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**Habitat**  
for Humanity®  
Great Britain

*A world where everyone has a decent place to live.*

# Global Village Orientation Manual

Prepared by Habitat for Humanity Great Britain, 2015



## **Welcome to Global Village!**

**Thank you for partnering with us and our beneficiaries, lifting more families out of poverty for generations to come.**



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## WELCOME

Dear Volunteers,

Thank you so much for partnering with Habitat for Humanity Great Britain (HFHGB) and our beneficiaries to lift families out of poverty. We hope this is just the beginning of our journey together. By joining a Global Village Build you are directly contributing to the creation of safe, affordable housing and helping families realise the Power of Home. Each year HFHGB mobilises volunteers through its Global Village programme to work on projects related to home construction, orphans and vulnerable children, water and sanitation and rebuilding after natural disasters. Volunteers are central to achieving our mission—**we could not do it without you!**



Everything you do on the construction site is helping a HomePartner family realise their dream of a safe, decent place to live. Regardless of the work you perform, your Global Village team brings enthusiasm and inspiration to the families and local community by sharing the burden of the construction process. You make a huge difference and are greatly appreciated!

This orientation manual will help you prepare for your Global Village experience and hopefully anticipate the questions and concerns you may have regarding the Build. Inside you will find valuable resources on health and safety, what to expect on the construction site, fundraising and other useful information about Habitat for Humanity's work. If you would like additional assistance please contact your Team Leader or our Global Village staff.

In partnership,

A handwritten signature in blue ink, appearing to read 'MC', with a long horizontal flourish extending to the right.

Manuela Campbell

Head of Supporter Services  
Habitat for Humanity Great Britain

## INTRODUCTION

### The Power of Home

Home is the cornerstone of hope for those living in poverty. Habitat for Humanity Great Britain (HFHGB) helps the poorest and most vulnerable people lift themselves out of poverty by partnering with them to build their homes and communities. With a home comes protection from the elements, from disease and from violence. A decent and secure home provides the foundation for health, education and employment. As a leading international non-governmental organisation focused on shelter, Habitat for Humanity understands the Power of Home.

Poverty is a complex issue. Through our focus on home at our core, Habitat for Humanity works with established partners in over 70 countries to offer a simple, sustainable solution. We partner with and serve low income families and individuals including orphans and vulnerable children, people with HIV/AIDS, the elderly, single mothers, ethnic minorities and internally displaced groups.

Habitat for Humanity was founded on a Christian ethos, however, we build homes for people of all faiths and no faith. Our staff, volunteers and supporters come from all different faith backgrounds and share a common principle of putting their beliefs into action. We are a signatory of the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief Code. Principle two of the Code states "Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone." Our desire is to reduce the barriers to participation in our work and to strengthen mutual understanding and friendship by building together.

### Why We Build

Worldwide, nearly 2 billion people are living in inadequate housing and some 830 million people live in urban slums. With about 50% of the world's population now living in urban areas, by 2020 it is estimated the global slum population will reach almost 1 billion. Lack of clean water and sanitation claim the lives of more than 1.8 million young children every year. Living in poverty housing robs people of their dignity and the ability to earn an income. It leaves them with impossible choices to make about how to stretch their finances to cover essential needs such as food, clothing, healthcare, or an education for their children. Homelessness and poverty housing trap people in a cycle of dependence, keeping them vulnerable for generations.

### What do we mean by "inadequate housing"?

- 1.6 billion people still live in poverty housing and another 100 million have no home at all.
- Housing deficit in Kenya was 2 million in 2012 and is growing by 200,00 units a year.
- In Addis Ababa, Ethiopia's capital, 82% of households lack access to proper sanitation facilities.
- In Ghana, rooms in homes are shared by an average of between 10- 20 people.
- Nearly one third of more than 160 million people in Bangladesh live below the national poverty line.

## OUR CORE VALUES, VISION AND PHILOSOPHY

### CORE VALUES

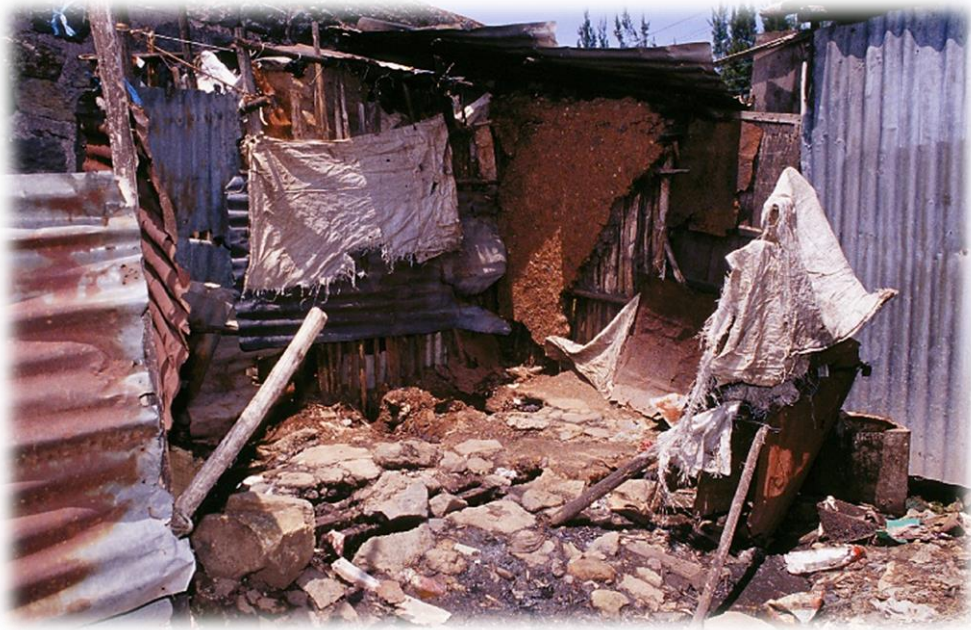


### VISION

**A world where everyone has a decent place to live.**

### PHILOSOPHY

1. BUILD ON OUR CHRISTIAN FOUNDATION.
2. FOCUS ON SHELTER.
3. ADVOCATE FOR AFFORDABLE HOUSING.
4. PROMOTE DIGNITY AND HOPE.
5. SUPPORT SUSTAINABLE AND TRANSFORMATIONAL DEVELOPMENT.



### **How We Work**

The ultimate goal of Habitat for Humanity is to eliminate poverty housing and homelessness by building adequate and affordable housing. The organisation also seeks to put shelter in the hearts and minds of people in such a powerful way that poverty housing becomes socially, politically and religiously unacceptable anywhere in the world. We work in many ways to achieve this goal:

- Building and renovating homes
- Disaster risk reduction and response
- Volunteering
- Water, sanitation and hygiene (WaSH)
- Advocacy, land and inheritance rights
- Microfinance
- Construction training
- Energy efficiency

### **From Humble Beginnings**

The idea for Habitat for Humanity was born at Koinonia Farm, a community near Americus, Georgia. In a programme called partnership housing, Koinonia founder Clarence Jordan and others began building houses in partnership with low-income, rural neighbours and then selling the houses to the families on a no-profit basis.

In 1973, the Fullers—a couple who had abandoned a millionaire lifestyle and devoted themselves to a life of service to others—moved to Africa to test Koinonia’s partnership housing model overseas. The programme they began in the Democratic Republic of the Congo, formerly known as Zaire, soon became a working reality. Convinced that a concept that had worked in southwest Georgia and in Africa could be expanded and applied worldwide, the Fullers returned home and founded Habitat for Humanity International in 1976.

Through this programme, simple, decent houses became affordable to those who were too poor to qualify for conventional financing. Each homeowner family helped in the construction of the homes. This “sweat equity” lowered the cost of the houses, instilled pride of ownership and fostered positive relationships with volunteer builders. Their house payments were placed into a revolving “Fund for Humanity”, which was used to build more houses.

## Habitat for Humanity Today

Today Habitat for Humanity works in more than 70 countries around the world improving housing conditions, increasing awareness and advocating for affordable housing, mobilising hands, hearts and voices of volunteers in the cause of decent and affordable housing. Habitat for Humanity International (HFHI) is headquartered in Americus, Georgia and is supported by national organisations operating in several countries, including Great Britain. HFHGB is privileged to be a member of the Global Funding Network, which is comprised of several national organisations focusing their efforts on raising vital funds to further Habitat for Humanity's mission worldwide.

## Global Village Programme

Global Village supports the mission of Habitat for Humanity by working in partnership with communities. It provides cross cultural experiences, mobilises volunteers and generates resources in the hope of creating long-term advocates for affordable housing.

The Global Village (GV) programme began in 1989 in response to increasing requests for international short term volunteer opportunities. In its first year, 12 countries invited 30 teams to participate in housebuilding work and to learn about Habitat's work in their country. The GV programme is growing rapidly; today GV staff throughout the world coordinate more than 850 teams from over 25 countries traveling to at least 50 host countries each year, serving more than 10,000 participants.

## What will you do on your Global Village Build?

**An extra set of hands-** You are providing direct support on the ground to ongoing projects. As the scope of Habitat for Humanity is varied, you could be laying bricks for a home, digging pit latrines for a water and sanitation project or retrofitting existing buildings to make them more energy efficient. You don't need any special skills and local professionals will show you what to do. Given that HomePartners - the beneficiaries of the projects – and the local community themselves usually have to balance volunteering with income earning activities, a team of GV volunteers visiting for a few days can really speed up the completion of a project.

**Fundraise-** You are raising vital funds to support the mission of HFHGB and the hosting country directly, which in turn helps more families.

**Motivate-** Your presence in a community will re-energise the local programme. You have come a long way to volunteer your time. This has a positive impact on local people who will be inspired to get more involved as volunteers too.

**Advocate-** From the point you sign up to join a GV Build, you are advocating for those living in poverty housing. By taking hands on action, fundraising and spreading the word about Habitat for

## Why not just send the money?

We believe that GV is more than money. We want you to come back with the mission of Habitat for Humanity in your heart and this experience will help you to understand it more fully. Your willingness to travel overseas and participate in the physical construction of decent, affordable housing will inspire people you know to donate. You are providing a direct, personal connection between those who give money and those who benefit from Habitat for Humanity's work.

In addition, what you will give is more than money. You will give hope and express solidarity. When your HomePartner points to a picture of your team on his wall and says "these are my friends from the UK" it will mean that a truly deeper connection has been made. Inspiration goes two ways. Our beneficiaries have incredible stories and they inspire and encourage our volunteers as well! You bring them hope and they send you home changed.

Humanity and our work, you are fulfilling the role of an advocate. Working alongside a community on your GV Build will enable you to learn first-hand about the issues of poverty housing as well as the solutions. Our hope is that you will bring home with you what you have learnt and continue to help us raise awareness of poverty housing.

**It's not all one way!** Many of our GV volunteers say that they learn a lot about themselves, their attitudes and way of life and are challenged in a positive way by the experience. The skills you gain and friendships you create will last a lifetime. Plus, if you're passionate about being involved in international development, this is an ideal opportunity to see it in action.

**Who is involved in your Global Village Build?**

Each GV Build lasts 1 to 2 weeks, but is preceded by 6 to 12 months of careful planning and preparation. Three sets of people work to make your GV Build a success: the GV staff based in Great Britain, your Team Leader and a host-country representative from the Habitat for Humanity national office or local project.



**Staff in Great Britain-** Our staff in Great Britain are responsible for planning your trip logistics, training team leaders, obtaining and providing you with information about the project you will work on and providing you with fundraising materials and support. In the unlikely event that an emergency arises during your trip, our team are on call 24/7 and will operate a well-established emergency protocol.

**Team Leader-** Our Team Leaders are rare and treasured people! They are experienced volunteers who have gone through our training programme. Team Leaders serve as your health and safety rep, mentor, motivator, counsellor, crisis manager and confidante from when you first sign up to when you return. Your Team Leader brings to the team personality, energy, experience and commitment and will work with you and for you to make your experience a success.

**Host-Country Representative-** The host-country representative is the primary in-country contact and partner in planning and organising your team's Build. S/he helps plan the itinerary and is responsible for all of the in-country logistics. The host-country representative is instrumental in ensuring that the Build is a positive experience both for team members and for the local project. Some representatives will stay with the team for the duration of the Build and assist with communication and cultural awareness.

"Everyone who gets sleepy at night should have a simple decent place to lay their heads, on terms they can afford to pay."

**-Millard Fuller**

### **Your Global Village Team**

GV team members come from all walks of life and backgrounds, but all come with the goal of dedicating themselves to help those in need of a safe, decent place to live. During your GV Build you may face situations you have never encountered before. You might be living at close quarters – sleeping on a camp bed in a village community centre or sharing basic bathroom facilities with the team. In all likelihood, the accommodation won't be what you are accustomed to and the food might not always be your favourite, but remember that you are a visitor to the country and you are there to learn. Flexibility goes a long way towards overcoming these obstacles.

