwater photography, GPS positioning, coral reef monitoring; internationally recognised qualification for beginners or open water divers.

**Working hours:** 08:30 – 15:00, Monday – Friday (weather dependent)

**Project Availability:** project runs from January to October. RECRUITING FOR EARLY 2021

**Arrival day:** first Monday of the months of January through October ONLY

## What's included

**Accommodation:** Shared room in a volunteer house.

**Meals:** 3 a day (volunteers help to cook)

**Airport pick up:** Airport pick up and drop off at Inhambane Airport

**Training:** Pre-departure information pack, on-site orientation and project induction provided

**Support:** On-site coordinator providing 24 hour support

**Excursion Planning:** Staff help organise weekend activities. (Activity price may be extra) Trips include snorkelling safaris and horse riding on the beach.

Internationally recognised scuba diving open water course and qualification.

Other improvement courses for those qualified divers

Daily transfers to and from your project.

## What's not

Flights

Insurance

Visas

Additional dive training, including a scuba assessment for qualified divers who haven't dived in the last 6 months

## Project Costs for Mozambique

COUNTRY	PROJECT	2 WEEKS PRICING		4 WEEKS PRICING		EXTRA WEEKLY PRICING	
		Price GBP (£)	Price USD (\$)	Price GBP (£)	Price USD (\$)	Price GBP (£)	Price USD (\$)
Mozambique	African Marine and Wildlife Volunteer Adventure Tour	NA	NA	£3138	\$4898	NA	NA
Mozambique	Marine Research and Whale Shark Conservation including Padi Diving Course	NA	NA	£2553	\$3986	NA	NA

# Program Agreement, Terms and Conditions

Thank you for choosing to apply for placement on a Kaya programme. We are committed to providing you the best support as you prepare for the experience of a lifetime, which is why we have laid down the following terms and conditions. By checking the agreement of these terms and conditions you have accepted to abide by the rules laid down in this agreement, and we suggest that you read the details carefully and speak to us if you require any further clarification. Please note there may be additional conditions that apply to individual placements.

## Program Agreement Terms and Conditions

**NOTE: The current terms outlined include temporary accommodations made to address the current Covid-19 global pandemic. We have called these Kaya Amended Coronavirus Terms – Kaya ACT. These temporary terms are outlined alongside Kaya regular terms and conditions and may be amended at any time. These are all shown in red for easy identification.**

## Deadlines, Dates and Prices

Applications are accepted throughout the year and are subject to limited space availability. Programs are priced individually and displayed on the Kaya website alongside each project. Deadlines are based on the dates of the desired placement. Some programs and project placements fill up prior to their published application deadlines. Apply early to secure your space. Important deadlines for the Kaya Programs are:

### Early Application

Application can be made up to 1 year in advance, however, arrangement and communication of the program specifics will commence 2-3 months prior to program start.

### Application Deadline

Programs have varying deadlines. Most are around 3 months prior to the program start. Last-minute bookings will be considered on an individual basis. Last-minute bookings are advised that their placement arrangements may require more flexibility to accommodate.

### Total Fee Due

60 days prior to program start – unless specified for a particular project

### Late Payment

Payment deadlines are displayed on the invoices provided. It is important to meet these deadlines to secure your placement, and missing these deadlines may result in the cancellation of your placement. Where a payment extension is requested, this will be considered on a case-by-case basis and will incur a late payment fee of £35/\$60 basis.

Program Start and Finish Dates, Current Prices, and “What’s Included” are displayed on the Kaya website alongside each project. Details shown on printed materials are subject to change. Projects prices are reviewed annually and bookings for the following year may differ from those listed. Payments may be made in GBP or US\$.

## Application Instructions

Apply online: <https://www.kayavolunteer.com/book-now>

At the time of initial application, an application fee of GBP£75/ US\$95 is requested. This fee will be deducted from your total program fees. This is a non-refundable fee that enables us to process your application and ensures we work to match you with the best possible placement for your skills, interest, and needs. In the event that the application is rejected by Kaya, this payment will be returned in full. You will be provided the option to “speak to an advisor before submitting your fee”, but please note that your application may not be completed until payment of this fee is received.

Upon receipt of the application form and fee, we will contact you to arrange an online interview, work with our in-country teams to review your information, and offer you a placement in line with your request. Kaya will contact all applicants within 2 weeks of receipt of the application.

**Confirming your placement:** Once a placement is offered, you will have the option to confirm your placement and dates, and reserve your space with a confirmation fee of GBP£150/ US\$250. This fee will be deducted from your total program fees.

