

# STEP Africa – Conditions of participation

## *Part I: Volunteer and internship program*

### *1. REGISTRATION / CONCLUSION OF THE CONTRACT*

You can register for the STEP Africa volunteer and internship program either via the online registration form provided on our website or directly by email to our program coordinator. The registration will be checked by STEP Africa (hereinafter referred to as STEP) as a rule within two working days and confirmed accordingly if the person registering is suitable. The confirmation of registration from STEP is binding for a period of 14 days. Within these 14 days the participant has to confirm his registration according to point 2.

With the confirmation of both sides, a binding contract is created, which does not require any further written form and is accompanied by corresponding rights and obligations for STEP and the participants.

Minors of travel need a declaration of consent / travel authorization from their parents / legal guardians before starting their trip. After registration, this can be sent to STEP by email (scan). A form for submission to STEP and an English form for submission at the airport can be found in the online volunteer area (see below).

## **2. PAYMENT OF REGISTRATION FEE / ONLINE VOLUNTEER AREA**

After the participant receives the confirmation, payment of the registration fee due immediately, but no later than within 14 days. These and all other fees are to be transferred to the bank details specified in the invoice.

As soon as the registration fee has been paid, the participant will have access to the online volunteer area, in which the preparation manual is provided as a PDF file as well as all relevant information about your stay in Tanzania. If we have not received the registration fee within 14 days (see above) or if no other agreement has been reached, STEP reserves the right to allocate the place to other applicants if necessary.

## **3. PAYMENT OF THE PROGRAM FEES**

The remaining program fees must be paid to STEP no later than six weeks before the start of the trip. Payment in installments or cash on arrival is also possible by arrangement. In the case of short-term registration, less than six weeks before the start of the trip, the registration fee and all program fees are due immediately.

## **4. PROJECT DONATIONS**

In order to create more transparency, no donation has been included in the program fees since January 2019, which have been reduced for this purpose.

STEP expressly welcomes the fact that participants collect donations for their project before, during or after their stay in Arusha, since all projects also rely on the

financial help of friends and supporters (there is no state funding from non-profit organizations in Tanzania). However, this is not mandatory for participation. A donation sheet with tips and ideas is provided in the online volunteer area.

## *5. PREPARATION AND SUPPORT ON SITE*

STEP is a Tanzanian social enterprise, which was founded in German-Tanzanian cooperation. All employees work directly in Tanzania. The preparation is carried out by our German program coordinator via email / WhatsApp / telephone. Access to the online volunteer area allows you to download the preparation manual and other relevant documents. Both Tanzanian and German caregivers are available at any time to volunteers in Arusha. Volunteers receive a detailed introduction and project support on the first day. Most of the support team can be found directly in the STEP Africa house and can be reached around the clock in emergencies.

## *6. LANGUAGE SKILLS*

Participants must be able to communicate adequately in English to ensure smooth communication with our Tanzanian advisors and project staff.

Knowledge of Swahili is not mandatory, but volunteers should be prepared to at least acquire basic knowledge.

## *7. SPECIAL CHARACTER OF THE OFFERED SERVICES*

STEP is committed to providing volunteer work and internships for international understanding and an intercultural dialogue. Our offers differ from purely tourist travel services in that our participants get to know the country and everyday life in Tanzania in an authentic way. Therefore, the participants are expected to be principally open to foreign cultures. All STEP programs require team spirit, resilience, initiative and the willingness to adapt to the conditions in Tanzania. STEP generally expects that the assignment project will always come first during the stay in Tanzania and that leisure plans must adapt to the requirements of the assignment site.

## *8. ACCOMODATION IN THE STEP AFRICA HOUSE*

The STEP Africa House is a shared accommodation for all participants in the STEP Africa volunteer program.

### *A. STEP'S OBLIGATIONS:*

By employing a night watchman, STEP Africa ensures a high level of security, but is not liable for stolen or lost valuables or objects of any kind.

Breakfast and dinner are served from Monday to Friday. Breakfast consists of white bread, margarine and various spreads and black tea is also offered. The dinner is mainly made from locally grown and available ingredients, usually Tanzanian dishes. The STEP Africa house is cleaned daily. Bed linen is provided. The house

has several water tanks, so that all-day access to water is guaranteed and also a hot water heater for the bathroom.