Teamwork is an important ingredient of a successful GV Build. Working together harmoniously day after day doesn't always just happen - getting along requires patience, restraint and willingness to compromise. Feeling that all participants are not keeping up their end of the workload is a common obstacle when working in a group of volunteers. Sharing and giving become automatic reflexes as the newly formed team grows into a social unit. Be patient with yourself and with each other.



## PREPARING FOR YOUR GLOBAL VILLAGE BUILD

You have signed up for your Global Village Build, spoken to your Team Leader and paid your deposit. So what happens now?

### Payment

You confirmed your place on the team by submitting a non-refundable, non-transferable £300 deposit to HFHGB. The balance of the trip payment (total build trip cost minus the £300 deposit) must be paid in full no later than 45 days prior to the departure date. All payments towards your build trip cost must be made in British pound sterling to HFHGB and reference the GV event code, the participant's name and the trip destination.

#### **The total cost of a GV Build is comprised of two components:**

**Donation-** This is split 50/50 between HFHGB and the hosting country. Your deposit of £300 is included in this donation.

**Direct trip costs-** This includes all accommodation, ground transport, meals, water on-site and pre-scheduled cultural activities in-country. Part of the cost of the trip is a comprehensive insurance package that will serve all of your needs and support you in an accident or emergency situation. The insurance summary is at the back of this booklet. The full policy is available on request.

*Please see Appendix C for an Insurance Summary.*

**Not included-** Your travel to the hosting country (ground transport in the UK and flights) are not included in the Build trip cost. Passports, visa, vaccinations, anti-malaria tablets (if required), personal spending money and tips are also not included in the trip costs. Any pre or post Build activities that you may choose to arrange will be incurred at your own cost.

### Fundraising

Many volunteers may choose to fundraise towards their Build trip cost. HFHGB and your Team Leader are here to support you. On registration you will be sent a web link for your fundraising page. When supporters donate through your fundraising page it will be automatically credited to your trip. *Please see Appendix A for your Fundraising Toolkit.*

**Acknowledging donations-** Donors who contribute towards your trip cost through your fundraising page will receive an acknowledgement of their donation via email. We urge all participants to also take the time to personally thank their donors.

**Matching gifts-** Many employers offer matching gifts for employees, which can be used to offset your Build trip cost. Please enquire with your matching gift programme contact or human resources to see if your GV Build trip is eligible under the matching gift policy. If eligible, please request that the employer include the GV event code and participant's name with the payment. Please notify the Team Leader and HFHGB if requesting matching gift funds. Note that matching gifts payments need to be received 45 days before the trip departs in order to be applied towards your Build trip cost.

#### ***Credit card payments:***

You can call in a credit card payment by phoning +44(0)1753 313539

#### ***Personal cheques:***

You can mail a cheque to 10 The Grove, Slough, Berkshire, SL1 1QP

Please include the event code and participant's name in the memo line.

#### ***Fundraising Page:***

This is an easy way for you and your donors to make payments towards your Build. Please note donations may take up to a week to appear on our systems.

**Funds raised above and beyond to the Build trip cost-** A key purpose of the GV programme is to raise funds to further HFHGB's mission. We encourage all participants to raise above and beyond the Build trip cost in order to address critical shelter needs around the world. To remain consistent with our mission, GV is not able to roll additional funds over to a future GV trip or reimburse trip costs paid by participants when maximum obligations are exceeded. HFHGB will direct any additional funds raised beyond the trip cost to support our programmes worldwide.

**Fundraising for airfare-** The Build trip cost excludes airfare costs as participants are responsible for arranging their own flights. We recognise that some participants may want to raise money for their airfare, this **cannot** be done through your GV fundraising page as HFHGB cannot transfer any donated funds to participants for any reason.

*Please refer to our full Payment Policy in Appendix E for more information regarding our Cancellation Policy.*

## Travel Arrangements

GV volunteers are responsible for arranging their own travel to the host country and for paying for any airfare and ground transportation before and after the GV Build. HFHGB and your Team Leader will advise you as to the most appropriate airport and time to arrive at in-country. Please liaise with your Team Leader when arranging your flights and send them your flight itinerary, they will then send it onto the GV staff. The Team Leader may be able to connect you with other volunteers that have a similar itinerary. If your itinerary changes, make sure you inform the Team Leader.

## Passports and Visas

You are responsible for ensuring you are eligible to travel, both in relation to your passport and obtaining a visa (if required). HFHGB will be on hand to help with the provision of supporting documents for a visa if needed. The expiration on your passport must be more than 6 months after you plan to depart the host country. You should also ensure that you have enough 'blank' pages on your passport to factor in any on-arrival, departure stamps or visas you may require.

## Packing for your trip

The below kit list will give you guidance when packing for your trip. The list has suggestions for types of clothing and shoes, extra medical supplies and other items, such as torches, that you may find helpful during your stay in another country.

***Please note: steel cap boots are mandatory – you will be unable to build without these.***

Personal protection equipment	Essential	Optional
Work boots (sturdy boots with STEEL TOE CAPS)	✓	
Work gloves		✓
Hard hat		✓
Building gloves x 3 pairs		✓
Eye goggles		✓
Dust mask x 2		✓
Knee pads		✓
Clothing	Essential	Optional
Work clothes – suggest both short sleeve and long sleeve for sun protection	✓	
Trousers (such as lightweight cargo trousers, avoid jeans)	✓	
Shorts (for building as well as leisure – culture allowing)		✓
Smart outfit (recommended for farewell dinner or church visit)		✓

Wide brimmed hat (to shade your face as you will be in the sun most of the day)	✓	
Casual clothing suitable for evenings (long sleeves for mosquito protection)	✓	
Warm clothing (check the weather details)		✓
Lightweight waterproof jacket	✓	
Bandana (good for keeping sun off your neck)		✓
<b>Health</b>	<b>Essential</b>	<b>Optional</b>
Insect repellent (containing 50% DEET)	✓	
Anti-malarials – check with a health professional/doctor if these are necessary	✓	
Small first aid kit, eyewash, paracetamol. (Substantial first aid kits will be available on-site)	✓	
Rehydration sachets, anti- diarrhoea medication	✓	
Blister plasters, ordinary plasters	✓	
Antibacterial hand sanitiser (or alcohol based hand gel)	✓	
Sun protection (maximum factor) for face, lips and body	✓	
After sun/Moisturiser	✓	
Prescription medicines (carry medicines in both the hold and cabin baggage). Also a good idea to keep a separate list of medicines with your documents and a doctor's letter to accompany any essential medicine needed.	✓	
<b>Documents</b>	<b>Essential</b>	<b>Optional</b>
Passport (and a photocopy kept apart from original)	✓	
Air travel tickets	✓	
Cash. Most airports will have a money exchange.	✓	
Credit and debit cards. Most airports will have a cash machine.		✓
Insurance coverage information ( <i>see appendix C</i> )	✓	
Vaccination certificates	✓	
<b>Other</b>	<b>Essential</b>	<b>Optional</b>
Day rucksack (for sun cream, camera, bottles of water, snacks)	✓	
Bum Bag (for personal items)	✓	
Toilet roll/moist wipes for on site	✓	
Sunglasses		✓
Camera, film/memory stick, batteries/charger		✓
Plug adaptor (only if bringing digital camera/phone charger etc)		✓
Contact lenses (bring spare lenses, and glasses in case of dust)		✓
Alarm clock/Watch		✓
Small torch (the wind-up torches save on bringing extra batteries)	✓	
Own water bottle (Pack in hold luggage)		✓
<b>Entertainment – and interaction with local children</b>	<b>Essential</b>	<b>Optional</b>
Photos of your family and pets		✓
Football/Frisbee/soft balls for cricket and other ball games		✓
Playing cards and other travel games		✓



### Packing Tips

- ✓ Try out your work boots before you go – best to ‘wear them in’ before your trip.
- ✓ Bringing your own work gloves will ensure a better fit, especially for women.
- ✓ Baggage on flights can get lost, so take essential medicines and a change of clothes in your cabin baggage as well as in your hold baggage.
- ✓ Travel lightly. You will be surprised how little you actually need.
- ✓ Please be aware that many airports have security requirements for liquids and sharp items.

### Gift Giving

HFHGB discourages GV teams and individuals from giving personal gifts while on a GV Build. Team members being there working is a gift in itself. Because they travel the world, GV teams encounter diverse cultures that view the giving of gifts in decisively different ways. Many cultures feel that to receive a gift means that a gift must be given in return. Most of the time, the person or family to whom a gift is given is not in a position to reciprocate. This results in disappointment and unhappiness by the very people the team is intending to make happy by giving them a gift.

Because it may set precedence, gift giving can have a negative impact on the host affiliate, HFH in general, other volunteers that build with the affiliate, the GV programme and future GV teams. To avoid potential problems, embarrassment, hurt feelings and unhappiness, it is best that gifts not be exchanged between the team or individual team members and select individual children, the local masons/volunteers, on-site construction supervisor, partner family, host GV coordinator, host affiliate staff, HFH national GV coordinator, HFH GV coordinator, GV team leader or anyone else.

*Please refer to Appendix F for more information or ask your Team leader or HFHGB staff if you have any questions.*

### Medical Matters Before Your Build

HFHGB strongly advise that you consult a health professional or visit a travel clinic at least 3 months before your GV Build.

**Medication and Medical Conditions-** Please inform HFHGB and your Team Leader of any existing medical conditions before you travel. If you fail to do this, the medical insurance may become invalidated. This information is also necessary so that, should an emergency arise, assistance can be given more easily. Please reference the ‘Health’ section of the packing list for more information on what you should take with you on your GV Build.

**Vaccinations-** You will need to discuss your vaccination regime with your doctor or practice nurse as soon as possible as some vaccinations need to be spread out over time. You may have to pay for some vaccinations. If you receive certain vaccinations, such as Yellow Fever, ensure you bring any supporting documentation with you.

**E111 European Health Insurance Card-** If you are travelling to a European country, it is a good idea to take your European Health Insurance Card (EHIC) formally known as the E111 card with you. For further information and requirements please go to their website at <http://www.e111.org.uk>. Alternatively, you can pick up a form at your local post office.

## ON YOUR GLOBAL VILLAGE BUILD

If this is your first GV Build, questions and anxiety are perfectly normal. You probably wonder what it will be like, what you will do and whether you will like it. There are a lot of uncertainties, but one certainty is that it will not be the same as what you are used to at home!

You will get the most out of your trip by thinking about your expectations before you go. Perhaps you can start by giving some thought to your own reactions at work or home over the next week when things do not go as expected. Chances are that you will have to be even more creative and flexible when on your trip. Here are some things that you can think about:

- ✓ Differences: Different is different, not wrong.
- ✓ Schedules probably won't happen as planned.
- ✓ Be flexible. You might be tired of hearing about flexibility, but it will continue to be one of the most valuable words to consider as you go overseas.
- ✓ Frustration. No matter what the situation, you'll always be encountering the unexpected.
- ✓ Be forgiving. You will make mistakes. Make allowances for yourself as well as others.
- ✓ Be willing to be stretched, challenged and transformed.

**A Global Village itinerary might typically look something like this:**

Sample 10 Day itinerary	Sample 15 day itinerary
Saturday Depart UK	Saturday Depart UK
Sunday Meet the team, travel to Build location, and participate in orientation.	Sunday Meet the team, travel to Build location, and participate in orientation.
Monday – Friday Work on site	Monday – Friday Work on site
Saturday Work on site and farewell celebration*	Saturday and Sunday Some hosts build on Saturday but will arrange cultural activities at the weekend
Sunday Cultural activities and depart destinations	Monday-Thursday Work on site
Monday Arrive UK	Friday Work on site and farewell celebration*
	Saturday Return to the UK

\*depends on project and is likely but not guaranteed

### Team Orientation

Once you arrive at your host country you will be given an orientation session by the local coordinator. Although you are making a significant contribution of time, hard work and money, GV team members are still guests in the host country they visit, therefore it is imperative that you take on board the advice given in the orientation. Please also remember that the actions of team members reflect the values of Habitat for Humanity and you have an important part to play in upholding these.

### Accommodation

GV teams will stay in modest accommodation that can range from a sleeping bag on a school floor, a guesthouse or a 3 star hotel room. It is dependent on the country and the location of the Build. The accommodation will be double shared occupancy, unless specified otherwise and is vetted for safety and cleanliness.

### **What is a typical day?**

The day will begin at approximately 08:00 with an orientation on-site and health and safety briefing. The work will continue until late afternoon, with breaks for coffee and lunch. You will return to your accommodation for free time and rest.

During the work days the food will be simple and satisfying local food. You will be provided with plenty of water. In the evenings, you will go to chosen restaurants or eat at your accommodation.

On most days the Team Leader will gather team members together for reflection meetings. This is a time when each person has the opportunity to share feelings and discuss issues or concerns. Making new friends and bonding as a team is a significant part of participating in a GV Build.