**Kaya ACT:** During the Covid pandemic, this payment will not be requested until travel to that country is possible (the host country borders open to you, and your home country is allowing travel to the host country). These will be deferred until confirmation of travel dates can be provided, at which time applicants may decide whether to proceed with, or cancel their application.

Until your confirmation fee is received we cannot guarantee your space on the program. See Trip Cancellation & Refund Policy below for further details.

**Additional deposit fees:** A small number of our programs have an additional deposit applied by our in-country project partners. You will be notified of this on initial inquiry if this exists for your program. Any payments made will be applied toward the total program fee. These additional deposits are non-refundable in all cases but can be applied to future participation for that specific placement if your placement dates need to be moved.

## Trip Cancellation & Refund Policy

Kaya reserves the right to cancel any program if there are insufficient registrants (where minimum numbers apply) or if Kaya determines it is in the best interest of the applicant's safety and quality of programming to cancel the program. Kaya is not responsible for other costs incurred by applicants preparing for the trip. Should a program be canceled by Kaya, for any reason, applicants will be offered the option of positions in other Kaya Programs or a full refund on all fees paid, minus application fees and bank charges.

**For participants wishing to cancel or shorten their program, the following terms apply:**

- Application fees are non-refundable in all instances for successful applicants. Unsuccessful applicants will be fully refunded.
- Additional deposits, where applicable, are also non-refundable in all instances.
- Confirmation fees: If you decide to cancel, for any reason, any time up to 61 days before travel, we will provide a 50% refund, less application fee, and bank fees.

If the travel status of your program changes prior to your travel dates, and those are likely to interrupt your travel at your booked program time, we will provide a full refund, less application fee, and bank fees. Cancellations made within 60 days before departure will make confirmation fees non-refundable.

- Program fee balance – Payment of all remaining program fees are due 60 days prior to your program start date. Payment of program balance fees prior to this deadline are fully refundable up to 61 days before departure (minus any bank fees incurred). Payments not received by this deadline may result in the cancellation of your program or a late payment surcharge of £35/\$60.

If the travel status of your program changes prior to your travel dates, and those are likely to interrupt your travel at the booked program time, we will provide a full refund, less application fee, and bank fees.

- Under our standard terms, if you decide to cancel or shorten your program within 60 days of your program start, no refunds will be provided.

Individuals who cancel or shorten their program, for any reason (including health, bereavement, and visa issues) less than 60 days prior to the program start or during the program will not receive any refund, and we encourage you to approach your travel insurance to seek compensation in this instance. We are happy to provide proof of payment and cancellation if required. Travel insurance with trip cancellation coverage is strongly encouraged for this reason.

- **Kaya ACT:** Due to the impacts of Covid-19, for programs planned for 2021 we will be providing a more flexible cancellation policy. For programs with start dates in 2021, if you decide to cancel between 60-31 days prior to travel, a 50% refund less application fee and bank fees will be provided. Some programs are exempt from this flexible arrangement and you will be notified of this upon booking. After 30 days, no refunds will be provided.
- **Date Flexibility** – Participants will be permitted to change program dates any time until 2 weeks prior to departure, for any reason, for no additional fees. Last-minute changes will be considered on a case-by-case basis. New dates will be subject to availability. Programs being delayed to a future year may incur program fee increases. Dates must be changed prior to payment deadlines for “payment due” dates to be amended.

# Program Agreement, Terms and Conditions

- If the Participant cancels for any reason, the Participant must notify Kaya in writing. The cancellation will be effective upon receipt of the written notification by Kaya to [info@kayavolunteer.com](mailto:info@kayavolunteer.com). Careful planning goes into developing volunteer and intern programs for every individual applicant. As a result, Kaya and our host communities and partners incur substantial administrative and planning costs, including accommodation reservation fees, prior to the start of each program.
- Kaya strives to ensure sustainable projects and quality programs for Participants. The Refund Policy is defined in an effort to protect and accomplish these goals. Kaya deals with each situation fairly, in consideration of well-established policies, and with the best interests of community members and Participants in mind.

## Date and Project Changes

Upon application, you will receive an interview in which your placement and program dates will be discussed. When you confirm your placement and pay your confirmation fees, we will agree program dates against which your placement will be held. We encourage you to stick to these as the projects plan around your participation. Under standard terms, one (1) date or program change made prior to 60 days before departure will be accommodated for, at no charge, subject to availability. Placements moved to the following year may be subject to price increases. After 1 change has been accommodated for, any future changes made will be subject to an administration charge of GBP£40 / USD\$70 – payable at the time of change. For project changes where the original project incurred an additional deposit, the additional deposit amount will NOT be transferable to your new project.

