

Wilderness Volunteer Program WVP

Terms & Conditions

General Terms & Conditions

- 1 The Wilderness Volunteer Program (“WVP”) is a program of short-term, unpaid Volunteering at charities or non-profit organizations (“Hosts”) in Canada
 - 2 All WVP placements are unpaid
 - 3 WVP Volunteers (“Volunteers”) are encouraged to apply for a work permit at the port of entry to Canada. In support of this, all WVP placements are submitted to the Immigration Canada Employer Portal, and supporting documentation provided to the Volunteer before they depart to Canada
 - 4 All placements include accommodation at or accessible to the work site. Meals are not included as part of the
 - 5 Wilderness Volunteer Program Volunteers must have private health insurance to cover their entire stay in Canada
 - 6 Volunteers must adhere to all terms of Experience Education’s (“EE”) WVP health and safety policy
- some cases. 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
- 7 Some Hosts may request one or more of the following documents before the WVP 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
 - 8 Volunteers are not permitted to turn down a placement that matches the destination and field preferences indicated on their Registration Form
 - 9 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) description of accommodation
 - (e) destination airport
- is provided by EE from the EE designated arrival city to the Host
- 4 Volunteers will receive details and tickets for their included ground transportation 5-10 business days after they have submitted their flight information to EE, or 5-10 days after their online Orientation Session with EE, whichever is later
 - 5 EE utilizes third party providers not affiliated with EE to transport Volunteers from the metropolitan area in which the destination airport is located to the Host. Volunteers are subject to the terms and conditions and liability rules of these third party providers during transport. Volunteers release EE from all obligations for any injury to the Volunteer or any lost or missing property
 - 6 Return transportation from the Host to the destination airport is not included as part of the Wilderness Volunteer Program, nor is other travel within Canada

Placement Process

- 1 Volunteers should choose both a WVP destination and a placement field, Volunteers who do not indicate either a destination or field will be considered open to any destination or field
- 2 If a Volunteer requests to change their placement choices after having signed and completed their WVP Registration Form, they may be asked to choose a new start date
- 3 EE will work hard to find the best placement available however may not be able to meet all of a Volunteer’s preferences due to space limitations at Host organizations
- 4 After receiving a WVP registration, EE will send an Acceptance Letter within 5 business days confirming the Volunteer’s registration in the program
- 5 After sending the Acceptance Letter, EE will match a Volunteer with a Host
- 6 Placements are generally confirmed within 4 weeks of the Acceptance Letter, however the placement process may be longer in

Transfer to the Host Organization

- 1 All travel expenses to or from Canada are the responsibility of the participant, and flights or any associated costs are not provided included as part of the Wilderness Volunteer Program
- 2 Volunteers should arrive at the destination airport indicated by EE in order to access included ground transportation
- 3 One way in-province ground transportation

Accommodation

- 1 Accommodation is included in the price of the Wilderness Volunteer Program
- 2 Accommodation types vary greatly from placement to placement, and include:
 - (a) Cottage or cabin
 - (b) Bunkhouse dormitory
 - (c) Tent/Tipi (during summer months only)
 - (d) Hostel dormitory offsite
 - (e) Roomstay in a private home off site
- 3 The Volunteer may have a private bathroom or may have to share the bathroom with the host family or with other Volunteers
- 4 The Volunteer will have access to private or shared cooking facilities
- 5 Volunteers in communal living situations may be responsible for helping out on with daily chores e.g. keeping your own room tidy, doing dishes etc.
- 6 The Volunteer is to abide by rules of the accommodation, both written and unwritten, and to conduct himself/herself in a proper fashion at all times.

Leaving the WVP Placement Early

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- 1 Volunteers who end their WVP placement early will not receive a refund or reimbursement of any kind
- 2 Participants should contact EE at least 2 weeks in advance of any proposed early end to their WVP 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 placement, this request must be presented to EE at least 6 weeks before the WVP placement end date. This timeline is established by Immigration Canada and cannot be changed
- 2 EE will work with the Host and the accommodation host (if applicable) 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 WVP 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 available to Volunteers who have completed the Conflict Resolution Process
- 2 Volunteers seeking to move from a WVP placement will be re-placed with a host

family in the Farmstay and Ranchstay Program

- (a) The maximum duration of a Farmstay and Ranchstay placement is 4 weeks, if the Volunteer has more than 4 weeks remaining in their WVP program when they are re-placed, any additional weeks will be lost with no refund or reimbursement of any kind
- 3 Volunteers seeking to move from a WVP placement are responsible for the costs of changing their work permit to a temporary resident permit (currently \$100, but subject to change without notice)
- 4 Any transportation costs to move from one placement to another are the responsibility of the Volunteer

Conflict Resolution Policy

- 1 In case of any conflicts at the WVP 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 WVP 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 WVP program deposit of \$300 is non-refundable
- 4 The following Cancellation and Refund Terms apply to all WVP Volunteers:
 - (a) If a Volunteer withdraws from the

WVP because a placement confirmation is not sent to them before their arrival in Canada they will receive a refund of full program fees (less WVP program deposit)

- (b) If a Volunteer withdraws from the WVP before they are sent their placement confirmation, they will receive a refund of full program fees (less WVP 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 WVP 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 for violation of 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