### **What kind of tasks might I be asked to do?**

Depending on the phase of construction, a volunteer will mix mortar, build walls, lay blocks, install doors and windows, put up roofs or move materials. Each site is assigned experienced builders who will supervise the process and ensure quality of work. No previous building experience is necessary, all you need to do is arrive ready to learn, get dirty and have a great time.



### **How fit do I need to be?**

You will need to be relatively fit to take part in a Build as it is designed to be demanding.

You will generally be working for full days on the site performing physically demanding tasks.

However, if an activity is too physically demanding for you (such as lifting) you can move on to another activity. You will not be asked to do anything you are not comfortable with. If there are any concerns about your health, you might be asked to get clarification from your doctor that you are fit to travel and to take part in the Build.

### **Community Life and Cultural Activities**

Participating in a GV Build is more than simply building or renovating homes. You'll be totally immersed in the community you visit. You'll eat, sleep, work and play as a team, within the confines of your host country's culture. With this immense opportunity for growth comes equally immense responsibility. We encourage teams to get involved in local community activities, which can be rewarding and satisfying experiences that will give you further insight into your host community. Make an effort to get involved and share yourself with others.

Cultural events are built into most trips. These may include, for example, meeting with the local women's group, talking with the local affiliate board about their family selection process and building programme or taking part in cultural ceremonies, dances and sing-a-longs. We build in cultural events so you can learn more about the community in which you are a guest and so you have an opportunity to reflect on the different aspects of the trip. If you are interested in sight-seeing at the end of the trip we may be able to suggest possible options in a particular country, but we are unable to organise it for you.

We ask that you refrain from engaging in any intimate contact with community members or other team members during your GV Build. It is important that participants respect and adhere to these

guidelines as failure to do so can have a negative impact on the dynamics of your team. Inappropriate relationships may also have a detrimental impact on the reputation of Habitat for Humanity.

### **Culture Shock**

One thing that you can expect is that your host country and local community will be different to what you are accustomed to at home. For example:

- ✓ Domestic animals such as cats and dogs may not get the same treatment.
- ✓ Time may not be as important as the quality of a relationship.
- ✓ Women may not experience the same degree of freedom that you are used to in some cultures.
- ✓ It may be more important to greet someone by asking how the other person's family is before getting onto the main point of the conversation.
- ✓ Expectations around clothing may vary. Women may be required to cover their heads, shoulders, or knees, or to wear skirts at all times. Men wearing shorts may be frowned upon.
- ✓ It is considered rude to disagree or say no to guests.

### **Good rules of thumb are:**

- ✓ Ask if you don't know.
- ✓ Be flexible, willing to learn and ready to apologise if necessary.
- ✓ Try to embrace the culture of the host country, not compare it with 'back home'.
- ✓ Be prepared to laugh at your own blunders and genuinely become a part of the new culture.
- ✓ Learning the local language and using basic greetings shows that you are keen to get involved and will help you along the way.
- ✓ Ask your hosts about their country, their way of life, their past and future. Show as much interest in them as they undoubtedly will show in you.

**Remember** - You are a visitor and thus you are not there to change or question the local people, but to respect, learn and serve.

### **How does it end?**

Generally the end of your Build will be marked with a celebration with the homeowners and local volunteers, which is always great fun! Please be aware that this may also have a religious aspect, depending on where the team is based.

## **The Best Route**

A young man working in a village in Papua New Guinea asked his local colleague for the best route to get to a certain village. The colleague replied by saying, "There are many ways. Which is best depends what you would prefer. We could go through the bush and visit some close friends along the way. Or we could go along the coastal route. The sun will be strong, but an old man lives on the way. He knows many stories from World War II. If we take the road, we can talk to some members of my wife's family who live on this side of the river. If we go through the bush above the road, we may meet enemies, but it's another possible route." The young man realised his "best" didn't work in this culture and that the quickest is not always the "best."

-An abridged version of a story by Tim Sieges take from "In Other Words," Wycliffe 1994

## PERSONAL HEALTH AND SAFETY ON THE BUILD

Your personal health and safety is important to us and we encourage you to take it seriously as well. If you are not used to manual labour, then you may wish to consider increasing your level of fitness prior to the Build.

### First Aid

At least one person on the team, usually the Team Leader, will be a qualified first aider. S/he will liaise with team members on matters of individual health, assist in risk assessments and give first aid when required. The first aider will be responsible for carrying a comprehensive first aid kit.

### Traveller's Diarrhoea

Diarrhoea is the most common travel-related illness. The most effective way to avoid diarrhoea is through scrupulous attention to personal hygiene. We recommend all volunteers bring with them some antiseptic hand-wash. If you are unfortunate enough to get diarrhoea, you should:

- ✓ Tell the first aider as soon as possible to avoid spreading it throughout the team.
- ✓ Replace lost fluids and salts using an oral rehydration solution.

### *Seek medical attention if:*

- ✓ The diarrhoea is very severe or lasts longer than 2 days.
- ✓ There is blood or mucus in the diarrhoea.
- ✓ You are also vomiting and are unable to keep fluids down.

### Malaria

Travellers to tropical and subtropical countries are often exposed to the threat of contracting malaria through mosquito bites. A health professional will be able to advise if your intended destination is a malaria zone.

#### *Prevention of Malaria:*

- ✓ Take your anti-malarial medication.
- ✓ Keep legs and arms covered.
- ✓ Use mosquito coils or vaporising mats.
- ✓ Avoid dark colours.
- ✓ Avoid strong perfumes, hairsprays or after-shaves.
- ✓ Use air-conditioning or fans if available.
- ✓ Try to avoid evening walks beside rivers and ponds.
- ✓ Use a good repellent. Those containing DEET are the most effective.
- ✓ Try your repellent at home before leaving to check you are not allergic to it.
- ✓ Apply repellent before dusk when mosquitoes start biting.
- ✓ If wearing sunscreen, apply repellent on top.
- ✓ Sleep under a pre-treated mosquito net.

**Symptoms of malaria may include:** fever (38°C or above), headache, aching muscles and joints, nausea and vomiting, cough, abdominal discomfort. Seek medical help immediately if you have these symptoms during or after your trip. *Remember:* you can still get malaria while taking anti-malarial medication although it will not be as severe.

### Fluid Intake

Adults require an average of 2 litres of fluid a day (*excluding caffeinated drinks and alcohol*). When working on site, aim to drink a minimum of 2 litres a day and 4-6 litres, if it is hot.

Carry a good water container (minimum 1 litre) that is easily identifiable to you. This will save any confusion regarding whose bottle is whose and any contamination between users. Monitor your urine colour - the darker your urine the more dehydrated you are.

### **Water and Food Safety**

- ✓ Drink bottled water. In restaurants always ask to open the bottle yourself, checking the seal is in place. If in doubt stick to carbonated water - and make sure it fizzes!
- ✓ Use bottled water for cleaning your teeth. Don't open your mouth in the shower.
- ✓ Hot, well-cooked food is much safer than raw food.
- ✓ Avoid ice-cream, uncooked vegetables, unpasteurised milk, shellfish, soft cheeses, lukewarm food, ice in drinks, fresh salad and unpeelable fruit.
- ✓ Cooked food that has been allowed to stand for several hours at ambient temperature provides a fertile breeding ground for bacteria and should be thoroughly reheated before serving.
- ✓ Consumption of food and drinks from street vendors has been associated with increased risk of illness.
- ✓ If you are offered food or drinks by a host family that you are not sure about, it is better to point to your stomach and decline.
- ✓ Apply strict hygiene, especially after using the toilet and before you eat food - never use communal, damp towels in public conveniences. Use disposable paper towels or hot air.



### **Animal-Associated Hazards**

In areas of endemic rabies, wild animals and domestic cats and dogs should be avoided. If you are concerned about rabies, discuss this with a health professional before your departure. Poisonous snakes are prevalent in many parts of the world, although deaths from snakebites are relatively rare.

#### *General advice:*

- ✓ Always wear long trousers and boots when walking through undergrowth or long grass.
- ✓ Always check inside shoes and boots before putting them on.
- ✓ Do not sleep outside.
- ✓ If you see a snake do not panic; keep very still until it goes away.
- ✓ Carry a torch when walking at night.

### **Sun Safety**

- ✓ Wear items that will protect you in the sun - sunglasses, clothing of tightly woven fabric and a sun hat covering the neck, ears and back of the neck.
- ✓ Apply high factor sun cream liberally - don't forget the back of the neck and the ears.
- ✓ Drink plenty of non-alcoholic drinks while in the sun to prevent dehydration.
- ✓ If you are on any medication check with your doctor before you go away as some medications can make you more sensitive to the sun.

### **Alcohol Consumption and Drug Use**

The use of illegal drugs is strictly forbidden on all GV Builds. Consumption of alcohol is forbidden on worksites. Excessive consumption of alcohol in the evening can impede your work on site the next

day and can lead to dehydration problems. In these situations the Team Leader may deny you access to the site. In some situations a team member may be sent home.

### **Fire**

Whilst Habitat for Humanity make every attempt to provide accommodation that is safe, you are still responsible for your own safety. Before sleeping in unfamiliar surroundings, always identify the fire escape routes, fire exits and locations of any fire extinguishing equipment. Count the doors to your nearest fire exit (or seats on an aeroplane). Look out for heating devices that could cause carbon monoxide poisoning. Do not smoke in bed. In case of fire, crawl low, under the smoke, to escape.

### **Personal Safety**

The following tips are common sense when travelling abroad:

- ✓ Dress conservatively. Don't wear expensive-looking jewellery or watches. Conceal essential valuables (including your mobile phone) and documents. Don't put valuables in easily accessible pockets or backpacks.
- ✓ Do not display large amounts of cash.
- ✓ Keep a copy of your passport/documents separate from the original.
- ✓ Lock your luggage if it is out of your sight. Avoid having your home address or nationality prominently displayed on luggage. It is safer to have only your house number and postcode instead.
- ✓ Be extra vigilant when out on the street – look out for bag snatchers, pickpockets and scam artists.
- ✓ Ensure someone knows where you are at all times. Do not wander off alone, especially at night. We request that you go out in groups of at least 3 people.
- ✓ Bring the minimum number of credit cards and make a note of numbers for recording loss. Contact your card provider before you travel to ensure that you can use your card abroad.
- ✓ If confronted, give up your valuables. Nothing is worth more than your own life.

## THE BUILDING EXPERIENCE

Habitat for Humanity works with local masons to build houses that are a reflection of local customs and materials. The building materials and techniques used in other countries are likely to be very different from those with which you might be familiar. In some countries, bricks may be hand-moulded, door handles might be a loop of rope with a stick braided into the end and floors, walls and roof may be made of concrete.

Building methods in developing countries often use little in the way of machinery and renting such equipment would drive up the price of a home, therefore it is common for teams to perform more manual labour than skilled building tasks. You will be under the charge of local craftsmen and they will supervise the work of the families and volunteers. A GV team is sometimes divided into smaller work units that will assist at construction sites scattered throughout the area. It is common not to complete a whole construction project during your GV Build. Remember that any contributions you make whilst on your Build will go towards helping a family out of poverty housing. If you are participating in the end stages of construction, you may see a HomePartner family receiving the keys to their new home—an unforgettable experience.

There are many tasks on a building site so ask the project developer or building supervisor for jobs you feel comfortable with. Be open and honest if you are not feeling useful enough or you feel you cannot do what you have been asked to do. No volunteer should feel they have to do something they are not comfortable doing.

Typical manual labour for a team could include:

- ✓ Placing roof tiles
- ✓ Laying bricks
- ✓ Clearing and levelling a site
- ✓ Digging footings
- ✓ Transferring or delivering materials such as sand, gravel, cement blocks and bags of cement
- ✓ Manually pressing cement blocks
- ✓ Manually mixing cement for pours or mortar
- ✓ Finishing slab floors
- ✓ Forming latrines
- ✓ Chipping concrete blocks
- ✓ Cutting and forming reinforcement bars
- ✓ Filling masonry joints with cement
- ✓ Assisting with a physical inventory of construction materials
- ✓ Repairs and renovations to existing properties



## HEALTH AND SAFETY ON SITE

Everyone has a safety responsibility. If you think something is unsafe, it probably is. Don't wait for an accident to happen: if you have a concern, raise it with the Team Leader or the local site staff.