Date changes requested within 60 days prior to departure will be considered on an individual basis, the original payment deadlines will apply and changes will be subject to an administration charge of GBP£40 / USD\$70 – payable at the time of change. Placement changes within 60 days prior to departure are typically not accommodated for, due to project commitments made at that time.

**Under Kaya ACT, the 60-day deadline outlined for changing program dates without a fee has been reduced to 14 days, with further flexibility considered as a result of travel bans and advisories in place at the time of your placement.**

## Age

Participants must be aged 18 years over at the time of pick up, unless expressly agreed in advance by Kaya. Kaya reserves the right to cancel any application or terminate any placement, without refund, if false proof of age is found to have been supplied.

For participants under 18yrs, who have been accepted onto a Kaya program, parental consent is required and participants agree to our Code of Conduct, which includes strict policies about alcohol consumption. Where accepted, participants under 18yrs will not be offered any different or additional service or treatment to other participants. All participants under 18yrs must participate in an interview and require a reference from a professional person who has known them for over 2 years.

## Program Flexibility

Kaya programs are different from travel or adventure programs. Each development project and work experience placement is unique and often cannot be implemented exactly as planned for a variety of reasons. Itineraries shown are a guide and the order of activities may be shifted in line with factors, including, but not limited to the weather, changing project needs, local regulations and individual situations. Project activities shown cover most areas that you may be asked to get involved, but additional activities may arise that require your assistance and not all activities shown may be carried out in the period of your stay. Applicants are advised that these variables may require changes before or during a program. Part of the challenge and growth opportunity is in adapting to changing conditions and overcoming the obstacles they may present.

## Legal Jurisdiction, Release of Liability and Assumption of Risks

### UK and European Participants:

Participants from the UK and European countries booking their placements on [kayavolunteer.com](http://kayavolunteer.com) enter a contract with Kaya Responsible Travel Ltd., of The Arches, North Campus, Sackville St, Manchester, a company registered in England and Wales (company number 6885700). This contract is governed by English law under the exclusive jurisdiction of English courts.

### Participants from North America and other Non-European countries:

Participants from North America and other Non-European countries booking their placements on [kayavolunteer.com](http://kayavolunteer.com) enter a contract with Kaya Responsible Travel Ltd, part of the Global Educators Inc consortium of 3 Ferry Street, Studio 3-West, Easthampton, MA, a company registered in the state of Massachusetts, USA. This contract is governed by the laws of the State of Massachusetts, U.S.A., excluding Massachusetts's conflict of laws rules, regardless of your location. You hereby expressly consent to exclusive jurisdiction and venue in the federal and state courts located in Massachusetts U.S.A., for all matters or disputes arising out of or relating to these Terms and Conditions or your access or use of the Website.

### All Participants:

In organising and managing volunteer projects, work experience placements, group programs, and courses, Kaya, its agents, employees, and staff give notice that they act solely on behalf of and for the benefit of the participants, on the express agreement that Kaya shall not be liable, financially or otherwise, for non-performance or unsatisfactory service; for the injury to persons including death, for loss of or damage to property, for accident or delay, and/or for expenses arising from strikes, weather, quarantine, sickness, government regulation, civil unrest or war, or from any act or omission of Kaya agents or employees, and/or airline, mail services, rail, bus company, vehicle rental entity, hotel, restaurant, or other suppliers of service.

By submitting this application form the participant assumes all of these risks and agrees to indemnify Kaya, its officers, directors, and employees harmless for any and all liability that may arise in connection with participation in the Kaya Programs. Kaya reserves the right to refuse any applicant admission to any program if he or she is deemed ill-suited for the program. Important program information will be sent to the email address provided on the application. Photographs, videotapes, and/or statements of participants may be used in promoting Kaya. Kaya publishes program and project photos on a regular basis on the Kaya website. These photos and videos are available for participants, friends, family, and interested individuals to download, email, or print for personal use. Photography usage for distribution purposes will be considered on an individual basis on application to Kaya.

