

IBO-Nederland

General terms and conditions of participation

1. Registration

Individual volunteers: the returned confirmation form counts as a written confirmation of participation in an IBO-project. Hereby the volunteer commits him or herself to the payment of the appropriate costs of participation. In order to register you must be 18 or older and both physically and mentally healthy. If you are under-age then a supervisor above the age of 18 travelling with you is necessary.

Groups: The completed participants list returned to IBO-Nederland counts as a written confirmation of participation in an IBO-project. Hereby the group commits itself to the payment of the appropriate costs of participation. In order to register as a group at least one member must be 18 or older and be prepared to act as supervisor of the under-age members of the group. The group leader is ultimately responsible for the (under-age) participants in the group.

2. Participation costs

The agreed participation costs can be raised or lowered, to the extent that a change in the project expenses at the location is the result of local government measures.

As soon as the increase rises above 10% of the total costs the participant can break the contract in writing and within 7 days of signing. In this case the participant has the right to complete restitution of the project contribution he or she has paid to IBO-Nederland.

3. Payment

The participant pays the participation costs within 7 days of receiving the confirmation form to the account of IBO-Nederland. The participant does not receive confirmation of this payment. If the participant has not transferred the project contribution on time, suitable measures will be taken to acquire the participation costs.

4. Personal data

All data given at registration is kept and processed by IBO-Nederland in the online administrative system for the purposes of communication and distributing information. The participant has the right to consult his or her data, to limit this and if necessary to ask that any errors be rectified. The participant may object to the (future) processing of his or her personal data. The participant can de-register at any time: this can be done by sending an e-mail to info@ibo-nederland.org. The personal data is then archived.

Details of the participant are given to members of the participant's group, the project in which he or she will participate, the IBO office organising the project so that contact can be made with the participant (and he or she can also make contact with others of the group).

If prospective participants want to hear the experiences of earlier participants in the same project, IBO- Nederland can give them the e-mail address of someone who has already worked on the same project.

IBO-Nederland shall never give data without express permission to third parties except in the cases mentioned above.

The website contains links to other websites are not controlled IBO-Nederland. IBO-Nederland is not responsible for what is done from these websites with personally sensitive data.

5. Means of identification/ travel documents / Certificate of Conduct

IBO-Nederland commits itself to:

- To inform the participant sufficiently beforehand of the general information concerning passports, visas and certificates of conduct, the formalities in the field of health care necessary for the journey and stay so that the participant can get the relevant documents in order.
- Finally three calendar days before starting date of the project to inform the participant of the meeting or pick-up point.

IBO-Nederland is not responsible for the travel documents of the participant and the necessary means of identification such an international passport, visa and certificate of conduct must be obtained by the participant him or herself. IBO-Nederland is also not responsible for any loss or damage if certain documents are not delivered in time.

6. Vaccination

The participant is responsible him or herself for the necessary vaccinations and medications and to this end shall contact a qualified institution. Due to the fact that IBO-Nederland has no qualified medical provisions, it is the responsibility of the participant to evaluate the (general medical) information provided with a qualified medical doctor.

7. Health risks

By registration the participant declares that he or she is aware of the specific safety and health risks that come with a stay in another country and in particular those of the land for which the participant is registering.

8. Information provided by the participant

By registration the participant declares that he or she is sufficiently fit, both mentally and physically to take part in an IBO project. Any change in this area he or she shall report in writing to the IBO persons responsible for the project. If during the project it appears that he or she no longer has the necessary attitude or condition to continue with the project, those responsible for the project can decide to dismiss the participant from the project. This is also the case if there are serious complaints from the project or group, by which it appears that the volunteer is not abiding by the conditions of participation. Difficulties and expenses arising from this are the responsibility of the participant. The participant is unable to demand restitution of any part of the total price paid from IBO-Nederland. In the case of the participant being under-age it assumed that a parent or guardian meets the conditions laid out for registration.

9. Cancellation by IBO-Nederland before departure

In the case that the project cannot be executed, IBO-Nederland shall inform the participant as speedily as possible and offer him or her a new project proposal.

If the participant agrees to the change of project or country, a new confirmation of participation shall be drawn up in which the changes made and the effect these have on the costs is given. The participant should return this within 7 days.

In the case that IBO-Nederland cancels the project within two months of its projected starting date and no suitable alternative can be suggested, the participant has the right to the restitution of the project contribution. If as a result of this the participant must also cancel his or her ticket and this is not covered by cancellation insurance, the cost of the cancelled ticket will be reimbursed to a maximum of 75%.

