



One Horizon

broadening your horizon... brightening theirs.

Terms and Conditions

Applicable to all bookings with OneHorizon Limited.

Please note: *You will be required to indicate that you have read and accept the following terms and conditions. Before submitting your volunteer application, you will need to 'tick' the relevant box otherwise your booking cannot be processed.*

General

1. When you make a booking with OneHorizon, you are confirming that you have the necessary authority to do so and accept fully the terms and conditions set out below. For clients under the age of 18, OneHorizon requires that these terms and conditions are accepted on your behalf by your legal guardian.
2. All information supplied by OneHorizon on its website, in any publication or in any communication is believed to be correct and is given in good faith but without any responsibility on the part of OneHorizon. We cannot accept any liability for changes that occur, or errors that become apparent, after the production of these materials. Every effort is made to ensure the information is accurate. Unfortunately, due to the nature of the projects and travel in Africa, the experiences we organise are liable to change at short notice. Every effort will be made to communicate significant changes to you prior to your departure provided we are notified of these changes in sufficient time to do so. Prices, details of services posted on our website, advertised at shows or in marketing literature are subject to change without notice and all products, services and offers are subject to availability.
3. Because our projects require interface will young children and adults, our projects may require the customer to complete further paperwork to make them eligible to take part in the programme. Where we indicate that we require additional information and if you fail to supply us with the necessary information within the required timeframe, we reserve the right to postpone your programme.
4. On particular projects customers will be asked to provide a character reference from an employer, lecturer or professional who has known you for more than three years. OneHorizon reserves the right to contact your referees directly should this become necessary.
5. OneHorizon retains the right to refuse any application that we, or our partner organisations, consider unacceptable for any reason.
6. On receipt of your booking and all necessary payments, OneHorizon will, subject to availability, confirm your arrangements by issuing a booking confirmation, and/or invoice. Please check the details of your confirmed booking carefully. If any information which appears on the confirmation or any other document is incorrect, or incomplete, please contact OneHorizon as soon as possible as it may not be possible to make changes later.
Payment
7. A deposit of 10% of your project fee is payable to secure your booking. Please refer to the tab 'Project Itineraries' for further details concerning the cost of your project. Your booking begins to be processed the moment that we receive your application form, hence the deposit is non-refundable. Cancellation charges apply from the time the booking is made regardless of receipt of your deposit.

KENYA
P.O. BOX 61120-00200, City Square
Nairobi, Kenya

SOUTH AFRICA
7441 Century City
Cape Town, South Africa

AUSTRALIA
Suite 18/201 New South Head Rd
Edgecliff 2027, Sydney, Australia

General (continued)

8. Upon receipt of your deposit OneHorizon will send you confirmation of your booking, the terms and conditions of your booking and details of the due dates of further payments. Your pre-departure details will follow shortly afterwards. The balance of your booking must be paid no later than 8 weeks prior to your departure date or on booking if this date is within 12 weeks of departure.
9. If OneHorizon does 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. If you have not completed the payment schedule for a booking under these circumstances you will be invoiced for any outstanding amounts.

Pricing

1. OneHorizon reserves the right to change its prices at any time before you book.
2. In the unlikely event an increase is greater than ten percent of the cost of your programme you will be entitled to cancel your booking and receive a full refund of all monies paid to us or you can book an alternative trip if available, with the appropriate price adjustment.

Cancellations: By You (The Customer)

1. If you cancel your programme within 90 days of your departure date the following cancellation charges will be incurred. If your booking consists of multiple projects, the initial departure date applies to any cancellation made by you and not the start dates of the individual activities.
General cancellation charges:
 - 90+ days before departure: full refund less deposit
 - 61 - 90 days before departure: full refund less 50% of total programme fee
 - 31 - 60 days before departure: full refund less 75% of total programme fee
 - 15 - 30 days before departure: full refund less 85% of total programme fee
 - Less than 15 days before departure: no refund
2. A prerequisite to attending a OneHorizon program is Travel and Health 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.
3. Once on the programme, and in the event you decide to discontinue the programme before it is due to end, for any reason, there will be no refund.

