



MONITORING | PROTECTING





# Terms & Conditions

Below is an outline of the Terms and Conditions of your booking and your project, and some basic guidelines to ensure you are prepared for your programme and get the most out of your experience. Please read through these guidelines and conditions carefully and ensure you agree and accept them prior to booking your programme.

## General

Please ensure that you have the authority to make your booking. Our programme is designed for over 18's only.

We ask that all volunteers agree to abide by the following rules and guidelines, plus any additional rules which the individual programme coordinator may also include:

- Please do not bring yourself or Dogs 4 Wildlife, the IFPCP or Project Rhino into disrepute or involve any staff member or volunteer in any behaviour that might amount to disrepute. If your behaviour, words or language is found to be detrimental to the programme or offensive to other volunteers or staff, you may be asked to leave the programme without compensation.
- Do not carry or use any illegal drugs during your stay and do not abuse alcohol.
- Please behave with a level of courtesy which applies to the situation you are in and be mindful of cultural considerations at all times.
- Please treat all staff members with courtesy and respect and do your best to help them as instructed.
- Do not exchange personal information such as email addresses, telephone numbers and social media details with strangers.
- Do not bring visitors to your accommodation under any circumstances.
- Participants need to have a degree of flexibility on their outlined itineraries, excursions, activities, accommodation and amenities. The pre-departure information is an indication of what you might be doing, not a contractual obligation. Alterations may need to be made if it is essential to ensure the programme is to be delivered correctly. Changes may also be implemented due to weather conditions.
- It is recommended to bring some additional spending money with you (R1500) or alternative payment methods (debit card etc), the currency is South African Rand.



## Passport & Visa Requirements

It is your responsibility to ensure that your passport is valid and has the correct number of blank pages for the entire duration of the programme. You must make sure that you meet the entry requirements of the countries to which you are travelling. It is your responsibility to check the up to date position before you depart. Dogs 4 Wildlife, the IFPCP or Project Rhino will not be liable for any costs you incur from invalid or incorrect visas or passports or incomplete / incorrect documentation and we will not refund you the cost of your programme, flights, accommodation or visa fees should you be denied entry.

## Health & Travel Advice

The IFPCP staff can offer good faith advice on visas, vaccinations, climate, weather, clothing, airport procedures etc, but participants are wholly responsible for checking with professionals to get specific advice. You must visit your GP or travel clinic before departure to ensure you are aware of what vaccinations are required, or boosters needed. Please ensure that you travel with a supply of necessary medications and prescriptions – all medication must have your name on it. It is also your responsibility to check for up to date travel advice before embarking on the trip.

If you have a medical condition which may affect your ability to participate or affect other people's enjoyment of the programmes, you must advise us on your booking form. We reserve the right to decline your application or to cancel your placement when we become aware of the conditions, in line with our cancellation policy. Participants are responsible for ensuring they are fit and in good health and able to perform in line with pre-departure information on project activities.

If you have any special dietary requirements, these must be outlined on your completed medical form or communicated prior to travel.



## Accommodation

Accommodation is provided by a third party company and as such we ask that you respect and adhere to their own rules and regulations which can be found on their website <https://hluhluwecottages.co.za/> or by contacting them directly. You are part of a programme provided by the IFPCP and project Rhino and as such we reserve the right to remove you from such programmes should your behaviour within the provided accommodation not be satisfactory. It is your responsibility to check on what type the accommodation will be should this be critical to your booking or project enjoyment.

## Travel Insurance

Every participant must have adequate travel insurance which is valid for the entire duration of the programme. You must ensure that the cover provided is appropriate for the activities you will be involved in and that it includes repatriation cover, including air evacuation, medical expenses and cover for lost or delayed baggage. You must provide details of your insurance policy on your booking form, prior to departure. If you join the programme without adequate insurance you may not be allowed to continue on the programme with no refund. We recommend that you take out insurance to cover the loss of baggage and valuables. Dogs 4 Wildlife, the IFPCP or Project Rhino takes no responsibility for any loss, damage or expenses incurred if travelling uninsured or under-insured for the duration of the programme.



