

Terms & Conditions

General Terms & Conditions

- 1 'Voluntern' is a product name of Experience Education. It is used to describe project-based, full-time, unpaid volunteer placements
 - 2 All Voluntern placements are unpaid. Volunteers should not ask their host companies for remuneration before, during, or after their placements.
 - 3 All Voluntern placements are done at federally registered charities, provincially registered non-profit organizations, or First Nations organizations. Placements are not available at any other type of organization.
 - 4 All Volunteers must have a work permit valid for the entirety of their program in Canada. Participation in the Voluntern program does not guarantee a volunteer a work permit for Canada. Granting of work permits is done at the sole discretion of the Government of Canada. In some cases, at discretion of the Immigration Officer, a fee may be imposed for the work permit. This and other costs associated with the work permit are the responsibility of the volunteer and not of Experience Education
 - 5 All travel expenses to or from Canada, as well as travel expenses within Canada are the responsibility of the volunteer, and are not provided by the agency, school, or host organization.
 - 6 Placements are available in the urban areas of: the Metro Vancouver Regional District, the City of Calgary, the City of Toronto, Greater Ottawa, Communauté métropolitaine de Montréal, Communauté métropolitaine de Québec
 - 7 Placements cannot be shorter than 4 weeks or longer than 24 weeks.
 - 8 All placements are full-time, at least 20 hours per week.
 - 9 Accommodation is not included as part of the Voluntern Program
- 2 Volunteers can request a field not listed on the Registration Form.
 - (a) Special request fields are subject to approval by Experience Education.
 - (b) Approvals or denials will be given within 5 business days of submitting the Registration Form
 - (c) If a special request field is not approved, the volunteer will be presented with a related field, and given the option of choosing this, a listed field, or withdrawing their registration
 - 3 Volunteers cannot change their field or destination choices after their registration has been confirmed by Experience Education

Placement Process

- 1 Placements are generally confirmed within 4 weeks of registration. In some cases, the placement process may take longer. Reasons a placement process may be longer include:
 - (a) Registering for placement with a friend
 - (b) A placement process that overlaps with a holiday period
 - (c) Special requests for the placement, such as a placement supporting academic credit, or accommodating medical or health needs
- 2 Once a volunteer is registered in the Voluntern Program, Experience Education will arrange their placement, based solely on the documents included with this Registration Package
- 3 Some Hosts may request one or more of the following documents before the Voluntern placement can be confirmed:
 - (a) Skype screening interview
 - (b) Submission of additional motivation letter
 - (c) Completion of a questionnaire
 - (d) Psychometric test
 - (e) Police report or criminal records check (at the Volunteer's expense). NB: All placements done with children or other vulnerable persons will require a police report or criminal records check
- 4 Volunteers are not permitted to turn down a placement that matches the destination and field preferences indicated on their Registration Form

- 4 When a placement match is confirmed, the Volunteer will be sent a Placement Profile and a date for an online Orientation Session with EE. The Placement Profile includes the following information:
 - (a) host organization name
 - (b) host organization website location and contact information for Host
 - (c) description of volunteer duties
 - (d) destination airport

During the Placement

- 1 Participants must complete regular progress reports during their Voluntern placement
- 2 Report request will be sent to the participant after their first week of the placement, and then each 4 weeks, with a final report at the end of their placement
- 3 All reports must be completed within 48 hours of the report request being sent
- 4 Participants who do not complete reports, may not access the Conflict Resolution Policy
- 5 EE cannot guarantee specific hours of work as unforeseen circumstances may arise such as seasonal business fluctuations, bad weather conditions, socio-economic factors that are out of EE's control
- 6 EE will work to obtain a total of one Voluntern placement and will not find an additional placement should the participant quit, be laid off, or be dismissed

Leaving the Placement Early

- 1 Volunteers who end their Voluntern placement early will not receive a refund or reimbursement of any kind
- 2 Volunteers should contact EE at least 2 weeks in advance of any proposed early end to their Voluntern placement
- 3 Ending a placement early may affect a Volunteer's legal status in Canada. Before ending the placement, Volunteers are encouraged to contact Immigration Canada.

Extending the Placement

- 1 Should the Volunteer request to extend their

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- 1 placement, this request must be presented to EE at least 6 weeks before the Voluntern placement end date. This timeline is established by Immigration Canada and cannot be changed
- 2 EE will work with the Host to accommodate this extension request
- 3 A program extension cannot be guaranteed
- 4 Extensions are available at a cost of \$150 per week. All extension fees must be paid in full at least 5 weeks before the Voluntern placement end date for the extension to be granted. Late fees will result in the extension being denied
- 5 The Volunteer will be responsible for the costs of extending their work permit (currently \$155, but subject to change without notice)

Re-Placement Policy

- 1 Re-placements are not available in the Voluntern Program

Conflict Resolution Policy

- 1 In case of any conflicts at the Voluntern placement, volunteers must follow the conflict resolution policy found at www.experienceeducation.ca/conflict-resolution

Cancellation and Refund Policy

- 1 Any refunds issued are processed through the booking agency, and are not issued directly to a Volunteer by EE
 - 2 Any cancellation of participation in the Voluntern program must be made in writing to EE and the booking agency, with confirmation of receipt by both EE and the booking agency
 - 3 The Voluntern program deposit of \$300 is non-refundable
 - 4 The following Cancellation and Refund Terms apply to all Voluntern Program Volunteers:
 - (a) If a Volunteer withdraws from the Voluntern Program because a placement confirmation is not sent to them before their arrival in Canada they will receive a refund of full program fees (less Voluntern program deposit)
 - (b) If a Volunteer withdraws from the Voluntern Program before they are sent their placement confirmation, they will receive a refund of full program fees (less VP program deposit)
- (c) If a Volunteer is denied access to Canada by Immigration officers (visa denial), they will receive a refund of full program fees (less Voluntern Program deposit)
 - (d) After placement confirmation has been sent to the Volunteer, no refund of any fees is given
 - (e) If a Volunteer is removed from a placement or program for violation of these Terms & Conditions, Host rules, health and safety violations, or inappropriate conduct, no refund of any fees is given

Legal Dispute

- 1 If there is any dispute by the Volunteer over the performance of any of these Terms and Conditions, any forms of dispute resolution or legal proceedings of any kind, shall be brought exclusively in the Province of British Columbia
- 2 If the Volunteer brings any legal action in any location other than in British Columbia, EE shall have the right to have this action transferred to British Columbia by stipulation of the two parties, and the Volunteer shall cooperate accordingly

I confirm that I have understood and agree to be bound by the above terms and conditions

Signature

Date