Change of Booking: By You (The Customer)

1. If you wish to make any changes to a confirmed booking, a \$100 administration charge will apply, in addition to any change in programme cost. Please note that in regard to changes to your itinerary and where you intend to spend less time at a project (eg where you change your booking from a 7 to a 5 day program) less than 91 days prior to your departure date, such changes are considered as cancellations as described in point.

Cancellation/ Change of Your Booking: By OneHorizon

It is unlikely that we will have to make any changes to your itinerary. The arrangements for your programme are made many months in advance and therefore occasionally we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor 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.

Cancellation/ Change of Your Booking: By OneHorizon (continued)

1. The nature of projects provided by OneHorizon is one which allows some alternatives and a degree of flexibility. The outlined itineraries given for each programme must therefore be taken as an indication of what you may accomplish, and not as a contractual obligation on our part. When necessary, we reserve the right to make alterations to a trip without notice, including to the itinerary, excursions, activities, accommodation, and amenities. These alterations may be made if, in our reasonable opinion, it be regarded as essential to provide due care, or to ensure the satisfactory progress of the programme, but are not limited to these reasons.
2. Changes in itinerary may be caused by local political conditions, 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 our 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, OneHorizon is not liable to supply alternative itineraries, excursions, accommodations, services, or staff for the period when you are not present with the group.
3. OneHorizon will endeavour to let you know, as soon as we can if, through no fault of your own, we are forced to significantly alter your programme or itinerary. Should your programme be interrupted by events that could not reasonably have been anticipated and the event significantly affects or alters your programme, we will endeavor to find an alternative programme as soon as is reasonably possible. You have the right to accept, or decline the alternative. Under these circumstances, refunds will not be made and any travel costs incurred will be your responsibility. We cannot accept liability for any programme changes, or cancellations, as a result of "Force Majeure", for example war or threat thereof, terrorism, civil unrest, fire, sickness, bad weather, acts of government or local authority, acts of God (see Force Majeure below). Except in the case of extraordinary circumstances beyond our control we will not cancel a programme less than 8 weeks prior to departure.
4. If OneHorizon has to make a significant change or cancel (except in the case of "Force Majeure"), we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of the following options:-
 - for significant changes, accepting the changed arrangements; or
 - purchasing alternative arrangements from us, of a similar standard to those originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference); or
 - cancelling the booking and obtaining a prompt refund of the money paid (not including flights and visa fees) - as long as written notification of cancellation has been given within 7 days of the date on which you were notified of the alterations.

Force Majeure

OneHorizon will not accept liability, or pay any compensation where the performance or prompt performance of it's contractual obligations is prevented, or affected, or you otherwise suffer any loss, or damage, due to circumstances that come under the definition of 'Force Majeure'. In these booking conditions 'Force Majeure' means any event that we, or the supplier of the services in question, could not foresee, or avoid, even with all due care. Such events include, but are not limited to war, the threat of war, insurrection, riots, strikes, civil action, decisions by governments or governing authorities, natural disaster, bad weather, technical or maintenance problems with the transport, criminal and terrorist acts or similar circumstances beyond our control.

Problems or Complaints

1. OneHorizon works with receiving partners in each of the destinations in which we offer programmes. These partners are responsible for representing us and offering you support while you are on your programme. There will be a programme representative in the country to which you are travelling. In country representatives are responsible for your orientation and organising your placement at the programme. They are there for any support you may need regarding local advice, emergency issues and to resolve any issues you may have regarding your placement.
2. If the customer remains unsatisfied following attempts to resolve an issue locally then OneHorizon should be notified by telephone, facsimile, email or in writing so that we can take any reasonable action to help resolve the issue.
3. 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 performance, or improper performance, whether by the company, or its suppliers, is communicated to the programme representative or supplier, and simultaneously to inform OneHorizon by telephone, facsimile, email or in writing so that the concerns can be addressed. You must communicate any complaint to OneHorizon, the supplier of services and the programme representative at the earliest possible opportunity and whilst you are still on the programme. Failure to do so will affect our ability to investigate the complaint. Until we know about a problem or complaint, we, or the supplier, cannot begin to resolve it. If your complaint or problem is not resolved to your satisfaction you must write to us within 28 days of the programme completion date. If this procedure is not followed the complaint will not be considered.