### **B. OBLIGATIONS OF THE GUESTS:**

Rooms and beds are allocated based on availability. If a guest refuses to be accommodated in a mixed-gender room, he/she must inform the STEP program coordinator promptly before arrival and without being asked. If accommodation in a private room is desired, this must be communicated to STEP in good time so that

corresponding reservations can be made at an additional cost. Towels are to be brought by the guests.

Because of the water tank, a permanent water supply is guaranteed, but this requires economical use of the available water, since tap water is often switched off in Tanzania for several days. Tap water is not suitable as drinking water. During the stay in the STEP Africa house, filtered water can be drunk from the two water filters provided. Guests are responsible for purchasing their drinking water for activities outside the home. Guests can wash their laundry by hand or our housekeeper does this for a small fee, currently around € 2.50.

The participant has to adhere to the current house rules of the volunteer house, this includes observing the meal times, the general responsibility to keep the common rooms clean and tidy and the general compliance with the safety instructions provided. Since the house is a private retreat for our volunteers, it is not permitted to invite other people (this includes all people who are not currently

participating in a STEP program or who are guests in the STEP Africa house). Discrimination and bullying of any kind will not be tolerated, problems or misunderstandings should be addressed openly and dealt with personally. Participants should be aware that they live in a hostel in Africa. Shorter and occasionally longer power outages are therefore part of everyday life.

## *9. LANGUAGE COUSE*

STEP offers an optional Swahili course for all volunteers every week. The course is divided into several groups depending on the language level. Classes are designed in such a way that all volunteers are encouraged and challenged according to their language skills. Classes are always to be paid in cash at the end of the month, according to the number of hours attended. The price is 10,000 Tanzania Shilling (approx. € 3.80) per hour. The language course is one of the cheapest options in Arusha to get qualified Swahili lessons.

## *10. MEDIATION AND SPECIAL FEATURES OF THE PROJECT*

STEP endeavors to find a project that corresponds as closely as possible to the information and wishes of the participant. For this purpose, the participant will be assigned a corresponding project, which will be published in the online volunteer area, at the latest within four weeks after confirmed registration (payment of the registration fee). The selection of the project is primarily subject to the criteria of meaningfulness and trustworthiness of the respective projects. For this reason, participants are expected to be willing to compromise when it comes to choosing a project. If the circumstances change and the volunteer is no longer able to work

in his desired project, STEP will endeavor to find a replacement project as soon as possible.

All participants are also expected to take the tasks in their project as seriously as any other paid activity in their home country. The respective projects depend on the professional attitude, reliability and punctuality of their volunteers. Volunteers are usually granted a high degree of freedom in their way of working, but the rules and instructions of the project management must be respected. A high degree of initiative is also required of every volunteer and the ability to independently search for areas of responsibility within the project. Many operational projects, especially in the area of education and recreational education, sometimes also require a daily preparation time (e.g. lesson preparation, game planning, etc.). The core working hours are from Monday to Friday, depending on your wishes and requirements, between 4 and 8 hours a day.

Desired vacation times should be discussed in advance with the project management and the STEP team. We recommend taking longer trips from the beginning or end of the assignment.

In the event of illness, no doctor certificate is required, but the project should be informed immediately. If necessary, volunteers should also follow the instructions of the STEP employees and consult a doctor if they feel unwell for a long time. It is not permitted to pursue another commercial or volunteer activity within Tanzania for the duration of the program.

## **11. CRIMINAL RECORD CERTIFICATE**

STEP requires all participants to provide an expanded police certificate or equivalent document that proves that there are no criminal records. A letter for submission to the responsible citizens' office is enclosed with the registration confirmation. Without a valid certificate of good conduct, the volunteer is not allowed to start his project work.

## **12. WORK IN SEVERAL PROJECTS / PROJECT CHANGES**

Volunteers have the opportunity to work on several projects during their assignment. In your own interest and in the interest of the project, the participant should consider in advance whether it is useful to divide the time into several projects. A change of the agreed project after arrival in Tanzania is possible in exceptional cases provided that other STEP partner projects can accept volunteers at the appropriate time.

## Safaris and tours

### 13. MEDIATION OF FLIGHTS

STEP does not arrange national or international flights.

### 14. MEDIATION OF FOREIGN TRAVEL SERVICES

All STEP Africa tours are carried out in long-term cooperation with licensed tour guides or partner companies. STEP is excluded from liability and complaint claims here. The terms and conditions of the cooperation partners apply. The conclusion of the contract and its content are based exclusively on the conditions of the respective tour operator, with STEP acting as an intermediary.

