

Terms and Conditions of Participation

General Terms and Conditions for participants in the STEP Africa Program

1. Volunteer and Internship Program

1.1 REGISTRATION / CONCLUSION OF THE CONTRACT

Registration for the STEP Africa volunteer and internship program takes place via the online registration form provided on our website (<https://step-africa.com/apply-now/>). The application will be checked by STEP Africa (hereinafter referred to as STEP), usually within two working days, and confirmed accordingly if the applicant is suitable. The confirmation of registration by STEP is binding for a period of 14 days. Within these 14 days, the participant must confirm his/her registration in accordance with point 2 by paying the application fee.

Confirmation by both parties creates a binding contract that does not require any further written form and is accompanied by corresponding rights and obligations for both STEP and the participant. Underage participants require a declaration of consent/authorization to travel from their parents/legal guardians prior to departure. A template for this can be found in the online volunteer area (see below). The declaration of consent can be forwarded to STEP by e-mail (scan) after registration. The document should also be kept ready for presentation at the immigration desk.

1.2 PAYMENT OF THE APPLICATION FEE / ONLINE VOLUNTEER AREA

After the participant receives the application confirmation, payment of the application fee is due within 14 days at the latest. This and all other fees are to be transferred to the bank account stated on the invoice or paid via PesaPal Tanzania and / or PayPal.

As soon as payment of the application fee has been received, the application is considered confirmed (see point 1). The participant will then receive access to the online preparation area, where the volunteer handbook as a PDF file and all relevant information about the stay in Tanzania will be provided. If we have not received the application fee within 14 days (see above) or no other arrangements have been made, STEP reserves the right to allocate the place to other applicants if necessary.

1.3 PAYMENT OF THE PROGRAM FEES

Payment of the remaining program fees to STEP must be made by the start of the trip. The program fee or parts of the program fee are not transferable to other persons. The program fee is not transferable to another period. The approximate arrival date stated on the application form can only be postponed to a limited extent and is only possible with prior written agreement and sufficient capacity in the volunteer houses.

In addition to payment by bank transfer or online payment link, it is also possible to pay the program fees in cash on arrival.

Bank transfers are generally only accepted if the transfer can be proven with a corresponding receipt (this should be sent as an email to the volunteer team). The fees for international bank transfers are to be paid by the sender. The full invoice amount must be credited to our account, otherwise any outstanding differences must be subsequently paid.

1.4 PROJECT DONATION

In order to create more transparency, the application and program fees do not include a donation. STEP expressly welcomes participants to raise donations for their project before, during or after their stay in Arusha, as all projects are also dependent on the financial help of friends and supporters (there is no state funding for non-profit organizations in Tanzania). Among other things, crowdfunding projects run by our volunteers are usually highly successful and it is fun to be able to use the donations directly. However, a fundraising campaign is not mandatory for participation in the program.

Only the animal welfare project (Mbwa wa Africa) and the medical facilities require a "placement fee" or mandatory donation, which is used in full to cover the running costs of the respective projects. Information on the amount of this mandatory donation can be found in the fees section of our homepage. These mandatory donations must be paid in cash on site directly to the respective project.

1.5 PREPARATION AND SUPPORT ON-SITE

STEP is a Tanzanian social enterprise, which was founded in German-Tanzanian cooperation. Preparation is carried out by our German support team via e-mail / WhatsApp / telephone. Access to the online volunteer area allows you to download the preparation manual and other relevant documents.

STEP works with selected international agencies and online platforms. For volunteers who have registered through an agency, the terms and conditions of the respective agency or online platform also apply.

Both Tanzanian and German supervisors are available to volunteers on site. Volunteers receive a detailed introduction and project support on their first day. The support team can be found directly in the STEP Africa houses during office hours and can be contacted around the clock in emergencies. The STEP team sees itself as a mediator between volunteers and projects and is committed to providing ideas, advice and support to both sides to the best of its knowledge and belief.