Participants accept that they will be subjected to various physical and emotional demands and accept that the standard of living, including food, hygiene and accommodation in the relevant country may be below the general standards of their own country. The Participant also understands that certain risks may arise, including, but not limited to, hazards of traveling in remote areas; travel by automobile, van, bus, airplane, boat, train or any other means of conveyance; the forces of nature; civil disturbances; national or international conflicts; terrorism; arbitrary itinerary changes made by foreign governments or vendors; dive related accidents, boat accidents; interacting with dangerous wildlife; personal injury or illness from the local environment; accident or illness in remote locations without immediate evacuation or medical facilities; or negligent acts of third parties. The Participant asserts that they know, understands and appreciate these and other risks inherent in the program, agrees that participation is completely voluntary and assumes all risk associated with the program.

Kaya shall have no responsibility for any activities undertaken by the Participant outside the scope of those directly relating to the program, including activities that may have been recommended by Kaya staff, or it's partners, within the location. For all excursion activities, Kaya acts as an agent, not a principle of the activity. Any information provided by Kaya, including but not limited to information about visas, vaccinations, healthcare, climate, group sizes and packing requirements is given in good faith for information and educational purposes only but without responsibility on the part of Kaya or it's partners.

## Travel Documents and Insurance

All participants must possess a valid passport for their Kaya trip. Participants are responsible for any costs associated with visas, airport taxes, obtaining the proper travel documents for their trip, and changes to flight itineraries. All participants must have valid, comprehensive health and travel insurance during the time of their program covering risks associated with a 'Force Majeur' event, medical emergencies and repatriation. Details of insurance must be supplied to Kaya prior to commencement of any program. Kaya reserves the right to refuse entry to programs if insurance details are not supplied.

# Program Agreement, Terms and Conditions

## Behavioural Expectations

By joining a Kaya Program, the participant assumes certain obligations to Kaya, its community, and other program participants. If on-site program directors determine a participant fails to meet the behavioural expectations set out in this contract and within Kaya's Code of Conduct document, that participant will be asked to leave the program. Participants asked to leave under these circumstances will not receive a refund. In addition to other program responsibilities, as a program participant you are responsible for:

- Being in sufficient good health to undertake the program.
- Acting in an appropriate and respectful manner towards the local people, fellow travellers, program participants, and staff in accordance with the customs, laws, regulations, and ordinances of the country of placement.
- Following all health and safety protocols and precautions outlined by ground-team members.
- Communicating effectively your interests, skills, limitations, and needs to home community members and program staff members.

## Disclosure

All participants must disclose at the time of application any pre-existing or existing medical conditions (including depression and eating disorders) and disabilities. Some placements may require doctor's notes as a requirement for participation – some of which may be dictated by legal requirements or liability purposes. Any medical conditions arising after Application and prior to Placement must be disclosed to Kaya prior to placement commencement. Kaya reserve the right to refuse applications based on these disclosures, if deemed necessary for the safety of the participant and the project. Kaya operates a policy of non-discrimination and any information provided that may impact an application will be discussed with the applicant prior to any decisions being implemented to establish the basis for any concerns. Kaya reserve the right to cancel any application, or terminate a placement without refund if false information or lack of disclosure is found to have been supplied. Kaya is not held responsible for the administration or monitoring of any medication. While Kaya makes every effort to establish safety conditions and risk assessment, Participants are warned that the general standards of health, safety and hygiene in many countries visited may not be of comparable standard to Western countries and hence a risk of injury and illness is inherent to this venture.

Some placements may require a police criminal background check, conducted by the government. This check shall be carried out at the applicant's expense with guidance from Kaya. Some placements require proof that volunteers are clear of certain medical conditions, through the provision of a health certificate. This check shall be carried out at the applicant's expense.

## Complaints

If a Participant wishes to lodge a complaint in relation to their program, they shall first bring the complaint to the attention of the in-country coordinator, who will make reasonable efforts to deal with and, where possible, resolve the complaint within a reasonable time. If a Participant feels that a complaint is not being dealt with adequately by their in-country coordinator they should then contact the Kaya placement advice team to escalate the issue. If the coordinator is unable to resolve any serious complaint, and the participant chooses to terminate their placement early and depart the project, they shall provide the coordinator with a written version of events leading to their early termination, prior to departure. Refunds cannot be provided for early departure unless extreme circumstances are found, which will be determined at the sole discretion of Kaya. Issues reported after the end of a program that were not reported during the program, giving the site team an opportunity to address the issue in country, will not be considered for any compensation. Participants agree that Kaya shall not be liable for damages or compensation relating to any claim regarding inconvenience, disappointment, discomfort or loss of enjoyment.