10. Cancellation by participant

Notice of cancellation must always be in writing. The participation cost will only be returned:

- If the project is not implemented and IBO-Nederland can suggest no alternative (based on the preferences for countries given by the participant)
- In exceptional and reasoned circumstances and covered by the participant's cancellation insurance (e.g. illness or accident)

In all other cases the participation costs shall not be returned. In the case of cancellation of the journey without a valid reason then expenses due to this cancellation are met by the participant. In no case is the registration fee returned.

11. Changes initiated by the participant

If the participant requests a change then IBO-Nederland can charge for all expenses resulting from this.

12. Responsibilities of IBO-Nederland

IBO-Nederland is responsible for the good execution of the contract, in accord with the expectations of the participant that are reasonable based on provisions laid down in the contract, and for the obligations arising from the contract.

Bearing in mind the nature of the project and the destination, the participant declares him or herself to be aware of some risks and the lack or limited nature of medical services, infrastructure and means of communication. In such matters the participant can in no way hold IBO-Nederland responsible. Equally he or she cannot hold IBO-Nederland responsible in the eventuality of detention by the police and/or another authority due to his or her own disregard of the rules of the place (local or other).

13. Responsibility of the participant

The participant is responsible for damage or loss that IBO-Nederland, its personnel or its representatives incur due to his or her mistake, and also if he or she does not meet the contractual obligations. The mistake is judged according to the normal and reasonable behaviour of a participant.

14. Insurance

One's own health insurance is the chief valid insurance for medical expenses incurred by the participant during his stay on the project. In addition the participant is responsible for taking out a cancellation insurance, a liability insurance for private individuals and a travel insurance that covers volunteer work in other countries.

15. Dealing with complaints

Complaints before the start of the project must be made by the participant as speedily as possible to IBO-Nederland.

Complaints during the project must be placed as speedily as possible at the location and in a suitable manner citing evidence so that a solution can be sought. To do so he or she must go to the local co-ordinator and/or the secretariat of IBO-Nederland.

If a complaint cannot be satisfactorily dealt with there and then, or the participant is not able to formulate a complaint at that moment, then he or she must make their complaint in writing no more than a month after the end of the project.

16. Code of conduct

Every volunteer signs the code of conduct. This is a document with guidelines for the interaction on a project between volunteers, paid staff and underage persons or persons with a mental handicap. The code lays down the limits of mutual interaction. The code of conduct can be downloaded [here](#).

17. Under-age volunteers

The projects are open to individual volunteers from the age of 18. As an exception we also offer the possibility of 17 year-olds taking part in projects, if both the project and parents agree.

In order to check whether parents do agree IBO-Nederland uses a declaration of permission.

There are other age restrictions for participants who go with a fixed group. It is the responsibility of the group leadership to decide whether they consider written permission for the under-age participants. For journeys outside Europe at least, IBO-Nederland recommends this.

18. Photos and videos

Photographs and videos of the project visit that are sent to IBO by the participant can be used for PR purposes for IBO and/or the project.

Confirmation of participation

- I declare that I have read the general terms and conditions and agree to these.
- I hereby declare that I am prepared to participate in a project and to work for eight hours per day, five days week, as directed by the project leaders.
- My participation is at my own risk and I agree that IBO-Nederland can accept no responsibility. I have my own medical insurance and will take out a good travel and cancellation insurance that also covers volunteer work in other countries. I realise that IBO-Nederland is in no manner responsible for personal or material damage during projects and travel.
- I do not suffer from any mental or physical handicap and as far as health is concerned I am in a state to meet the demands of a project.



- During the project I will behave properly and respect the local beliefs and customs. I accept the risk of being dismissed and making the return journey at my own expense if my behaviour gives rise to this.
- I shall do everything possible to promote a good atmosphere in the group and the success of the project.
- I shall ensure that I shall be present at the meeting point for the project in good time and arrange the travel to that meeting point myself.
- If necessary I shall be responsible for acquiring a visa and/or a (Dutch) Certificate of Conduct.
- If below the age of 18 I shall ensure that a parent or guardian will confirm this participation.
- Within 7 days of receiving my confirmation of participation I will transfer the project contribution to the account of St. IBO-Nederland, giving the project code and my name.

Exceptional conditions

For Dutch volunteers: attending the preparatory meeting

The participant is obliged to be present at the preparatory information meeting that is organised by IBO-Nederland in collaboration with the non-profit organisation Bouworde Vlaanderen. If a participant registers after the end of preparatory information meeting or is prevented from attending on that day, it is his or her responsibility to prepare properly to take part in the project.

General terms and conditions d.d. 11 March 2019