1.6 ARRIVAL AND DEPARTURE DAYS

The arrival day for all participants is exclusively on Thursdays. Departure days are Wednesdays only. Airport pick-up and return transfers are included in the program fees, but only refer to the days mentioned above. This means that a pick-up on all days except Thursday and a return transfer on all days except Wednesday must be organized independently / for a fee and, if necessary, via third-party providers.

1.7 LANGUAGE SKILLS

Participants must be able to communicate sufficiently in English to ensure smooth communication with our Tanzanian team of supervisors and project staff. Knowledge of Swahili is not mandatory, but volunteers should be prepared to acquire at least a basic knowledge of the language.

1.8 SPECIAL NATURE OF THE SERVICES OFFERED

As a provider of volunteer work and internships, STEP is committed to promoting international understanding and intercultural dialog. 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. Participants are therefore expected to be open to foreign cultures as a matter of principle.

All STEP programs require participants to show team spirit, resilience, initiative and a willingness to adapt to the conditions in Tanzania. STEP expects that the assignment project always comes first during the stay in Tanzania and that leisure plans must be adapted to the requirements of the assignment location.

1.9 ACCOMMODATION

1.9.1. ...IN THE STEP AFRICA VOLUNTEER HOUSES

The STEP Africa houses are the shared accommodation for volunteers and are all located in the Njiro district, Arusha.

A. Duties of STEP:

STEP Africa ensures a high level of security by employing security guards (trained and provided by a reputable security company). Breakfast and dinner are served from Monday to Friday. Breakfast consists of white bread, margarine and various spreads, as well as black tea. Dinner is mainly prepared from locally grown and available ingredients, usually Tanzanian dishes. There is a daily cleaning service. Bed linen is provided. The houses have several water tanks, so that all-day access to water is guaranteed in most cases, as well as a water heater for the bathrooms.

B. Duties of the participants:

Rooms and beds are allocated according to availability. If the participant does not wish to be accommodated in a mixed-gender room, he/she must inform the STEP support team promptly before arrival and without being asked. If accommodation in a private room is preferred, this must be communicated to STEP in good time so that appropriate reservations can be made for an additional charge. Guests must bring their own towels. Due to the water tank, a water supply is guaranteed, but this requires economical use of the available water, as in Tanzania the tap water is often turned off for several days. Tap water is not suitable for drinking. During your stay in the STEP Africa houses, you can drink filtered water from the water filters provided. You are responsible for purchasing your own drinking water for outside activities if the filtered water is not sufficient for filling. The rest periods in the accommodation from 11 p.m. to 7 a.m. the following day must be observed in order to guarantee a restful night's sleep for all volunteers. Volunteers who wish to leave the accommodation during this time should leave the house quietly and return just as quietly so as not to interrupt the sleep of others.

Guests can wash their own laundry by hand or our housekeepers can do it for a small fee, currently around €6 per load.

The participant must adhere to the house rules of the volunteer house, including adherence to meal times, the responsibility to keep the common areas clean and tidy and general adherence to the safety instructions provided. As the house is a private retreat for our volunteers, inviting outside people (this includes anyone not currently participating in a STEP program) is not permitted. 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 are living in a hostel in Africa. Shorter and occasionally longer power cuts are therefore part of everyday life.

1.9.2. ...IN THE HOST FAMILY

Accommodation with a host family is possible by arrangement and for an additional charge (see fee structure on our homepage). In this case, the above remarks under 8.1 apply as well as the house rules set by the host family, which guests should adhere to out of respect for the host family's culture and way of life. Volunteers staying with a local family are welcome to visit the STEP Africa houses at any time. A visit by the STEP team to the family is scheduled approximately once a week or as required.

1.10 LANGUAGE COURSE

STEP offers an optional Swahili course for all volunteers. The course is divided into several groups depending on the language level. The lessons are designed in such a way that all volunteers are supported and challenged according to their language skills. The payment arrangements are subject to the rules of the respective course instructor. The price is currently 15,000 Tanzania Shilling (approx. 6 €) per hour. The language course is one of the cheapest options in Arusha to receive qualified Swahili lessons. Volunteers receive a free trial lesson on the orientation day.