## Flights & Transfers

It is your responsibility to arrange and pay for all flights, including internal flights. Dogs 4 Wildlife, the IFPCP or Project Rhino will not be responsible for any costs incurred due to changes or delays in flights. Our programme will collect you from the airport. Should you experience a flight delay, or cancellation, there may be additional costs payable by you for your transfer to the programme accommodation and Dogs 4 Wildlife, the IFPCP or Project Rhino accepts no liability for these costs. Likewise if your baggage is delayed upon arrival, we accept no liability for the costs of retrieving it and bringing it to the project.

You are responsible for checking-in for flights at the correct time and for presenting yourself to take up all pre-booked components of your trip. Dogs 4 Wildlife, the IFPCP or Project Rhino cannot accept responsibility for clients missing flights as a result of late check-ins and no credit or refunds will be given if you fail to take up any component of your trip. No credit or refunds will be given for lost, mislaid or destroyed travel documents.

You agree to advise us of flight arrival details and of any changes that may be made to your arrival details at the earliest possible opportunity. Should you arrive outside the agreed start date/time for your programme, or do not advise of your correct arrival details, you may have to cover transfer costs and any other costs arising. You may wish to consider booking a flexible return ticket so that you have the option to extend your stay once you are on your programme. If you book a non-changeable ticket and you need to leave the project at a later date, you will be responsible for any additional costs.



## Our Liability

We will not be liable for any injury, illness or death or subsequent losses suffered by you or any member of your party where such injury, illness or death was not caused by lack of reasonable care or skill on our part.

We will not be responsible for any claim arising as a result of any, or all, of the following:-

- 1) the fault of the person(s) affected or any member(s) of their party; or
- 2) the fault of a third party not connected with the provision of your programme which we could not have predicted, or prevented; or
- 3) the fault of anyone who is not carrying out work for us (generally or in particular) at the time; or
- 4) an event or circumstance that we or the supplier(s) of the service in question could not have predicted or prevented. This may include (but is not limited to) an occurrence of Force Majeure, as described in these booking conditions.

In respect of claims for death and personal injury we will not be liable for any loss of profit, or loss of business, or any form of consequential loss or damage, whether or not arising as a result of physical damage to property and regardless of the actual cause of such loss or damage

The services and facilities included in your package will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards and customs.

Dogs 4 Wildlife, the IFPCP or Project Rhino makes every effort to protect the welfare and safety of participants working on projects abroad. However, recognising that participation is voluntary and that there are certain inherent risks, which the participant must assume, the participant understands that neither Dogs 4 Wildlife, the IFPCP or Project Rhino, nor its partner organisations, assumes any responsibility for damage to or loss of property, personal illness or injury, nor death while an attendee is participating in their project for its entire duration.



## Disclosure of Information/Termination of Programme

We reserve the right to terminate a participants placement, without recourse, if it becomes evident that the participant failed to provide or provided inaccurate / false booking information, particularly with reference to medical conditions, fitness or medication.

## Problems or Complaints

Our partners on the ground will offer you support during your programme and you will be given their contact details prior to departure. Unless otherwise advised, they will organise your transfers and orientation and will give local advice, and be responsible for addressing any issues. If you are unsatisfied with local attempts to resolve issues regarding your placement, please let us know as soon as possible by email or telephone so we can help take steps to achieve a resolution.

If you feel that you have reason for complaint during your programme it is your responsibility to ensure, at the earliest possible opportunity, that any perceived failure in the delivery of the project or poor performance of local staff is communicated to the programme manager (Junior Blom of the IFPCP) and to Dogs 4 Wildlife directly, so that the concerns can be addressed. Please let us and the programme manager know of the problem as soon as it arises.



## Marketing Materials

Any photos or videos of you taken on any of our programmes, or images and videos supplied by you to Dogs 4 Wildlife, the IFPCP or Project Rhino or to the local partner, may be used by Dogs 4 Wildlife, the IFPCP or Project Rhino without charge in all media for promotional or marketing purposes, such as in brochures, video shows and on the internet. By participating in our programmes you are agreeing to waive any rights to these images, or comments made, and agree that they may be used by Dogs 4 Wildlife, the IFPCP or Project Rhino in future marketing.

