

## FEE PAYMENT

An initial payment of \$350 must be made before your application is sent abroad, with the balance due 60 days before your departure date. If you are unable to pay your balance 60-days before departure, that could result in cancellation of your programme and/or your host family. There would be a \$50 reinstatement fee.

## REFUND POLICY

If EIL / GeoVisions is unable to place you within 21 days of your programme start date, or the programme is cancelled prior to departure, all payments, less \$50, will be refunded. You may request that EIL / GeoVisions continue to look for a programme for you if you are flexible in your travel plans. The change of date and change of programme fee is waived.

The initial payment of \$350 is otherwise non-refundable for any reason.

- No exceptions can be made to this policy regardless of the circumstances.
- Applicants are strongly advised to purchase trip cancellation insurance.

Cancellation of a programme must be in writing. Email transmission is acceptable. EIL / GeoVisions do not accept programme cancellations by telephone. If you choose to cancel your programme, your cancellation will become effective from the day EIL / GeoVisions receives this notification.

If you cancel between 31 and 59 days before your programme start date, you are entitled to a 50% refund of monies paid, less your \$350 initial payment.

If you cancel between 14-30 days before your programme start date, you are entitled to a 25% refund of monies paid, less your \$350 initial payment.

If you cancel between 1 and 13 days before your programme start date, you are not entitled to any refund.

If you cancel on the programme start date or after the programme start date and while you are on the programme you decide to leave early, there are no refunds to any portion of the fees you paid.

## YOUR RESPONSIBILITIES

- To determine your own suitability for Conversation Partner programmes, after considering any medical or other safety risks.
- To obey all rules of the host family and / or host agency, and to respect all safety, health, legal, political, cultural and religious customs.
- To be completely responsible for your own safety and to exercise caution and common sense at all times and be aware of local safety or health risks.
- To be liable for any losses or damages you cause to EIL / GeoVisions, its affiliates, the host institution, host family and any other persons, and to indemnify these parties for all associated costs and expenses.
- To be fully accurate and truthful in your application.
- To understand the terms of the medical insurance coverage, including exclusions pertaining to pre- existing conditions.
- To complete the term of the programme.

In the event that you wish to complain about your placement or the services provided by EIL / GeoVisions, its partner organisations, and/or affiliates, you must notify the in-country volunteer coordinator immediately in order to give him/her a chance to rectify the situation. In the event that you cannot obtain satisfaction from the in-country volunteer coordinator, a formal written complaint must be submitted to the in-country coordinator and to EIL / GeoVisions, preferably by email ([info@eiluk.org](mailto:info@eiluk.org)) or by fax at 01684 562212. You may also submit your complaint by phone (01684 562577) if you do not have access to email or a fax machine. EIL / GeoVisions can resolve most issues by simply contacting the local staff on your behalf. We will take all necessary steps to solve any problems you are having. No complaints will be considered unless the above procedure is followed.

## PROGRAMME EXTENSIONS AND CHANGES

If you would like to change the dates or any details concerning your programme, you can do so at no extra charge by contacting EIL / GeoVisions at least 60 days before your start date.

If you change your programme less than 60 days before your departure, you will be charged \$100. If you change your departure date less than 60 days before the original departure date, you will be charged \$100.

## IMPORTANT MATTERS YOU MUST UNDERSTAND

- You may be dismissed from the programme at any time if EIL / GeoVisions, the host institution, host family or governmental authorities determine that your continued participation would be detrimental.
- Working and living conditions may be very different from what you are used to, and may be very basic and lacking transportation and other amenities.
- Any changes you make in your programme (for example, reducing or extending the length, changing dates or country choice) requires an additional \$50 change fee payment to EIL / GeoVisions plus any change in programme fees based on the current programme fees on EIL / GeoVisions' Website at the time of your change.
- You are responsible for airfare or other charges resulting from cancellation or change in your programme, regardless of the cause.
- EIL / GeoVisions relies on foreign partners or agencies for information regarding their programmes; while this information is believed to be accurate, EIL / GeoVisions makes no representation or warranties about the accuracy of this information.
- Applicants must accept their programme placement unless they have a valid reason to decline (such as health and allergy reasons), issues with the adequacy of the accommodations (such as a shared bedroom), which must be communicated to EIL / GeoVisions in writing within 24 hours after placement is received. EIL / GeoVisions have the sole discretion to determine whether an applicant is entitled to decline a programme placement.
- Some programmes require a longer than normal time before placement can be confirmed - do not book your flight until your placement has been confirmed!
- Some programmes, especially those that involve children, may require criminal background checks. We reserve the right to cancel a volunteer's placement if information is found that disqualifies the volunteer from a certain programme.
- If you choose to leave the programme early, you must notify the in-country coordinator(s) and EIL / GeoVisions. Neither the in-country coordinator(s) nor EIL / GeoVisions will be responsible for you or any additional costs you incur because of your choice to leave the programme early. Programme fees are not refundable in this case.

## Terms And Conditions Conversation Partner Programmes



- The eating and living facilities at your programme location will be of a local standard, and may differ from what you are accustomed to in your home country. You may be required to share a bedroom and/or bathroom, but you will be notified of this in advance. Volunteers are expected to adapt to and show respect for local living conditions.
- Commutes between host families, language schools and placement can vary and may be well over an hour in certain locations. This may also be the case if you are trying to get into the city centre on your own time.
- It is the responsibility of the volunteer to obtain all necessary documentation to enter the country and travel to, from, and within the programme. This documentation can cost extra money and may take several weeks.
- EIL / GeoVisions is not liable for cancellation, alteration or delay caused by circumstances beyond its control, such as threat of war, sickness or quarantine, crime, terrorism, weather, acts of government, or acts of God.