### General Safety

- ✓ REPORT immediately any accident, near miss, or anything that could lead to an accident, to your Team Leader.
- ✓ USE the correct tool or equipment for the task you are carrying out. Visually check any tool or equipment before using it; never tamper with it and report any defects found to a member of the site staff. Volunteers will be instructed in the use of various site tools and equipment.
- ✓ WEAR PERSONAL PROTECTIVE EQUIPMENT as per the H&S signage and requests from the Team Leader or Habitat for Humanity staff.
- ✓ DO NOT throw materials to each other to save time. Always work in a chain.
- ✓ DO NOT indulge in horseplay or cause distractions to anyone on the site.
- ✓ NO ALCOHOL OR DRUGS are permitted on site at any time. Volunteers who need prescribed drugs (inhalers, etc) should make sure they have a sufficient supply on site.
- ✓ TAKE REGULAR REST AND WATER BREAKS. Dehydration can be an issue in hot climates. E.g. when the temperature is over 35C you will probably need to drink at least 5 litres of water during the working day.
- ✓ IF YOU FEEL UNWELL at any time during the trip, please speak to your Team Leader.
- ✓ REMEMBER: you are in a new environment, be that your host country or a building site. Don't take things for granted – always be prepared to question – if it does not feel right, it probably isn't!

### Training:

- ✓ Safety briefings are a vital part of the day. Every day will begin with a safety briefing that relates to the work about to be undertaken.
- ✓ Local builders will be on site with you – they will also be able to help in giving the necessary training prior to carrying out new tasks.
- ✓ General safety considerations will be reinforced at safety briefings and specific issues covered. All hazards or potential hazards will be identified and action should be taken to prevent accidents on site.
- ✓ Volunteers will be instructed in the use of various site tools and equipment.
- ✓ If you feel uncomfortable doing a task please talk to the Team Leader, who will arrange more training or a different task.
- ✓ You should receive training in appropriate lifting techniques. Please talk to your Team Leader if this training is not provided.

### Communications

We ask that Team Leaders, Deputy Team Leaders and Crew Leaders carry a mobile phone with a local chip (or are able to use their UK phone overseas) so teams that are separated into smaller groups can maintain contact. Mobile phones will also assist first aid provision and must not be used on site for any other purpose.

### Transportation

The wearing of safety belts is required where they are fitted. Habitat for Humanity arranged transport will meet a certain level of safety – if you are unsure whether this is the case, ask your Team Leader or the hosting coordinator. Volunteers should not ride in the back of trucks. Volunteers should not push vehicles that may be stuck.

### **Electrical Equipment**

In humid or wet conditions electrical equipment can be very dangerous. Only electrical equipment that uses 120 Volts should be used on site; i.e. no standard DIY tools that use 240 Volts. Generators should not be operated by volunteers. Volunteers are only permitted to use electrical equipment after thorough training. If you have not received the training DO NOT USE.

You need to be over the age of 18 in order to be able to operate power tools.

### **Fall Prevention**

Cover all holes in the earth or buildings, or build barricades to prevent people from falling into them. Be careful with tools and loose materials, particularly when working on the roof or at height.

Block off an area on the ground if you will be throwing materials down from above.

### **Digging Holes**

Volunteers are to dig no deeper than 1 metre. Once dug, holes should be marked off with safety tape and filled up as soon as possible. Volunteers should only dig holes with a supervisor present.

### **Site Tidiness**

Untidiness causes many tripping accidents on building sites, some serious. Tidying the site should be the first job that you do every day. Volunteers are responsible for keeping their area tidy and removing any unwanted materials or tools to avoid accidents occurring.

### **Working at Height**

Volunteers should not work at roof height without training. Volunteers should never be in a position where there is no scaffolding underneath them, e.g. volunteers should not be laying tiles over eaves without scaffolding below. Volunteers are not to work within 5.2 metres of any overhead power lines. You need to be over the age of 18 in order to be able to work at height.

### **Ladders and Scaffolding**

- ✓ Inspect ladders before use. If unsafe, DO NOT USE!
- ✓ Place ladder on a solid footing. Ensure that the ladder is tied down.
- ✓ If the feet of the ladder are not level, dig a small hole. DON'T raise a foot of the ladder on bricks.
- ✓ Scaffolding should only be used if it has grab rails and your Team Leader has approved it for use. DO NOT USE otherwise.
- ✓ Volunteers should never work underneath scaffolding or pile any excessive weight on scaffolding.
- ✓ Volunteers should not work on "make-do" scaffolding higher than 1.2 metres high.
- ✓ Ensure that the ground around scaffolding is kept clear and tidy.
- ✓ If scaffolding feels unsafe, DO NOT USE!

### **Concrete Mixers**

Mixers are not often used on Habitat for Humanity sites. When they are used:

- ✓ No tools or human appendages are to be inserted into the mixer while it is turning.
- ✓ Mixers should not be overloaded.
- ✓ The base for the mixer needs to be firm to avoid possible tipping, e.g. the mixer should not sit on a pile of unmortared concrete blocks.

### **Minors as Part of a Team**

There is provision for minors aged 16 and 17 to join GV teams. Team Leaders have a responsibility to keep an eye out for any behaviour from other members of the team that may be inappropriate or may lead to suspicions concerning child protection. If the minor does not have a parent or guardian on the

trip, the parent will sign the Parental Form of Authority giving the team leader certain rights in respect to the care of the minor for the duration of the trip.

When a parent or guardian is part of the trip, the parent or guardian will retain these rights and the Parental Form of Authority will not be signed. The Team Leader will act in loco parentis should the Acting Guardian be incapacitated. HFHGB policies regarding minor and child labour available upon request.

### **Principles of Good Practice When Working with Local Children**

Throughout your experience you will interact with the local community, HomePartners and other Habitat for Humanity staff and volunteers. Interaction with local children is a key component of any GV Build. Children will befriend you as you work on site, as you eat a meal or even as you travel to and from your accommodation each day!

Health and safety on the work site is of paramount importance. All individuals should follow the instructions and advice of construction supervisors on site. Children should not be encouraged to work on site by any team member.

Whenever you have contact with any child it is important that they always feel safe around you or any member of a Global Village team. With this in mind, when interacting with children, team members are asked to adhere to the following guidelines and to ensure that the safety and welfare of any child is a priority in all their dealings.

*Please remember:*

- ✓ Team members should respect children and young people at all times
- ✓ Team members should be thoughtful about their language and tone of voice.
- ✓ Team members should never participate with children in games of either an aggressive or sexual nature.
- ✓ Team members should never invade the privacy of children or engage in inappropriate or intrusive touching of any kind.
- ✓ Individual team members should never be alone with any child or group of children.
- ✓ Team members should not spend excessive amounts of time with any one child or group of children.
- ✓ Team members should not make unnecessary physical contact with any child or make any demeaning remarks or gestures to or about a child.
- ✓ When taking photographs of children, team members should always ask the permission of their parents or guardians.

### **Disciplinary Procedure**

HFHGB takes the safety and security of our volunteers very seriously and will not hesitate to send volunteers home that are posing a risk to themselves or others. This may also include behaviour which HFHGB feels is contradictory to our core values. The TL will address inappropriate behaviours directly with the volunteer in a bid to understand and resolve the situation. If the situation is unable to be resolved, HFHGB GV staff will intervene. If GV staff are not sufficiently satisfied with the ongoing conduct of the volunteer, he/she may be asked to depart the host-country at their own expense.

## ON YOUR RETURN

You've spent a week alongside fellow volunteers, HomePartners and community members improving housing conditions, now what?

### Thank Your Donors

Don't forget all of those people who supported your Build trip! Send thank you notes and photos of you hard at work on the site, with the HomePartners and enjoying the local culture. They will appreciate seeing what their money contributed to and will be more likely to donate in the future.

### Reverse Culture Shock

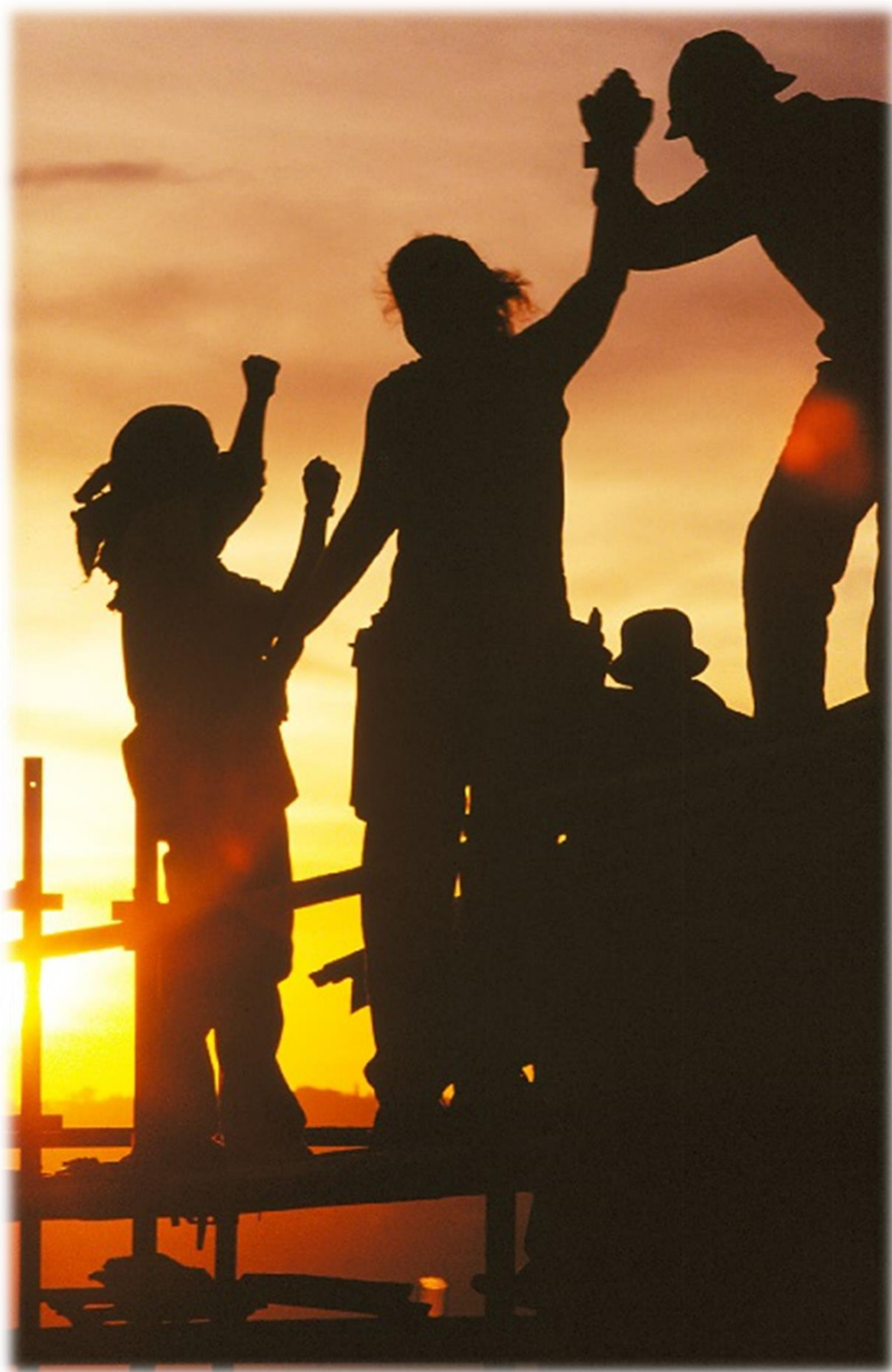
While many volunteers often expect to experience culture shock when participating in a GV Build, some are less prepared for the variety of emotions they may experience when they come home. It is not uncommon to feel sad about being separated from your new friends and the lifestyle of the host country. You may feel anger or frustration about people at home taking what they have for granted when you've been working with people who have far less. It can also be hard to communicate how much the Build affected you and others may have a hard time understanding its impact.

This is all perfectly normal and it is best to take it day by day as you ease back into your normal routine. You won't soon forget your experience and hopefully it will have a lasting, positive impact. If you are having a hard time, please do not hesitate to reach out to your Team Leader or GV staff to talk about how you're feeling. We are here to help!

### Stay Involved!

We hope that your GV trip is just the beginning of a lifelong relationship with HFHGB. There are many ways to keep supporting our mission and help families realise the Power of Home.

- ✓ **Build** - Join another GV Build!
- ✓ **Share** - You've seen what Habitat is doing around the world. You have stories. You've met a Habitat family. Send HFHGB your stories, share them online and inspire others to join in. **#HabitatStory**
- ✓ **Fundraise** - You can continue to engage donors and raise funds by participating in sporting challenges or creating your own events.
- ✓ **Advocate** - You've witness first-hand the Power of Home, now share what you've learned and increase awareness about poverty housing at home and abroad.
- ✓ **Lead** - Do you want to lead your own GV Builds? Join our group of amazing Team Leaders! HFHGB holds Team Leader trainings twice a year.



# Habitat for Humanity Fundraising Toolkit

## Introduction

This toolkit is designed to help you with your fundraising efforts, from beginning to end. It contains numerous ideas and 'How to Guides' to help you on your way. There is also information on how to handle donations and what to do with the money once you have it. If you'd like any templates, please email [GlobalVillage@habitatforhumanity.org.uk](mailto:GlobalVillage@habitatforhumanity.org.uk)

There are some key questions that you need to ask before you start fundraising:

- How much have you been asked to raise?
- How long do you have to raise funds?