If you do not wish to be included in media or marketing material, it is your responsibility to ensure organisers are aware at the time of booking.

## Partners & Third Parties

The extent and nature of your interaction with wildlife and communities whilst on the project are subject to local laws and policies. These are beyond the control of Dogs 4 Wildlife, the IFPCP or Project Rhino and our partner organisations and are subject to change at short notice. Dogs 4 Wildlife, the IFPCP or Project Rhino cannot be held liable for any necessary changes to the activities on a project when necessitated by such changes.

Where transfers, or other separate accommodation services have been purchased on your behalf by Dogs 4 Wildlife, the IFPCP or Project Rhino, these will be subject to the terms and conditions of the supplier and you should consider, unless otherwise advised, that any supplementary services are sold on a non-changeable, non-refundable basis.



## Booking Conditions

We require that participants submit a completed booking form and medical form in order to participate on our projects. If you fail to supply us with the necessary information within the required timeframe, we reserve the right to postpone your programme. Dogs 4 Wildlife, the IFPCP or Project Rhino retains the right to refuse any application that we, or our partner organisations, consider unacceptable for any reason.

Once we have confirmed availability we will issue an invoice for your deposit payment. Please check the details of your booking carefully. Once we have received your payment, your booking is confirmed.

**We require a £750 non-refundable (50%) deposit (see below cancellation policy) to hold and confirm your booking. Except where stated payment is due in British Pounds £.**

All bank charges and credit / debit card fees are the responsibility of the participant. Please make sure the correct amount will arrive into our bank account or you will need to pay the balance (and possibly incur more bank charges).

**Each booking is subject to a GBP £50 booking fee per person for administration purposes, to a total including the programme cost of £1550.**

**The balance of your booking must be paid no later than 20 days prior to your departure date.**

If Dogs 4 Wildlife do not receive all payments due in full and on time we reserve the right to treat your booking as cancelled by you and retain all monies paid or due at that time. The initial deposit of £750 is always non-refundable. We reserve the right to charge you (bank charges) if you over or under pay the required amount of the programme costs.



## Cancellations: By You

You may cancel your arrangements at any time. To do this you must immediately advise us in writing to [info@dogs4wildlife.org](mailto:info@dogs4wildlife.org). Notice of cancellation will only be effective when it is received and acknowledged, in writing, by Dogs 4 Wildlife.

If you choose not to travel and cancel your programme, which must be done + 30 days prior to departure and your programme start date, you will be able to postpone your programme for up to 6 months only, your non-refundable deposit will then be transferred to this new programme start date. The deposit is strictly non-refundable under any other circumstance. If you do not re book a new programme start date within a 6 month period your deposit will not be returned. This is of course subject to paying any increases in programme fees at the new time of booking.

**Dogs 4 Wildlife, the IFPCP or Project Rhino strongly recommend that you take out full insurance at the time of booking, which should then, in most cases, include cover, under certain circumstances specified in your insurance policy, against loss of deposit or cancellation fees.**



## **Cancellations or Change of Booking: By Dogs 4 Wildlife**

It is unlikely that Dogs 4 Wildlife, the IFPCP or Project Rhino will have to make any changes to your trip. However, as the arrangements for your programme are made many months in advance, occasionally we may have to make minor changes and we will advise you of them at the earliest opportunity. A minor change is any change which, taking account of the information you have given us at the time of booking, or which we can reasonably be expected to know, we could not reasonably expect to have a significant effect on your confirmed trip.

Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, road conditions, weather, border restrictions, sickness and other unforeseeable circumstances.

No refunds will be given for services not utilised. It is a fundamental condition of joining any of the programmes described on our website, or in any marketing material, that you accept this flexibility, and acknowledge that delays and alterations and their results, such as inconvenience, discomfort, or disappointment are possible. If you are unable, or do not choose, to complete an itinerary outlined for a programme, Dogs 4 Wildlife, the IFPCP or Project Rhino is not liable to supply alternative itineraries, excursions, accommodations, services, or staff for the period when you are not present with the group.

We will let you know if we are forced to significantly alter your programme or itinerary. We cannot accept liability for any programme changes, or cancellations, as a result of "Force Majeure".