1.11 MEDIATION AND CHARACTERISTICS OF THE INTERNSHIP PROJECT

STEP endeavors to find a project that corresponds as closely as possible to the specifications and wishes of the participant. For this purpose, the participant will be assigned a suitable project at least four weeks before arrival, which will be published in the online volunteer area. 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 show a certain willingness to compromise with regard to the choice of project, although STEP will accommodate volunteers' wishes wherever possible. Should circumstances change and no longer allow the volunteer to work on their preferred project, STEP will endeavor to find a replacement project as quickly as possible. All participants are also expected to take the tasks in their project just 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 generally given a high degree of freedom in terms of their working methods, but the rules and instructions of the project management must be respected. A high degree of initiative is also required from each volunteer and the ability to independently seek out areas of responsibility within the project. Many projects, especially in the field of education and social work, sometimes require daily preparation time (e.g. lesson preparation, game planning, etc.). The core working hours are from Monday to Friday, between 4 and 8 hours a day, depending on your wishes and requirements. Willingness to work shifts is a prerequisite in some child care projects and in the animal welfare project. Desired vacation times should be discussed in advance with the project management and the STEP team. We strongly recommend that longer trips are scheduled at the beginning or end of the assignment.

In the event of illness, no sick note is required, but the project should be informed immediately. Volunteers should also follow the instructions of STEP staff and consult a doctor if they feel unwell for a longer period of time or if they feel very unwell. Volunteers are not permitted to carry out any other commercial or voluntary work within Tanzania for the duration of their participation in the program.

Volunteers are always assistants and do not replace local workers. In general, learning and understanding the host culture comes before the project support itself.

1.12 POLICE CLEARANCE CERTIFICATE

STEP requires all participants to submit an extended police clearance certificate or an equivalent document proving that they have no criminal record. STEP can issue a letter for submission to the relevant citizens' office. Volunteers are not permitted to start their project work without such a valid certificate of good conduct.

1.13 WORK IN MULTIPLE PROJECTS / PROJECT CHANGES

Volunteers have the opportunity to work in several projects during their assignment. In their own interest and in the interest of the project, participants should consider in advance whether it makes sense to divide their time between several projects. It is possible to change the agreed project after arrival in Tanzania if other STEP partner projects are able to accept volunteers at the given time. However, a project should be attended for at least one week before a change of project can be considered.

1.14 REQUIRED INTERNSHIPS / PRACTICAL SEMESTER

Volunteers who complete a mandatory internship with STEP are obliged to document their work by providing time sheets. STEP can only certify working hours that have actually been completed.

2. School Trips

2.1 PREPARATION AND REGISTRATION

School trips are exclusively organized directly through the schools. Communication with the pupils / parents takes place via the responsible (teaching) person at the respective school. School trips are organized individually, which means that registration / confirmation is informal and in consultation with STEP. Travel plans provided by STEP are considered binding at the time of registration, unless other arrangements have been made.

Preparation is carried out by the STEP support team via email, telephone and WhatsApp. A student travel handbook and an online preparation area for logging in, which contains further information, are provided.

2.2 DEPOSIT / PAYMENT

The deposit/payment must be made as soon as the school has received payment from the participants. This is to be planned flexibly by arrangement. The school undertakes to inform STEP immediately as soon as it is able to pay. The actual planning of the trip and booking of accommodation can only begin once a (partial) payment has been received.

2.3 INCLUDED SERVICES

The services are based on the details of the individual travel plan provided. As a rule, school trips take place as a holistic travel package, which includes daily project support and guidance.

2.4 ACCOMMODATION WITH A HOST FAMILY

Participants in STEP student trips are exclusively accommodated in host families (with the exception of tours lasting several days during the stay). Host families are selected by us according to strict criteria. With a maximum group size of 17 people (including teachers), it is possible to accommodate all participants in the same host family.