## Getting Stated With Your Fundraising

### Making a Plan

**One of the first things you will need to do is to set up your online fundraising page.** As a charity, we prefer you to use Just Giving as it allows us to process your fundraising more efficiently. For more information on how to set up your please contact the Global Village staff.

It may be helpful to make a timetable. Breaking your target down into monthly goals is a great way of keeping on track. Use this toolkit to organise a calendar of fundraising activity and you will soon see your sponsorship increase.

### Tips on Becoming a Successful Fundraiser

Everyone can be a successful fundraiser, but here are some tips to help you along the way!

- **Make sure you understand what exactly you will be doing and what Habitat for Humanity does.** Your supporters will ask you and you don't want to appear like you don't know what you are doing. We have resource we can send you that will explain the work we do and who we serve.
- **Use your networks.** Your networks include all the different groups of people you may know, including your online social networks.
- **Research local and national organisations that would be interested in what you are doing.** This could include, for example, Rotary Clubs and local youth groups.
- **Tell everyone about your events.** The key to successful events is promotion, so make sure you put your event on Twitter, Facebook and other social media sites. Create posters and leaflets to give to your sponsors and to promote your events.
- **Don't be afraid to ask!** You will not reach your target if you don't ask people to sponsor you. Remember that you are asking for a good reason and their money will help you to reach your goal.

## Getting Support

Many people sponsor individuals who are raising funds for a target.

**So why would people sponsor you?**

- Because they know you
- Because you've asked
- Because they agree with the cause you're raising funds for
- If you are doing a sponsored event or challenge: Because you're prepared to make the effort – most people admire that!

**Ask.** You will only raise money when you ask for it. You will not raise money when you don't ask for it. The more people you approach, the more money you will raise. Remember, you are not requesting money for yourself, you are asking on behalf of Habitat for Humanity. The money you raise gives a hand up to real people around the world living in extreme poverty. It truly gives them hope and changes their lives, permanently.

### Getting Sponsored by Companies

It is helpful to think about asking companies to sponsor you, especially if they have a link with construction. You could get your employer to help you i.e. would they allow you to email all staff? It is best to send a summary of what you are doing with a leaflet on Habitat for Humanity for the best information.

Do you, or somebody you know, work for a company that has a matching gift policy? If so, this is a great way to maximise your fundraising impact. Enquire about the matching gift policy to see if your Build trip is eligible.

## Running a Fundraising Event

If you have decided to run your own event, these How to Guides will help you to think about the process from start to finish.

Some overall tips for organising an event

- Make sure that your event doesn't clash with any other major events in your area or nationally
- Write a checklist of all the things that need to happen before the day and make sure you prioritise
- Try to get as much as possible donated for free by local businesses in return for a bit of publicity (e.g. mention them in a press release to the local paper, put their business cards on tables).
- Whatever your event, always make sure that you have a display somewhere accessible about Habitat for Humanity and why you are raising money.

### Before

The venue

- Always approach your venue as early as possible to avoid disappointment!
- Make sure the venue management is aware that you would like to use their space for a charity event. They will often donate their venue to you for free or give you discounts/gifts to make sure your event is a success!

When booking a venue for your event, always consider the following:

- Is the venue easy to access? Think about its location for your guests.
- Does it have parking?
- How many people can the venue accommodate?
- Does the venue have the correct licenses needed for the event?
- Can you take a percentage of the bar takings/ organise deals on drinks and food for your guests?

Selling tickets

- Start selling tickets in advance rather than on the door. That way you know how many people are attending. You could always keep a certain amount aside for tickets on the night.
- If you want to sell tickets on the door, make sure you know how many tickets have already been sold and how many you have left to sell. Your venue will have a strict policy on how many people it can accommodate for insurance and safety reasons.

### During the Event

- Always try to arrive as early as possible at your venue, so that you have enough time to set up your event. Leave enough time to decorate, test technical equipment and check the venue staff are happy with the arrangements

- You could place collection boxes around the venue – email our Supporter Services team if you need collection boxes: [supporterservices@habitatforhumanity.org.uk](mailto:supporterservices@habitatforhumanity.org.uk)
- Please do take lots of photos and send them into our Supporter Services team!

#### After the Event

- Thank all the attendees and let them know how much you raised. It's a great feeling for them to know that they were part of a successful event.
- Don't forget to thank the venue for having you for the evening! It's great news for them if the event was a success and by maintaining a good relationship, you know you could call on them again to host future events.
- Once you have counted up the money you collect at the event, upload it onto your fundraising page as an offline donation.
- Don't forget to give us a call and let us know how it went!

## How to Guides

### Organise a Karaoke Evening

#### Venue

- Ask a local pub or other venue to donate a private room for you to hold your karaoke night. Some pubs and even some restaurants have their own karaoke equipment in a special function room, or you could hire a room at a karaoke bar.
- Don't forget to tell them it is a fundraising event for charity and to ask for the best charity discount they can do for you.

#### Tickets

- In order to control and plan for the evening it's best to sell tickets for the evening in advance – you could always have one price if people buy their ticket beforehand and another, slightly higher price on the door if there is still capacity.

#### Extra Fundraising

- As an extra fundraiser, you could ask people to 'bid' to sing a song or you could also start an auction – if people particularly want to make a certain person sing, or want them to sing a certain song, set a price at which that person will sing and start the bidding!

### A Restaurant Evening

Take a restaurant over on a "quiet night". Ask the restaurant to put on a special menu and charge you, £10.00 per head. You can then diners £20.00, the difference becomes a charitable donation towards your fundraising goal.

#### The advantage for the restaurant:

- The restaurant gets a full house on a quiet night
- New people visit the restaurant – and may well do so again
- The restaurant will make additional profits through the sale of drinks

#### The advantage for you:

- You gets a share of the income – 50% is quite reasonable
- A restaurant evening is fairly easy to organise and is great fun to hold
- The evening can be used to generate publicity

#### Organisation

- **Tickets** - The easiest way to manage attendance at an event is by selling tickets
- **Publicity** - Send a letter to the editor of the local newspaper. Contact the local radio station.
- **Contract** - Be very clear with the restaurant. Write a letter to your contact at the venue outlining the arrangement, especially the financial details. Take two copies to the restaurant prior to the event and ask the restaurant owner to sign your copy.

Restaurants may want to adopt Habitat for Humanity as their charity and to have a Habitat for Humanity meal several times a year. If a restaurant wants to do this they may, for example, want to put on the bottom of menus “We support Habitat for Humanity”. This level of partnership will need an agreement, for which you should contact HFHGB.

### Pub Quiz

Most pubs have a quiz night once a week so it is better not to clash with these! It’s always worth asking your local pub if they will hold their regular quiz night in aid of your Global Village, and give you the entry fee. Offer to do lots of publicity of the event so that there are lots of attendees and increased bar takings for the pub.

- If you would like to hold your own quiz night, try hosting it in a village hall or public building so that you don’t compete for guests
- You may need to provide your own refreshments
- Make sure you have all the questions and answers to each round prepared before the night, as well as the score sheets
- Don’t forget to take leaflets and information about Habitat for Humanity. You could also place buckets and collection boxes around the table to collect spare change. Get in touch with us and we can send you the materials.

### More Fundraising Ideas....

- **Run** - ...or walk! Don’t think you can’t do it – everyone can. Enter yourself into a race. 5K, 10K, half-marathon, full marathon. Challenge yourself. Ask friends and family for sponsorship.
- **Dress down/up day** – ask your school or employers whether they can have a dress down/up day.
- **Live Below the Line** – a brilliant event and a great way to raise some money. Can you live on £5 for 5 days, as more than one third of the planet live? It’s tough, but others recognise this, so they’ll be willing to give you some money. Find out more here: <https://www.livebelowtheline.com/>
- **Something silly** – charity head shave, wear something stupid, sit in a bath of baked beans. Take photos and videos; spread the word. Embarrassing for you, but hilarious for those that know you.
- **Sponsorship events** – try and tie in your plans to special dates in the calendar, such as Christmas, Valentines, Easter and Halloween. This is a good way to spread out your fundraising.
- **Cake sales** – an easy and great way to raise money.
- **Car boot sales** – sell your stuff! It might look like rubbish to you, but it might be worth something to someone else.
- **Ebay, Gumtree** – online car boot sales. Another relatively easy way to make some money.
- **Make something yourself** – if you can make it, try selling it. Markets, Christmas and school fetes, arts fairs or even online are great places to make some money and donate the proceeds to your Build.
- **Auctions** - Build up a prize fund of unwanted gifts or try and get things donated. Advertise it in the local press. This could form part of an evening event you’ve already set up.
- **Themed night** – everyone loves food and drink, and who doesn’t like dressing up?! You pick the theme and the place, cook the food, provide the drinks and entertainment then sell tickets to friends and family!

### Something to note...

Once you have reached your fundraising target, you don’t have to stop there!! All money raised goes to support the work of Habitat for Humanity.

### What to do with your money?

- Whenever possible, direct your sponsors to your Habitat for Humanity online fundraising page.
- Ask your sponsors to give you their sponsor money at the time that they sponsor you. It will save you having to catch up with them again after your sponsored activity. Most people are happy to do this.
- Wherever possible, ask for a cheque (**made payable to Habitat for Humanity**). It's too easy to get coins and notes muddled and it's also easier to keep tabs on who has or hasn't paid up.
- If people give you cash:
  - WRITE DOWN who has given you what.
  - Write a cheque payable to Habitat for Humanity for the amount of cash or arrange a bank transfer.
  - On the back of the cheque, or on a note with the postal order, write the names of the sponsors and the amount they gave.
- If you would like a sponsorship form, email [supporterservices@habitatforhumanity.org.uk](mailto:supporterservices@habitatforhumanity.org.uk)

Finally, we would like to say a HUGE thanks to *you* for your time and effort. We really appreciate everything you are doing for Habitat for Humanity and are so excited that you are as passionate as we are about giving a hand up to people around the world living in extreme poverty.

Thank you!

## B. EQUAL OPPURTUNITIES, DATA PROTECTION AND PROBLEM SOLVING

### Equal Opportunities

HFHGB aims to ensure its volunteering programme is as accessible as possible. There may be some circumstances in which a volunteer may be restricted in what they can do (e.g. to comply with our child labour and protection policy or to comply with a medical opinion) or whether they can participate at all. Our aim is to find opportunities for all to participate.

*A full copy of the Habitat for Humanity Great Britain Equal Opportunities Policy is available on request.*

### Data Protection and Confidentiality

HFHGB receives sensitive personal data and processes this data for the purposes of:

- ✓ Accepting a person onto a team
- ✓ Managing the team logistics
- ✓ Providing work and activities that are appropriate
- ✓ Managing an emergency situation

HFHGB will not pass on personal information to any third parties unless that party has a direct interest in the individual, e.g. next of kin, Team Leader or other organisations that may be responsible for an aspect of a Global Village programme.

### Problem Solving

HFHGB encourages volunteers to have an open dialogue with staff and bring concerns or problems to their attention immediately. However, if a volunteer has a problem which cannot be resolved with the Team Leader or staff member they are working with, the individual should explain his/her problem in writing and submit it to Manuela Campbell, Head of Volunteering, at:

[mcampbell@habitatforhumanity.org.uk](mailto:mcampbell@habitatforhumanity.org.uk)

OR

Habitat for Humanity Great Britain  
10 The Grove  
Slough  
Berkshire  
SL1 1QP

You will receive an acknowledgement of your submission within one week of receipt. We endeavour to respond fully and conclusively to all submissions within 30 working days. However, wherever possible we will deal with it more quickly. If we think it will take longer we will let you know.

## C. INSURANCE SUMMARY

### Out of Country Medical Insurance for Volunteers

A portion of your programme fee established by Habitat for Humanity covers the cost of insurance coverage. When you register for your Build by paying non-refundable deposit of £300, you will be insured against medical accident, sickness and accidental loss of life, limb, sight, speech or hearing while participating in volunteering activities sponsored and supervised by Habitat for Humanity. This mandatory insurance coverage is designed to protect Habitat's volunteers and is part of a comprehensive risk management programme.

#### What is covered?

Cover is in effect while traveling outside of your home country or country of permanent residence and participating in a volunteer activity sponsored by Habitat for Humanity. Coverage will begin on the actual start of your trip and will end at the end of the specified programme dates. If you are staying out of home country or country of permanent residence and are engaged in activities not sponsored by Habitat, you will not be covered by HFHGB insurance.