Our Liability

1. When signing these terms and conditions, both parties recognise that you are not an employee of OneHorizon.
 - Nothing in these conditions is intended to exclude, or limit, our liability to you if death or personal injury is caused by our negligence, or that of our employees (providing they were at the time acting within the course of their employment). Please note however that we will not be liable for any injury, illness or death or consequent losses suffered by you or any member of your party where such injury, illness or death was not caused by lack of reasonable care/skill on our part, or that of our suppliers in performing our obligations under the contract.
 - We will not be responsible for any claim arising as a result of any, or all, of the following:-
 - the fault of the person(s) affected or any member(s) of their party; or
 - the fault of a third party not connected with the provision of your programme which we could not have predicted, or prevented; or
 - the fault of anyone who is not carrying out work for us (generally or in particular) at the time; or
 - 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 the provision of accommodation, our liability will be governed by and limited in accordance with the relevant international conventions. The provisions of these conventions and any other convention in force at the time of your trip are incorporated into 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.

Our Liability (continued)

2. 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.
3. OneHorizon makes every effort to protect the welfare and safety of volunteers working on projects abroad. However, recognizing that participation is voluntary and that there are certain inherent risks, which the participant must assume, the participant understands that neither OneHorizon, nor its partner organisations, assumes any responsibility for damage to or loss of property, personal illness or injury, nor death while a volunteer is participating in their project for its duration.

Suppliers Conditions of Carriage

1. Locally arranged transport is used at times during the programme. You also agree to abide by the terms and conditions of all such carriers related to the trip.
2. Where public transport is used we cannot be held responsible for its standards, or liable for any damages, loss, or injury, incurred during its use.

Marketing Materials

1. Any likeness, or image of you, secured, or taken, on any of our programmes, may be used by OneHorizon without charge in all media for bona fide promotional, or marketing purposes, such as in brochures, slides, video shows and 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 OneHorizon in future promotions.
2. Any images supplied by you to OneHorizon as part of project feedback, project reviews or as part of an entry to any of OneHorizon's competitions may also be used by OneHorizon without charge in all media for bona fide promotional, or marketing purposes, such as in brochures, slides, video shows and the internet.

Data Protection

1. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as your name and address, etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels and transport companies and so on. The information may also be provided to security or credit checking companies, public authorities such as customs and immigration if required by them, or as required by law. We will not, however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us. If, however, we cannot pass this information to the relevant suppliers, we cannot accept your booking. In making a booking, you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to see this please contact the Company during normal working hours.

Passport and Visa Requirements

1. It is your responsibility to be in possession of a valid passport with sufficient period of validity and number of blank pages and any necessary visas, or health documents, as required, for the entire duration of your programme, and to ensure that you meet the entry requirements of the countries to which you are travelling. For travel in South Africa it is a current requirement...

Passport and Visa Requirements (continued)

2. ... to have at least 2 spare pages otherwise you will be refused entry. Requirements may change and you must check the up to date position prior to departure.
3. In some cases you will need a visa to enter the country. It is your responsibility to organise any visas necessary for the trip. If you break the conditions of your visa whilst you are on your programme, for example undertaking any work for which you are paid without an appropriate visa, and as a result you are asked to leave the country, you will not be entitled to any refund, or alternative placement.

Behaviour

1. A booking is accepted on the strict understanding that you undertake to comply with the laws, customs, foreign exchange, drug and all other regulations of any countries visited during the programme, as well as all hygiene, safety and security rules. In addition we will not accept a person as a volunteer if they have been charged and/or convicted of any offence regarding the abuse (sexual or otherwise) of children or if you are on a Sex Offenders Registry.
2. In addition, many of our programmes have their own rules and behaviour guidelines, which are intended to ensure your safety and enjoyment of the programme. You will be advised of any specific programme rules either in your pre-departure information, or during your orientation. Do be aware that in the event that you are found violating such rules, or laws and regulations, or otherwise prejudicing the safety, or well being of a group, or progress of the programme, we may terminate your trip with us without any liability on our part.