### 15. BOOKING TOURS

To register for a STEP Africa tour, you can either send an email to [info@step-africa.de](mailto:info@step-africa.de) or you can register personally with our support team at the STEP Africa house.

## ***In general***

### **16. HEALTH STATUS**

The participant undertakes to inform STEP of any previous illnesses and allergies relevant to the trip. This information is not passed on to third parties, but is only for STEP's information and possibly. the ability to take the right measures in emergencies (e.g. allergic reactions).

### **17. SERVICES NOT USED / CANCELLATION**

In principle, there is no entitlement to reimbursement of fees already paid if the participant withdraws from the trip, ends it prematurely or decides to travel or other periods of absence within the duration of the stay. There is also usually a tour / safari booked and confirmed with a deposit. no refund / payment obligation. In the event of a withdrawal from the safari, an exception can only be made with regard to reimbursement if a replacement participant is found promptly (at least 10 days before the start of the tour). A tour deposit is non-refundable.

We recommend that participants determine the exact period of stay in advance and take out appropriate insurance in the event of cancellation.

For participants who confirm their participation by paying their registration fee, but do not take any further steps for their stay and do not appear in Tanzania on

the agreed date, any further right to accommodation or supervision by STEP expires.

### **18. CANCELLATION BY STEP AFRICA**

STEP is entitled to terminate the contract extraordinarily and, if necessary, without notice if the participant permanently interferes with the implementation of the program or behaves in a manner contrary to the contract to such an extent that immediate termination without a warning is justified. A reimbursement of travel expenses is also excluded in this case.

### **19. FORCE MAJEUR / FORCE VIOLENCE**

In the event of an impossible arrival at the planned time of arrival or a necessary early departure due to Force Majeure in the form of wars and riots, floods, fires, earthquakes, storms, epidemics, border closings or other incisive and unpredictable reasons for which neither STEP Africa still has the participants any influence, a reimbursement of fees already paid is excluded, but there is the possibility to make up for unused services at any time at a later date. For this it is necessary for the participant to contact STEP Africa in good time before a planned entry to ensure that a place is available.

The assessment of the security situation by STEP Africa is always a recommendation and does not replace obtaining additional information from an official source (e.g. consultation with the responsible foreign representatives).

It is generally advisable to enter the crisis lists for travelers from the respective countries of origin before departure or to inform the responsible foreign office about the planned stay abroad.

## *20. RIGHTS AND OBLIGATIONS OF STEP AFRICA*

The obligations for STEP, which arise from the conclusion of a travel contract, include punctual collection from the airport, appropriate orientation on site including project mediation and support on the first day, proper mediation of the accommodation and on-site support by our team in accordance with the corresponding program. In addition, STEP undertakes to be reachable by telephone 24 hours a day and seven days a week during the participant's duration of stay. The team members take turns with the emergency availability.

## *21. INSURANCES*

STEP particularly recommends taking out travel cancellation insurance (see above) and foreign health insurance, which also includes repatriation and transfer costs. Liability and accident insurance should also be taken out in any case!

Luggage insurance and theft insurance are also optional, which can be particularly recommended for valuable equipment such as cell phones, laptops or cameras.

## **22. LIMITATION OF LIABILITY FOR STEP AFRICA / DAMAGE CLAIMS**

The participant has to take care of his physical well-being by taking out appropriate liability, accident and health insurance. STEP expressly accepts no liability for physical damage caused by a stay in Tanzania. The participant undertakes to consult a tropical doctor before the trip and to be informed about health risks and prophylactic measures as well as other risks relating to a trip to Tanzania. STEP is not liable for lost or stolen valuables or other objects in the STEP Africa house. Lockers (to be used with their own padlock) are provided for safe storage. STEP is only liable for the services booked directly by the participant. These include the proper placement of accommodation, placement of an assignment project and on-site support. If the service is not performed properly, STEP undertakes to provide immediate replacement if the participant can demonstrate the damage credibly. Claims for damages can only be made directly during the trip by requesting replacement services, but not in retrospect and not by requesting replacement payments.