Accidental death and dismemberment	Up to \$250,000
Disability Benefit (Permanent total disability)	\$250,000
Out of country medical expense benefits	
Maximum for medical expense benefits:	\$250,000
Maximum for pre-existing conditions:	\$50,000
Maximum for dental treatment (injury only):	\$250,000
Home country extension benefit	Up to the 'Out of Country Medical Expenses Maximum Benefit'
Home country medical guarantee benefit	Up to \$10,000
Emergency medical evacuation benefit	100% of expenses covered
Repatriation of remains benefit	100% of expenses covered
Family reunion benefit	\$100 per day, up to 5 days
Security expense benefit	Up to \$100,000 (Aggregate limit: \$500,000 per occurrence)

#### Exclusions

Some of the policy's specifications, provisions and exclusions are listed below. A full list of policy exclusions can be provided on request.

- Intentionally self-inflicted injuries.
- Suicide or attempted suicide while sane.
- Pregnancy, childbirth or miscarriage.
- Accidents occurring while a passenger on, operating or learning to operate any aircraft.
- Injuries or sickness suffered while under the influence of drugs (other than prescribed) or alcohol.

- Injuries or illness suffered while racing or committing or attempting to commit a felony.
- Injuries caused by or resulting from recreational travel in or on any off-road motorized vehicle not requiring licensing as a motor vehicle, or a motor vehicle not designed primarily for use on public streets or highways.
- Injuries resulting from off-road motorcycling; scuba diving; jet, snow or water skiing; mountain climbing (where ropes or guides are used); sky diving; amateur automobile racing

**In the event of a medical emergency call Europ Assistance immediately.**

**Reference plan number: 01AH585**

**Policy Number: GLM N10784177**

**00-1-240-330-1432 Collect Call Outside of the USA**

Call when:

- You require a referral to a hospital and doctor
- You are hospitalised
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by a political or military event

When you call Europa Assistance, please be prepared with the following:

- Name of Caller, phone number, fax number
- Covered Person's name, age, sex and policy number
- A description of the Covered Person's condition
- Name, location and telephone number of hospital
- Name and telephone number of the treating doctors, where and when they can be reached
- Health insurance information, workers compensation, or automobile insurance information if the Covered Person had an accident.

'Covered Person' means the person insured under the ACE Policy.

By requesting assistance you agree to assign to us your rights to recover to from any of your responsible insurers any expenses we incurred.

## D. TERMS AND CONDITIONS

### 1. Introduction

Your contract is with Habitat for Humanity Great Britain ("HFHGB"), which is a company limited by guarantee (registered number 3102626) and a registered charity (registered number 1043641).

HFHGB arranges international volunteer projects whereby individuals ("Participants") stay in a local community and help build living accommodation for that community, as more fully described in clause 2B below ("Global Village Build"). Your participation in a Global Village Build plays an important part in furthering our vision of a world where everyone has a decent place to live. Participants travel to serve and learn from the community which they visit. Participants bring their labour, fundraising, and a powerful message about the power of home. We want Participants to complete their Global Village Build as advocates for HFHGB's work and to partner with us to help eradicate poverty housing.

Your participation in a Global Village Build trip is subject to these terms and conditions and the HFHGB Payment Procedure and Cancellation Policy (see [here](#)), which you agree will govern the legal relationship between us. Please read these documents carefully as they set out our respective rights and obligations. They form the entire agreement between us.

### 2. The Global Village Build

**A. Price and Donation:** The price of a Global Village Build is stated at the time of booking and includes:

- ✓ All in-country meals, transportation and accommodation;
- ✓ Emergency medical and evacuation insurance;
- ✓ Administrative expenses; and
- ✓ A donation to support HFHGB's work (which will be shared between HFHGB and the relevant Habitat for Humanity charity in the host country).

Further detail on price is given in clause 7.

**B. The Global Village Build:** Participants will work with HFHGB partners in the host country to build/renovate decent homes. Some teams may also work on incremental and innovative housing solutions such as water and sanitation programmes or community initiatives. The work teams do onsite is based on the needs of the project and the stage that construction work has reached. The work will depend on the nature of the country programme and the stage that the building/renovation programme has reached at the time of your participation in the Global Village Build. The emphasis is on teamwork and the expectation of Participants is that they will fully participate in team activities, promote good relations with fellow team members, respect cultural norms in the host country and act as ambassadors for HFHGB at all times.

**C. Preparation for a Global Village Build:** After joining a Global Village Build, Participants will have regular contact from the team leader for their Global Village Build ("Team Leader") who will help them to further understand the work of HFHGB, learn more about the country to which they will travel, and address any questions or concerns that may be raised. HFHGB will provide Participants with a manual (known as a Global Village Orientation Manual), which includes pertinent information on HFHGB, fundraising and a health & safety briefing.

**D. Following a Global Village Build:** After a Global Village Build, Participants will have the opportunity to share their thoughts with HFHGB and will also receive regular updates on our

work. Participants are encouraged to be a voice for HFHGB in their community as an advocate, fundraiser or donor. HFHGB will provide information and resources to support you to do this.

Your booking to take part in a Global Village Build confirms your willingness to participate in all the aspects set out above.

Your booking is accepted on the understanding that, given the nature of the Global Village Build, you will need to be flexible as some aspects of the team or Global Village Build could change at short notice. You will not be asked to do anything you do not feel comfortable with and if there is any such activity it is your responsibility to inform the Team Leader. To get the most out of a Global Village Build and to ensure that it is a safe and rewarding trip for all, HFHGB expects Participants to abide by all Global Village Build programme policies and processes and fully participate in preparations and team activities.

Depending on the particular team, accommodation may be in the form of a shared room or guesthouse. You will be eating local food and we will try to accommodate specific dietary requirements. There will always be a plentiful supply of clean drinking water. The provision of accommodation is subject to the 'house rules' of the accommodation or site. Your Global Village Build will be taking place in a country where travel and accommodation standards are less developed than you are used to. Standards of accommodation will vary and in some locations you may have to do without essential services. All accommodation is selected to meet our minimum standards for hosting teams. The Global Village Build is based on using twin or triple accommodation (where applicable) and if you join a Global Village Build alone you will be partnered with another member of the same sex to share accommodation. If you require a single room there may be an additional supplement.

### **3. Confirmation of participation on a Global Village Build**

No contract will come into force between you and HFHGB in connection with a Global Village Build until all of the following steps have been completed:

- A. You complete the online registration form in full;
- B. You accept our terms and conditions — including the HFHGB Payment Procedure and Cancellation Policy;
- C. You pay the non-refundable registration fee ("Registration Fee"); and
- D. We issue your booking confirmation.

A binding contract will come into existence as soon as we have issued you with a booking confirmation.

In circumstances where after the receipt of A – C above but before we issue our booking confirmation we reasonably decide that you cannot participate in the Global Village Build for whatever reason, your booking will be cancelled and your Registration Fee will be refunded to you in full.

The confirmation of a place on the team remains subject to any new information that would make your position untenable on the Global Village Build, in which case HFHGB may add some restrictions to the activities permitted to you or cancel your place on the Global Village Build prior to the departure date in accordance with clause 10 below, in which case no compensation will be payable.

### **4. Minimum Age for Participation**

Participants must be a minimum of 18 years old on the date of departure, although 16-17 year olds may also participate in a Global Village Build with the agreement of their parent or guardian. All Team Leaders are required to pass an enhanced Disclosure and Barring Service (DBS) check.

### **5. Health & Fitness**

Global Village Builds are physically demanding and Participants must be in a suitable physical condition to undertake the Global Village Build as set out in the itinerary. Physical or mental disability or a medical condition should not prevent you from taking part – we will do our best to accommodate

you where reasonably possible. It is your responsibility to complete the medical information portion of the registration form accurately and to inform HFHGB of any disability or pre-existing medical condition. It is also your responsibility to inform HFHGB of any disability or condition that arises after you have completed the form that may adversely affect your involvement on the Global Village Build or the involvement of other Participants. Participants should only travel following the advice of a doctor or medical practitioner and in certain cases a letter may be required to confirm that a Participant is physically and mentally able to participate in the team and Global Village Build as set out in the itinerary. All Participants are expected to visit their GP/Travel Clinic and take their own advice regarding vaccinations required for their trip.

## 6. Disabilities and Medical Problems

Our Global Village Builds are open to Participants of all backgrounds. We make all reasonable efforts to accommodate special requirements you may have. If you have any medical condition or disability which may affect your involvement in the Global Village Build you must provide us with full details on the online registration form (please note that such information will be managed in a confidential manner.) Before we confirm your booking we will advise as to the suitability of your chosen arrangements. The challenging nature of the Global Village Builds we operate mean that where a Participant's involvement needs specific assistance we may request that they travel with a companion. If we reasonably feel unable to properly accommodate your particular needs, we will not confirm your booking or, if full details are not given at the time of booking we reserve the right to cancel (imposing applicable cancellation charges) where appropriate in accordance with clause 10.

## 7. Price of the Global Village Build

The price of a Global Village Build is comprised of three components:

- A. Registration Fee (non-refundable, non-transferable);
- B. Trip Costs (includes all in-country costs, medical and emergency insurance, administrative expenses, etc.); and
- C. Donation for HFHGB (which will be shared between HFHGB and the relevant Habitat for Humanity charity in the host country).

The following items are NOT included in the price of your Global Village Build: transfer to and from your airport of departure, flights, visas,\* vaccinations and anti-malarial tablets,\* alcoholic drinks, optional excursions, airport taxes, border taxes, personal spending money.

(\*You will be advised beforehand if any of these apply)

The Registration Fee is due when you complete your online registration and will be treated as a deposit of the total price of the Global Village Build. The balance of the Trip Costs and Donation must be paid in full no later than **45 days** prior to the commencement date of the Global Village Build. If the balance is not paid in time, we may cancel your Global Village Build and retain your deposit.

Participants can fundraise part or all of the price of a Global Village Build. Every Participant who raises money from third parties for HFHGB is a trustee of the funds raised and must ensure that HFHGB receives all the money raised. It is your responsibility to ensure that funds raised for HFHGB are transferred to the organisation as soon as practicable. All cheques should be made payable to "Habitat for Humanity Great Britain" and the systems in place for financial accounting must be completed as required. Once HFHGB has confirmed your Participation on a Global Village Build you are free to begin fundraising in accordance with the following requirements:

- A. You must only use lawful means to fundraise for HFHGB and must not do anything which harms or is likely to harm HFHGB's reputation. If in doubt, please ask a member of our staff.
- B. You agree to pay all money collected on behalf of HFHGB to HFHGB by cheque payable to "Habitat for Humanity Great Britain" or onto your fundraising page.
- C. If you decide to fundraise for some or all of the price of a Global Village Build, you agree that when you ask for money you make it clear to the donor that the money raised will cover the cost of your

participation in the Global Village Build and a donation to HFHGB. You also agree to make it clear to the donor that in the event that you do not complete the Global Village Build or it is cancelled (for whatever reason), the donations will not be returned unless the donation is expressly conditional on you completing the Global Village Build and will instead be used to support the wider charitable purposes of HFHGB.

- D. You agree that HFHGB can terminate your authority to fundraise at any time by sending written notice to the address or e-mail address you provided on your registration form.

Anything raised above the cost of your participation in the Global Village Build will be taken as an additional donation to support the work of HFHGB. HFHGB will provide you with materials and toolkits to support your fundraising efforts.

## **8. Pricing and Surcharges**

The price of your confirmed itinerary is subject to changes up until 30 days prior to commencement to reflect changes in transport costs (including the cost of fuel), dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates. There will be no change within 30 days of commencement. We will notify you as soon as possible of any change to the prices.

You will not be charged for any increase of up to and equal to 2% of the price of your Global Village Build, which excludes insurance premiums and any amendment charges. You will be charged for any increase over 2%. If this means that you have to pay an increase of more than 10% of the price of your Global Village Build, you will have the option of (i) accepting a change to another Global Village Build if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or (ii) cancelling and receiving a full refund of all monies paid, except for any amendment charges and donations (which shall be dealt with in accordance with clause 11 below). Should you decide to cancel you must do so within 14 days from the date on which HFHGB issues written confirmation to you of the price increase. We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.

Should the price of your Global Village Build go down due to the changes mentioned above by more than 2% then any refund due will be paid to you. However, please note that Global Village Build arrangements are not always purchased in local currency and some apparent changes have no impact on the price due to contractual and other protections in place. If there are any decreases in costs within 30 days of your departure additional funds will be used in accordance with HFHGB excess funds policy in support of the ongoing work of HFHGB.

## **9. Amendment or cancellation by Participant**

If, after the issue of a confirmation of booking by HFHGB, you wish to change your Global Village Build arrangements in any way, you shall notify us in writing of such changes by post or e-mail. We will use reasonable endeavours to make these changes but it may not always be possible. We may impose a reasonable administration charge in relation to HFHGB's costs of making the change and further cost we incur in making this alteration (for instance, costs owed to our suppliers). Note that these costs may increase the closer to the date of commencement of the Global Village Build, whilst other changes might be treated as a cancellation by one of our suppliers.

