

Terms and Conditions

Please read carefully these Terms and Conditions of Roots-Leaves Volunteer Laos (RVL) below before sending us your application form. When you make a booking for a RVL program.

We have attempted to make these terms and conditions as clear as possible so it is vital that you read the whole document and understand what each part means. For this reason, you should not accept a placement with us unless you have read this document carefully and understood its contents. If you have any feedback, comments or questions about our terms and conditions.

Please email info@roots-leavesvolunteerlaos.org

1. The service we provide.

The exact service provided varies between programs; however, all programs include the following:

A volunteer placement.

1. Assistance and information via email preceding your arrival.
2. Comprehensive details of your project and accommodation.
3. One formal weekly volunteer meeting and 24-hour emergency support while you are on your placement.
4. Accommodation & Meals.

2. Applications.

Upon receipt of your application, we will start to process your placement. We will send you a pack which will include written confirmation of your placement and an invoice.

We are also entitled to refuse your application or cancel your booking at any time in the event that you (1) fail to complete the application process (including providing requested information) within the applicable time scale or (2) fail, in RVL's reasonable opinion, to demonstrate the necessary attributes either for volunteering generally or for your chosen placement or (3) have a criminal conviction for a serious offense or for one which is incompatible with your chosen placement or (4) any similar circumstances which come to our attention.

3. In-country Support.

Roosts – Leaves volunteer Laos is located in Luang Prabang. It is very easy for us to supporting and following up volunteers. we are here as a source of advice, support and as a point of contact in the event of an emergency. we can help you to solve problems at your placement and if you need to return home, give you any assistance. we will be available during business hours under normal circumstances.

4. Travel.

The volunteer is responsible for arranging and paying their own travel and transport costs. It is the responsibility of the volunteer to carry all necessary documents when traveling abroad. Volunteers are responsible for ensuring their travel documents are valid and up to date.

5. Health/Vaccinations.

In the interest of your health and safety you must:

1. Visit your doctor and inform him / her of Laos you will be traveling to well in advance of your departure.

2. Obtain relevant health advice from your doctor or a reputable travel clinic and arrange to receive all necessary vaccinations in good time.
3. Take with you and use as appropriate, a sufficient supply of any necessary medication and / or prescriptions.
4. Obtain advice on equipment to take to your particular destination such as first aid kits, syringes and water sterilization equipment.

6. Insurance.

All volunteers on RVL placements are expected to arrange their own comprehensive travel insurance. RVL will not be held liable for any illness, injury that occurs during the placement. A copy of the insurance document is to be given to us on arrival.

7. Payment.

Volunteer can make a payment by bank transfer in advance, Transfer by western Union or make payment on arrival day.

8. Volunteer Requirements.

Volunteers must be minimum 17 years of age at the beginning of the program and serious about working. We require a clean criminal record to forward a copy of your criminal record to the Lao authorities. The volunteers therefore need to acquire this information by the relevant authorities in their homeland. We do not accept sex-offenders under any circumstances.

9. Change to program Start date.

You may change the dates of your placement by up to 12 months from the start date of the original placement. If you wish to do so, you must make your request to us in writing (e-

mail), giving details of your preferred alternative date. If we can meet your request, we will confirm this in writing (e-mail).

10. Drug and Alcohol Use.

The volunteer must abide by the rules put in place by the law of Laos, volunteer placement institution, and the host family with regards to alcohol consumption. Illegal drugs use is strictly prohibited and will result in instant dismissal from the program with no refund.

11. Governing Law.

These Terms & Conditions are governed by the laws of Laos.