## **23. OTHER RIGHTS OF THE TRAVELER**

The participant has the right to provide the rights booked by him (see above). If contracts or projects that do not correspond to the contractually extended information have a right to the second replacement, the contractual deviations can be objectively affected by STEP. In the event of subjective inconsistencies, where a project is STEP, though not replaced, to protect, to solve a problem. If contracts or projects that do not correspond to the contractually extended information have lost the information of the participant, the indication of the indication of replaceable substitute, the contractual deviations can be objectively affected by STEP. In

the event of subjective discrepancies, one of the projects is STEP, although not replaced.

#### **24. PASSPORT / VISA / HEALTH REGULATIONS AND VISA APPLICATION**

After registration, STEP provides the participant with information regarding passport / visa and health regulations available. However, STEP assumes no liability for the accuracy of this information. The participant undertakes, if necessary, to obtain further and up-to-date information from the Federal Foreign Office / the Tanzanian embassy or tropical institutes and is particularly responsible for the timely procurement of all travel documents and vaccinations. STEP is there to help the participant. Information provided by STEP always refers to experience. Visa requirements can change quickly in Tanzania, and STEP is committed to providing participants with the most up-to-date and understandable information possible. All volunteers must apply for a valid work visa (e-visa or Visa-on-Arrival) for their stay. STEP only offers volunteer programs with a minimum stay of two weeks to a maximum of three months (12 weeks). A total stay in Tanzania of more than three months is not recommended, as this makes visa formalities significantly more difficult.

#### **LAST UPDATE AND VALIDITY FROM**

March 2020. The terms and conditions are valid until further notice.

Tanzanian law applies.

## Part II: Charter – Commitment

### Preamble\*

We, the founders and participants of STEP Africa, reaffirm our belief in the fundamental rights of man, in the dignity and value of every human being  
Personality, equal rights for men and women and for all nations. We are committed to social progress and to a better standard of living and we practice tolerance and live in peace with each other.

*\*the preamble is based on the United Nations Charter*

### I. SOCIAL PROGRESS

Social progress is a lengthy process within a society. We, the founders and participants of STEP Africa, want to make a first-rate contribution by promoting intercultural exchange. We, the founders of STEP Africa, offer our employees a secure job with reasonable wage payments that go beyond the minimum wage. In addition, we take care of the well-being of our employees and are committed to continuing to pay wages in the event of illness and on vacation. We all undertake not to use services that fall below these requirements. In particular, we do not take advantage of service offers that, due to their low price, preclude adequate remuneration or training of employees and secure equipment. We all see ourselves as role models in this regard and only support employers who guarantee their employees fair wages and a minimum level of social benefits. We support the

principle that training should be worthwhile. For this reason, we generally forego cheap offers in the service sector from self-employed individuals without specialist qualifications.

## *2. STANDARD OF LIVING*

We do not measure our standard of living during our stay in Tanzania against that in our home country. We accept the living conditions known to us before arrival, adapt to them and treat resources with care.

We are aware that our living conditions in the STEP Africa house, to those of the average Tanzanian population, to be regarded as privileged. We are constantly aware that it is not our current standard of living that is important locally, but rather the long-term improvement of the standard of living for the Tanzanian population.

## *3. SOCIAL ACTION*

Each of us is committed to acting according to social principles during our stay in Tanzania.

This concerns both the cooperation of the participants with each other, between founders and participants, between participants and the employees of the partner projects as well as the cooperation with the population.

We are committed to not acting anti-social by obtaining financial benefits at the expense of other people.

#### 4. EQUAL RIGHTS

We recognize the Tanzanian population, regardless of their level of education, as equal. In addition, we are always aware that we are guests and learners in a foreign country. We refrain from any know-it-all and accept cultural contrasts.

#### 5. TOLERANCE

We practice tolerance in all areas of life. Instead, we use the time to reflect and enrich our lives.

#### 6. PEACEFUL COEXISTENCE

Our social actions in everyday coexistence are characterized by a peaceful attitude and compliance with the rules that make peaceful coexistence possible.

We do not accept bad speeches towards participants, employees or the founders of STEP Africa. Each and every one of us is obliged to prevent this and to ensure a peaceful and respectful atmosphere. We are aware that any social action outside is untrustworthy and dishonest if we are unable to live a peaceful role model within the STEP Africa House.

Our common goal is a peaceful and enriching stay in Tanzania for each and every one of us.

## 7. VARIOUS

The charter is part of the STEP Africa conditions of participation. All participants commit themselves to compliance and bear the consequences of non-compliance. After prior warning from the management of STEP Africa, this can lead to a referral from the STEP Africa house.