You may cancel your Global Village Build at any time by giving us written notice by post or e-mail. Since HFHGB incurs costs in cancelling your Global Village Build, you will have to pay cancellation charges as follows.

If you cancel more than 45 days before the departure date, HFHGB will retain the Registration Fee in full. In relation to other payments made, you have two options:

- (i) HFHGB will return other sums paid excluding funds that have been raised by donations from third parties which shall be dealt with in accordance with clause 11 below.

(ii) You may transfer the sums towards another scheduled Global Village Build. However, a new Registration Fee will be payable.

If you cancel less than 45 days before the departure date, HFHGB will not be liable to make any refunds and the sums will be used to meet HFHGB's current obligations. Donations shall be treated in accordance with clause 11 below.

Any cancellation (or refund) decision of HFHGB is final. HFHGB does not provide cancellation insurance for Global Village Builds and so you may therefore wish to inquire about purchasing your own cancellation insurance.

#### **10. Amendment or cancellation by HFHGB**

The arrangements which make up a Global Village Build are made a long time before its commencement. On occasions we have to change or cancel these arrangements and so we reserve the right to do so at any time.

If we make a significant change to an essential term of the contract between us, we will inform you as soon as reasonably possible. You may then either choose to (i) accept the change of arrangements, (ii) accept an offer of a substitute Global Village Build from us if we are able to offer this (we will refund any price difference if the alternative is of a lower value), or (iii) cancelling your Global Village Build and receiving a full refund of all monies paid excluding funds that have been raised by donations from third parties which shall be dealt with in accordance with clause 11 below.

The entitlements in the paragraph above do not apply to minor or trivial changes by us.

We may cancel your Global Village Build, for instance if it is considered to be unviable. We may also cancel if the Habitat for Humanity Area Office determines that a location ought to be closed to Global Village Build teams because of safety or security concerns. In addition, a location will be automatically closed to Global Village Build teams from the UK if the UK government has issued a travel advisory advising citizens of that country to avoid non-essential travel to the location. The location is also automatically closed if (i) the governments of any three countries issue a travel advisory advising citizens of their countries to avoid non-essential travel to such location; (ii) an international agency or internationally recognized national entity, such as the World Health Organization or the United States Center for Disease Control, issues a travel advisory advising individuals to avoid non-essential travel to such location; or (iii) three or more international airline carriers suspend flights to such location due to safety concerns. If a location is closed, it cannot host work camps from any third country. For this purpose a location is defined as an area, province, state, district or country with respect to which travel advisories have been issued.

If we cancel for any reason other than for your fault, then you may then either choose to (i) accept an offer of a substitute Global Village Build from us if we are able to offer this (we will refund any price difference if the alternative is of a lower value), or (ii) receive a full refund of all monies paid excluding funds that have been raised by donations from third parties which shall be dealt with in accordance with clause 11 below.

If we cancel or you cancel pursuant to your right to do so following a major change by us, we will pay you reasonable compensation if appropriate except where (i) the cancellation is because the number of persons who agree to participate in the Global Village Build is less than the minimum number required and you are informed of the cancellation in writing within the period indicated in the description of the Global Village Build, or (ii) the cancellation arises due to reasons of force majeure (as defined in clause 24 below). We will not compensate Participants for the cost of unusable airfare or any other expenses resulting from cancellation.

#### **11. Refund arrangements for donations**

In relation to donations from third parties, the following arrangements apply in respect of refunds for cancellations where this clause is specifically referenced in clauses 8 - 10 above. Within one week of cancellation you must send to HFHGB any money held by you that is donated by third parties together with details of the donors. Unless third party donations are expressly conditional on you completing the Global

Village Build, they will be treated as unrestricted donations to HFHGB and retained by HFHGB. For any donations that are expressly conditional on you completing the Global Village Build, HFHGB will, so far as reasonably practical, seek the permission of the relevant donors to retain the donations, despite cancellation. If such a donor does not give permission, HFHGB shall return the donation to the donor. If a donor cannot be contacted after making reasonable efforts, HFHGB shall retain the donation.

## **12. Accuracy**

We endeavour to ensure that all the information and prices both on our website and in our marketing literature are accurate; however occasionally changes and errors occur and we reserve the right to correct prices. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

We reserve the right to amend the price of unsold itinerary at any time and correct errors in the prices of confirmed itineraries.

## **13. Financial Protection**

We hold International Passenger Protection insurance cover. Accordingly, all funds paid to us by Participants are fully protected in the event of HFHGB becoming insolvent.

## **14. Assumption of Risk**

Participation in a Global Village Build could include activities that may be hazardous, including, but not limited to, construction activities, loading and unloading of heavy equipment and materials, and local transportation to and from the work sites. The Global Village Build may involve travelling to and from locations which pose risks from terrorism, war, insurrection, or criminal activities. In order to protect its employees and volunteers in all countries around the world, it is the policy of HFHGB and its affiliates that it and they will not pay ransom or make any other payments in order to secure the release of hostages. In making a booking you confirm that you understand and are prepared to accept any risk associated with the Global Village Build.

## **15. Our Liability**

We will accept responsibility for the arrangements we agree to provide for you as “organiser” under the Package Travel, Package Holiday and Package Tours Regulations 1992. Subject to these booking conditions, if we or our suppliers perform or arrange your contracted Global Village Build arrangements negligently, taking into account all relevant factors, we will pay you appropriate and reasonable compensation if this has affected your enjoyment of the Global Village Build.

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage or expense, cost or any other claim of any description caused by a failure to perform this contract or the improper performance of this contract where such failure or improper performance is due to:

- A. Any act and/or omission on your part;
- B. Any act and/or omission of a third party unconnected with the provision of the contracted services and are unforeseeable or unavoidable;
- C. Unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
- D. An event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the price of the Global Village Build.

Our liability is also limited in accordance with and/or in an identical manner to: (i) the contractual terms of the organisations which provide the transportation for your travel arrangements, such terms being incorporated into this contract; and (ii) any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of

accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

When making any payment to you we are entitled to take into account any compensation which you have received or are entitled to receive from any other party in relation to the complaint or claim in question.

It is a condition of our acceptance of liability under this clause that you notify any claim to us and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

Where any payment is made you must assign to us or our insurers any rights you may have to pursue any third party and must provide us and our insurers with all assistance we may reasonably require.

If delays occur en route to the destination of your Global Village Build, or missed or cancelled flights cause you to miss your rendezvous with the team, we will do everything reasonably possible to assist you in connecting with the team. However, we cannot be responsible for any loss, damage or expenses incurred because of flight problems.

## **16. Insurance**

HFHGB provides third party liability coverage for employees and volunteers of HFHGB for negligent acts which cause bodily injury or property damage to a third party arising out of acts within the scope of activities and direction of HFHGB.

HFHGB provides emergency medical and travel assistance insurance for all Participants. This provides cover for work on a HFHGB construction site within the specified Global Village Build dates. A summary of the policy is supplied in our Global Village Orientation Manual and a copy of the full policy can be provided on request. If you feel that more comprehensive protection is required, it will be your responsibility to effect separate travel insurance to cover this.

Our provider, ACE, will not cover anyone traveling against the advice of a qualified medical practitioner. In the event of such advice it is your responsibility to inform HFHGB in writing.

If the travel is to a country that is a member of the European Union, you are required to take a European Health and Insurance Card with you.

## **17. Safety & First Aid**

Participant safety is of paramount importance. Building sites are dangerous places and accidents can happen. The HFHGB priority is to minimise the risk of any accident happening, both on and off the building site. A risk assessment is in place for building/renovation projects and regular site inspections will be made. Information on Health and Safety will be provided to Participants in the Global Village Orientation Manual, on signage at building sites and in Health and Safety briefings. It is your responsibility to take heed of this information and also to use your common sense. If in doubt you should always ask the Team Leader. You should not, and are not required to, do anything you feel uncomfortable doing.

HFHGB takes the issue of Health and Safety seriously. Health and Safety is everyone's responsibility and each Participant has a responsibility to manage risk. You understand fully that taking part in the Global Village Build is not without risk. You take part entirely at your own risk and agree to indemnify us, our employees, agents, sub-contractors and suppliers against claims for loss or damage to personal property or for loss or consequential losses or claims through your participation in this Global Village Build arising from your own actions.

Should there be an accident and you require first aid, first aid will be available through HFHGB staff or a first aider on the team. We encourage Participants to also bring a small personal first aid kit with them.

When required, you will be asked to wear safety equipment by the Team Leader or site supervisor. When such requests are made, it is essential for your safety and that of others that you comply with the

request. If you fail to comply, the Team Leader may deny you access to the site, limit your activities on the Global Village Build or terminate your involvement on the Global Village Build without any liability on the part of HFHGB.

All Participants will be sent a kit list in the Global Village Orientation Manual, which includes steel toe-capped boots. Participants will not be permitted onto the building site if they do not have adequate footwear. If in doubt, please ask.

### **18. The Team Leader**

The Team Leader is there to help Participants form an effective team and to ensure that the team remains healthy and works in a safe manner. When the Team Leader makes a request it is essential that you abide by the request.

If you commit an illegal act while on the Global Village Build or in the reasonable opinion of the Team Leader your behaviour is likely to cause danger or distress to other Participants, the Team Leader may deny access to the site, limit your activities on the Global Village Build or terminate your involvement on the Global Village Build without any liability on the part of HFHGB.

### **19. Behaviour**

HFHGB expects Participants to behave in a manner consistent with our core values. You must comply with the laws and regulations of the countries visited and comply with all reasonable instructions of the Team Leader relating to the safety and organisation of the Global Village Build. If in our opinion, or that of any of our suppliers, you are behaving in such a manner as to cause danger or distress to others or cause damage to property, your Global Village Build arrangements may be terminated by us or the supplier concerned. In such an event, we shall have no liability to you and will not be responsible for making any refunds, paying any compensation or meeting any costs or expenses you incur as a result. Furthermore, you must meet any expenses we incur as a result of your behaviour.

### **20. Transfer of Booking**

If you are prevented from proceeding with the Global Village Build, you may transfer your booking to a person who satisfies all the terms and conditions applicable to that Global Village Build (including the terms and conditions herein), provided that you give reasonable notice to HFHGB (by e-mail or post) before the date of commencement of the Global Village Build. You and the person taking your place shall be jointly and severally liable to HFHGB for payment of the full price of the Global Village Build and for any additional costs arising from the transfer (which, for the avoidance of doubt, shall include the same costs and charges as are payable in the event of an amendment by you pursuant to clause 9).

In all other circumstances, transfer of a booking will only be accepted where possible, in the event of exceptional circumstances and in our sole discretion.

Please contact HFHGB if you wish to transfer your booking. We will fully consider your application to transfer and will endeavour to assist but cannot guarantee to agree a transfer. We will advise you of the costs of transferring the booking after considering your application.

### **21. Media**

You agree that any photography or media taken prior to, during, or after the Global Village Build, which may include you in it, may be used in publicity material connected with HFHGB's work and that we will retain all rights, title and interest in such photography or media made by us including but not limited to any royalties, proceeds, or other benefits derived from such material.

### **22. Passports and Visas**

It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your itinerary. We will provide general information about the passport and visa requirements for your trip. Participants are responsible for providing a copy of their passport as part their application form.

If a visa is required for the country you are traveling to, HFHGB will provide guidelines on completing the visa application form and where possible will submit your application and passport to the relevant embassy for processing. Your specific passport and visa requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates.

We can provide general information about any health formalities required for your trip but you should check with your own doctor for your own specific circumstances.

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to indemnify us in relation to any costs which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information contact the Passport Office on 0870 5210410 or visit <http://www.passport.gov.uk/>. Up to date travel advice can be obtained from the Foreign and Commonwealth Office, visit [www.fco.gov.uk](http://www.fco.gov.uk). The Foreign and Commonwealth Office provide up to date information on safety issues worldwide, visit [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo). Non British Citizens, including other EU nationals, should contact the Embassy, High Commission or Consulate of your destination, for up to date advice on passport requirements.

### 23. Data Protection

HFHGB receives and processes sensitive personal data for the purposes of:

- ✓ Accepting a person onto a team
- ✓ Managing the team logistics
- ✓ Providing work and activities that are appropriate
- ✓ Managing an emergency situation

HFHGB will not pass on personal information to any third parties unless that party has a direct interest in the individual, e.g. next of kin, Team Leader or other organisations who may be taking responsibility for an aspect of the Global Village programme.

### 24. Force Majeure

Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by unusual or unforeseeable circumstances which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our or the supplier(s) concerned.

Advice from the Foreign and Commonwealth Office to avoid or leave a particular country may constitute Force Majeure. We will follow the advice given by the Foreign and Commonwealth Office.

