



Payment Procedure and Cancellation Policy

Registration fee: Once you decide to join a volunteer project with Habitat for Humanity Great Britain, you must confirm your place on the team by submitting a non-refundable, non-transferable registration fee of between **£250-£400** (cost depending on the specific project you are participating on) to Habitat for Humanity Great Britain (HFHGB). The outstanding balance of the trip costs must be paid in full no later than **45 days** prior to the departure date.

Submitting payment: All payments towards your volunteering trip cost must be made in sterling to HFHGB. The project event code (if known), project country, participant's name, and trip destination must be used as a reference.

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.

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

Matching gifts: Some employers offer matching gifts schemes.

- Matching gifts can be used to offset your volunteering trip cost.
- Enquire with your matching gift programme contact or human resources to see if your volunteer project is eligible under the matching gift policy.
- Request that the employer includes the project event code (if known), country of the project, 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 volunteering trip cost.

Funds raised in addition to the volunteering trip cost: A key purpose of our volunteering projects are to raise funds beyond the volunteering trip cost in order to address critical shelter needs around the world. We do not roll additional funds over to any future volunteering project 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 volunteering trip cost. However, these funds should be raised **separately** from the trip costs and not through the fundraising page being used to raise funds for trip costs. The volunteering trip cost excludes airfare costs because participants are responsible for arranging their own flights. We recognise that some participants may want to raise money for their airfare, but this **cannot** be done through your volunteering fundraising page as HFHGB cannot transfer any donated funds to participants for any reason.

- When communicating with donors, if you are fundraising separately for flights we recommend that you inform them of this for transparency.

Cancellation

You may cancel at any time by giving us written notice by post or e-mail. Since HFHGB incurs costs in cancelling your volunteering project, 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 volunteering project. 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 volunteering projects and reserve the right to do so at any time. We may cancel a volunteering project, 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 volunteering project 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 volunteering project 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 volunteering project, 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. We also cannot offer support to attain compensation for unusable airfare or other expenses resulting from cancellation. It is at our discretion if we are able to supply proof of cancellation to support your endeavours to gain compensation.

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

Clause A

Within one week of cancellation:

- *You must return any physical monetary donations held by you that have been donated by third parties back to the original donor.*
- *Any funds digitally held by you (such as on a fundraising page linked to your own bank account) must be returned to the donor by contacting the fundraising page provider to request donors be refunded, and evidence that reimbursements have been requested must be supplied to HFHGB via an email sent to hello@habitatforhumanity.org.uk.*

Unless third party donations are expressly conditional on you completing a volunteering project with Habitat for Humanity, third party donors that do not request a refund from Habitat for Humanity Great Britain of the scheduled project will be treated as unrestricted donations to HFHGB and retained by HFHGB.

For any donations that are expressly conditional on you completing the volunteering project, 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.

If a donor would like to request a refund of their donation because the volunteer project has been cancelled:

- *A request must be made to hello@habitatforhumanity.org.uk within 6 months of the scheduled project date.*

- The request of refund must be supported by evidence that the donation was made by that individual/organisation whom made the donation and information on which platform the donation was made through.

Suspension Policy

The Habitat for Humanity Area Office will determine that a location ought to be closed to volunteering teams because of safety or security concerns. In addition, a location will be automatically closed to volunteering 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.

*For more information please refer to our full Terms and Conditions.