Health and Travel Advice

1. Any information or advice provided by the Company on matters such as visas, medications, vaccinations, climate, clothing, baggage, special equipment, permits, specific itinerary details etc, is given in good faith to the best of our knowledge at the time, but without responsibility on the part of the Company as to individual requirements for specific trips. Sometimes the advice we follow from organisations such as the World Health Organization and the United Nations may differ from the local practices (for example, malaria prophylaxis) and we ask you to be aware of this.
2. In the interests of health and safety, you must comply with the following requirements. If you fail to comply with any of the following, OneHorizon cannot be held liable:
 - You must visit your GP, or reputable health clinic, several months prior to departure in order to find out what vaccinations you may require and to ensure these are administered within the time required to ensure your health
 - You must ensure you have all necessary medications and or prescriptions
 - It is your responsibility to check any country-related travel advice before embarking on your trip, specifically any advice issued by your government. Should a relevant security issue arise whilst you are away, OneHorizon or our in-country partners may contact you advising of any potential hazards.

Fitness and Travel Requirements

1. OneHorizon reserves the right at any time to require you to produce a Doctor's certificate of fitness to participate in the programme. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the programme, you must advise us of this at the time of booking. If we reasonably feel that we are unable to accommodate your needs, due to particular health requirements, we must reserve the right to decline your reservation, or if full details are not given at the time of booking, cancel when we become aware of these details and apply cancellation charges as described in the cancellations clause above. Ensuring fitness to participate in a programme is the customer's responsibility and no refund will be made should any customer be unable to complete a placement for this reason.

Fitness and Travel Requirements (continued)

2. Special requests, such as dietary requirements, must be made at the time of booking. We will pass on your request to our appropriate partners, or service providers, but cannot guarantee that these will be accommodated.
3. Accommodation and meals will be arranged for programmes where specified within individual programme details. It is your responsibility to confirm with OneHorizon whether or not they are included in your booking fee and to advise us of any special dietary requirements. Please be aware that accommodation, food and facilities with which you will be provided, will be of a local standard. You may be required to share a bathroom and/or bedroom and these may differ to the standard to which you are accustomed.

Travel and Health Insurance

1. It is a condition of booking that every customer must have travel and health insurance in force for the entire duration of the programme otherwise you will not be considered for participation. You must provide details of your insurance policy (policy number, insurer and emergency assistance telephone numbers) prior to your departure.
2. It is your responsibility to ensure that you are adequately insured. As indicated you will not be allowed to attend a program without the relevant insurance. The adequacy of your insurance is your own and not OneHorizons responsibility. If you supply details which are incorrect or fraudulent we will immediately cancel your involvement on the programme with no right of refund. We accept no responsibility for the loss of, or damage to, personal property or valuables and therefore recommend that you take out insurance to cover the loss of baggage and valuables. OneHorizon takes no responsibility for any loss, damage or expenses incurred if travelling uninsured or under-insured.

Flights and Transfers

1. It is your responsibility to arrange and pay for any flights and transfers, including any internal flights. We cannot be held responsible for any action, negligence, or event relating to the purchase, or operation of flight tickets, or flights. Furthermore, OneHorizon will not be responsible for any costs, or refunds, due to changes, or delays in flights.
2. Should you experience a flight delay, or cancellation, there may be additional costs payable by you for your transfer to the programme and accommodation and OneHorizon accepts no liability for these costs.
3. OneHorizon 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.
4. Customers must ensure that the name that they provide on their application form to OneHorizon is as it appears on their passport. OneHorizon cannot be held responsible for flight tickets that are invalidated due to the incorrect name being provided.
5. In the event that your placement is cancelled or postponed, due to circumstances beyond our or our partner's control, we and/or our partner cannot be held responsible for any expenses incurred. This includes any flight, travel, or other costs including, but not exclusive to, any charges made by the airlines for cancelling, changing, or transferring flights, or other arrangements.
6. 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.

Governing Law

1. All matters, or disputes arising out of this contract shall be governed by and construed in accordance with the laws of Australia and are subject to the jurisdiction of the Australian courts.
2. In accepting these terms and conditions you confirm that you have read, understand and agree to be bound by them.
3. OneHorizon reserves the right to cancel a programme allocation, and retain the deposit paid by you, should you not have confirmed acceptance of the Terms and Conditions in writing, by email, or through our website within 2 weeks of a request to do so.