### 25. Problem Solving

We want an open dialogue between staff and volunteers. Please bring concerns or problems to our attention immediately. If this is during a Global Village Build, please bring the concern to the attention of the Team Leader. If a Participant has a problem which cannot be resolved with the Team Leader or staff member they are working with, please write to the Head of Volunteering, at [mcampbell@habitatforhumanity.org.uk](mailto:mcampbell@habitatforhumanity.org.uk) OR 10 The Grove, Slough, Berkshire, SL1 1QP.

We will respond within one week of receiving your email or letter. We endeavour to respond fully and conclusively to all such communication within 30 working days. Wherever possible we will respond more quickly. If we think it will take longer we will let you know.

## **26. Severability**

In the event that any part of any provision of these Terms and Conditions (or other agreement between us) is declared by any judicial or other competent authority to be void, voidable or illegal that provision or part-provision shall, to the extent required, not form part of these agreement, and the validity and enforceability of the remaining agreements shall not be affected.

## **27. Governing Law**

These Terms and Conditions shall be governed by the Law of England and Wales and subject to the exclusive jurisdiction of the Courts in England and Wales. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

## **28. Documentation**

Please contact us immediately if any of the information you receive from us appears to be incorrect or incomplete, as it may not be possible to make changes later. We regret that we cannot accept responsibility if you do not tell us about any mistake in any document within ten days of our sending it out. We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs in doing so. The only exception to this requirement to meet any costs is where the mistake was made by us.

## **29. Amending these terms and conditions**

We reserve our right to vary these terms and conditions at any time by providing you with notice of the new terms and conditions.

## E. PAYMENT POLICY AND CANCELLATION POLICY

### Payment Procedure

**Registration fee:** Once you decide to join a Global Village (GV) build, you must confirm your place on the team by submitting a non-refundable, non-transferable registration fee of **£300** to Habitat for Humanity Great Britain (HFHGB). The balance of the trip payment must be paid in full no later than **45 days** prior to the departure date.

**Submitting payment:** All payments towards your build trip cost must be made in sterling to HFHGB.

*Credit card payments:* You can make a credit card payment by phoning +44(0)1753 313539

*Bank transfers:* Bank details available on request.

*Cheque:* Please make cheques payable to Habitat for Humanity Great Britain.

*Fundraising:* On registration you will be sent a web link for your fundraising page, when supporters donate through your fundraising page it will be automatically credited to your trip. Please note donations may take up to a week to appear on our systems.

The GV event code, participant's name, and trip destination must be used as a reference.

**Acknowledging donations:** Donors who contribute towards your trip cost through your fundraising page will receive an acknowledgement of their donation via email. We urge all participants to personally thank their donors.

**Matching gifts:** Some employers offer matching gifts schemes.

- Matching gifts can be used to offset your build trip cost.
- Enquire with your matching gift programme contact or human resources to see if your GV build trip is eligible under the matching gift policy.
- Request that the employer includes the GV event code and participant's name with the matching gift payment.
- Notify the Team Leader and HFHGB if requesting matching gift funds. Please note that matching gifts payments need to be received 45 days before the trip departs in order to be applied towards your build trip cost.

**Funds raised in addition to the build trip cost:** A key purpose of the GV programme is to raise funds beyond the build trip cost in order to address critical shelter needs around the world. We do not roll additional funds over to any future GV Builds or reimburse trip costs paid by participants when maximum obligations are exceeded. Any additional funds raised beyond the trip cost will support our programmes worldwide.

**Fundraising for airfare:** Participants can fundraise towards their build trip cost through the online GV fundraising pages provided by HFHGB. The build trip cost excludes airfare costs as participants are responsible for arranging their own flights. We recognise that some participants may want to raise money for their airfare, this *cannot* be done through your GV fundraising page as HFHGB cannot transfer any donated funds to participants for any reason.

### Cancellation

You may cancel at any time by giving us written notice by post or e-mail. Since HFHGB incurs costs in cancelling your Global Village Build, you will have to pay cancellation charges as follows.

If you cancel *more than 45 days* before the departure date, HFHGB will retain the Registration Fee in full. In relation to other payments made, you have two options:

- HFHGB will return other sums paid excluding funds that have been raised by donations from third parties which shall be dealt with in accordance with clause A below.
- You may transfer the sums towards another scheduled Global Village Build. However, a new Registration Fee will be payable.

If you cancel *less than 45 days* before the departure date, HFHGB will not be liable to make any refunds and the sums will be used to meet HFHGB's current obligations. Donations shall be treated in accordance with clause A below.

Any cancellation (or refund) decision of HFHGB is final. HFHGB does not provide cancellation insurance, therefore you may wish to inquire about purchasing your own cancellation insurance.

**If Habitat for Humanity Great Britain must cancel:** On occasions we have to change or cancel GV Builds and reserve the right to do so at any time. We may cancel a Global Village Build, for instance if it is considered to be unviable or there are safety or security concerns (see Suspension Policy). If we cancel for any reason other than for your fault, then you may then either choose to:

- Accept an offer of a substitute Global Village Build from us if we are able to offer this (we will refund any price difference if the alternative is of a lower value), or
- Receive a full refund of all monies paid excluding funds that have been raised by donations from third parties which shall be dealt with in accordance with clause A below.

If we cancel or you cancel pursuant to your right to do so following a major change by us, we will pay you reasonable compensation if appropriate except where (i) the cancellation is because the number of persons who agree to participate in the Global Village Build is less than the minimum number required and you are informed of the cancellation in writing within the period indicated in the description of the Global Village Build, or (ii) the cancellation arises due to reasons of force majeure. We will not compensate Participants for the cost of unusable airfare or any other expenses resulting from cancellation.

**Delays en route:** If delays occur en route, or missed or cancelled flights cause you to miss your rendezvous with the team, the GV staff will do everything possible to assist you in connecting with the team. However, GV cannot be responsible for any expenses incurred because of flight problems.

#### **Clause A**

*Within one week of cancellation you must send to HFHGB any money held by you that is donated by third parties together with details of the donors. Unless third party donations are expressly conditional on you completing the Global Village Build, they will be treated as unrestricted donations to HFHGB and retained by HFHGB. For any donations that are expressly conditional on you completing the Global Village Build, HFHGB will, so far as reasonably practical, seek the permission of the relevant donors to retain the donations, despite cancellation. If such a donor does not give permission, HFHGB shall return the donation to the donor. If a donor cannot be contacted after making reasonable efforts, HFHGB shall retain the donation.*

#### **Suspension Policy**

*The Habitat for Humanity Area Office will determine that a location ought to be closed to Global Village Build teams because of safety or security concerns. In addition, a location will be automatically closed to Global Village Build teams from the UK if the UK government has issued a travel advisory advising citizens of that country to avoid non-essential travel to the location. The location is also automatically closed if:*

- (i) the governments of any three countries issue a travel advisory advising citizen's of their countries to avoid non-essential travel to such location;*
- (ii) an international agency or internationally recognized national entity, such as the World Health Organization or the United States Center for Disease Control, issues a travel advisory advising individuals to avoid non-essential travel to such location; or*
- (iii) three or more international airline carriers suspend flights to such location due to safety concerns. If a location is closed, it cannot host work camps from any third country. For this purpose a location is defined as an area, province, state, district or country with respect to which travel advisories have been issued.*

## F. INTERNATIONAL PASSENGER PROTECTION



In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with Habitat for Humanity Great Britain are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of Habitat for Humanity Great Britain.

There is no requirement for Financial Protection of day trips, and none is provided. This insurance is only valid for packages booked that **DO NOT** include flights.

**Consumer aware:** Your booking is insured by IPP Ltd and its panel of insurers. - This insurance is only valid for passengers who book and pay directly with/to Habitat for Humanity Great Britain. If you have booked and/ or paid direct to a Travel Agent for a holiday with Habitat for Humanity Great Britain please request proof of how the booking is secured as this will not be covered by IPP Ltd in this instance.

This Insurance has been arranged by International Passenger Protection Limited and underwritten by Certain underwriters at Lloyd's. For further information please go to [www.ipplondon.co.uk](http://www.ipplondon.co.uk)

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### CLAIMS PROCEDURE:

**Download Claims Form from [www.ipplondon.co.uk](http://www.ipplondon.co.uk)**

Any occurrence which may give rise to a claim should be advised within 14 days to:

International Passenger Protection Limited

Claims Office Telephone: +44 (0)20 8776 3752

IPP House Fax: +44 (0)20 8776 3751

22-26 Station Road

West Wickham

Kent BR4 0PR

United Kingdom

In order to deal promptly with any claim hereunder it is essential that you retain all bills, receipts and other documents relating to your travel arrangements.

**CLAIM FORMS MUST BE SUBMITTED WITHIN SIX MONTHS OF DATE OF INSOLVENCY**

**WE CANNOT CONSIDER OR PAY CLAIMS RECEIVED AFTER THIS DATE**

## G. GIFT GIVING AND DONATION POLICY

### Gift Giving Policy

The Global Village department discourages GV teams and individual team members from giving personal gifts while engaged in or as a result of being engaged in a GV work team. Team members being there working is a gift in itself. Because they travel the world GV teams encounter diverse cultures that view the giving of gifts in decisively different ways. Many cultures feel that to receive a gift means that a gift must be given in return. Most times, the person or family to whom a gift is given is not in a position to reciprocate. This may inadvertently result in disappointment and unhappiness.

Because it may set precedence, gift giving can have a negative impact on the host affiliate, HFH in general, other volunteers that build with the affiliate, the GV program and future GV teams. To avoid potential problems, embarrassment, hurt feelings and unhappiness, it is best that gifts not be exchanged between the team or individual team members and: select individual children, the local masons/volunteers, on-site construction supervisor, partner family, host GV coordinator, host affiliate staff, HFH national GV coordinator, HFHI GV coordinator, GV team leader or anyone else.

### Donating Tools and Clothes

Donations to the local affiliate that benefit an entire community such as school supplies, small tools and clothing are welcome and appreciated. They will be distributed by the host affiliate personnel, however we ask that your team leader and HFHGB GV staff remain the first point of contact for this type of in-kind or monetary donations,

- ✓ The host GV coordinator can advise HFHGB on the appropriate tools needed by the host programme.
- ✓ Donated tools are retained by the host programme and used on future Builds.
- ✓ Clothing should be clean or team members should include a small donation to pay for the laundering of any donated clothing.
- ✓ Donated clothing is distributed by the local host program or through local charities and churches, to those most in need.

### A wish list may be provided.

Many Habitat national offices and programmes have developed wish lists which include in-kind donations that would be most useful to Habitat in the host country. These items may include office supplies, printers, computers, construction tools, etc.

Questions about gift giving, donations and sponsorships should be directed to the HFHGB GV department, [GlobalVillage@habitatforhumanity.org.uk](mailto:GlobalVillage@habitatforhumanity.org.uk).

## H. SUPPLEMENTARY READING

### Further information about Habitat for Humanity:

- ✓ Habitat for Humanity Great Britain website - <http://www.habitatforhumanity.org.uk>
- ✓ "A Simple, Decent Place To Live" – Millard Fuller, Word Publishing

### Further information about general issues of development:

- ✓ "The End of Poverty" – Jeffrey Sachs
- ✓ "The Myth of Development" – Oswaldo de Rivero
- ✓ "The Mystery of Capital" – Hernando de Soto

### Further information about aspects of travel health & safety:

- ✓ [www.nomadtravel.co.uk](http://www.nomadtravel.co.uk) – One stop shop for travelling information
- ✓ <http://www.fitfortravel.nhs.uk> – 'Fit for Travel' UK – One stop shop for travelling information
- ✓ "The Traveller's Good Health Guide" – Ted Lankester, Berlitz, 2008
- ✓ [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) - The Foreign and Commonwealth Office website giving travel warnings and general and country-specific travel advice.
- ✓ [www.masta.org.uk](http://www.masta.org.uk) - MASTA (Medical Advisory Services for Travellers) – An information service provided by the London School of Tropical Medicine.[www.travelhealth.co.uk](http://www.travelhealth.co.uk) - An excellent website with good links to other sites.
- ✓ [www.who.int](http://www.who.int) - World Health Organisation - the United Nations' specialised agency for health.
- ✓ [www.suzylamplugh.org](http://www.suzylamplugh.org) - The Suzy Lamplugh Trust, which promotes personal safety for all.
- ✓ [www.direct.gov.uk/swineflu](http://www.direct.gov.uk/swineflu)
- ✓ [www.nhs.uk](http://www.nhs.uk)

## HABITAT FOR HUMANITY GREAT BRITAIN

Tel: 01753 313 530

Email: [SupporterServices@habitatforhumanity.org.uk](mailto:SupporterServices@habitatforhumanity.org.uk)

Website: [www.habitatforhumanity.org.uk](http://www.habitatforhumanity.org.uk)

Facebook: [www.facebook.com/habitatforhumanitygb](http://www.facebook.com/habitatforhumanitygb)

Twitter: [HabitatFHGB](https://twitter.com/HabitatFHGB)