2.5 SPECIAL CHARACTER OF A SCHOOL TRIP / CLASS TRIP TO A COUNTRY OF THE GLOBAL SOUTH

In comparison to the volunteer and internship program, the participants of a school trip are mostly underage students and their accompanying teachers. Schools must ensure that all students have the consent of their parents/guardians. Teachers are responsible for their students as chaperones for the entire trip.

Trips to a country in the Global South require intensive preparation, especially for underage participants, as the local conditions are sometimes very different from their home country and the participants are also confronted with poverty. Accompanying teachers must ensure that pupils always behave respectfully towards the locals.

3. Travel and Flight Organisation

3.1 FLIGHT BROKERAGE

STEP does not arrange national or international flights. Participants are responsible for booking their own flights.

3.2 BROKERAGE OF THIRD-PARTY TRAVEL SERVICES

All STEP Africa tours are conducted in long-term cooperation with licensed tour guides and partner companies. STEP is excluded from liability and complaint claims. The general terms and conditions of the cooperation partners apply. The conclusion of the contract and its content shall be governed exclusively by the terms and conditions of the respective tour operator, with STEP acting as mediator.

3.3 REGISTRATION FOR TOURS

You can register for the tour using the registration form in the online preparation area or in person via the STEP support team.

4. General information

4.1 HEALTH STATUS / VACCINATIONS

The participant undertakes to inform STEP of any pre-existing illnesses and allergies relevant to the trip. This information will not be passed on to third parties, but will only serve to inform STEP and possibly enable STEP to take the correct measures in emergencies (e.g. allergic reactions).

4.2 INSURANCE

STEP particularly recommends taking out travel cancellation insurance (see above) and international health insurance, which also includes repatriation. Liability and accident insurance should also be taken out in any case. Luggage insurance and theft insurance, which is particularly recommended for valuable equipment such as cell phones, laptops or cameras, are also optional.

4.3 PASSPORT / VISA / HEALTH REGULATIONS AND VISA APPLICATION

STEP will provide the participant with information regarding passport/visa procurement and health regulations after registration. However, STEP assumes no liability for the accuracy of this information. The participant undertakes to obtain further and up-to-date information from the respective Foreign Office / the Tanzanian embassy or tropical institutes and is responsible for obtaining all travel documents and vaccinations on time. STEP will assist the participant in this regard. Information provided by STEP is always based on experience. Visa regulations can change quickly in Tanzania, and STEP is committed to providing participants with the most up-to-date and comprehensible information possible. All volunteers must apply for a valid work visa (preferably visa-on-arrival), the so-called "Ordinary Visa for Humanitarian and Charity Activities", for their stay. STEP only offers volunteer programs with a minimum stay of four weeks and a maximum stay of six months (26 weeks).

The visa for the first three months costs \$50, an extension for a further three months costs \$250 and is organized via the Immigration Office in Arusha and the border in Namanga. A stay of more than 6 months is currently not recommended due to the difficulty of extending the visa.

4.4 CHILD PROTECTION POLICY

STEP Africa has a detailed Child Protection Policy and Volunteer Code of Conduct which form part of these Terms and Conditions. The documents are available for download in our online volunteer area.

5. Legal information

5.1 SERVICES NOT UTILIZED / TRIP INTERRUPTION

In principle, there is no entitlement to a refund of fees already paid if the participant withdraws from the trip, terminates it prematurely or decides to travel or otherwise be absent during the duration of the stay. This also applies to school trips and other group trips. Even for tours / safaris that have been booked and confirmed with a deposit, there is generally no right of refund / obligation to pay, whereby the latter are subject to the terms and conditions of the respective organizer.

If accommodation has been booked in a private room or in a room in a higher price category, a "downgrade", i.e. a change to a lower price category, is only possible up to 6 weeks before the planned arrival date. In the event of a later downgrade, the fees for the higher price category must still be paid or will not be refunded, even if the service was not used.

If the participant is mistakenly allocated to the wrong room category on arrival, he/she must notify the STEP team immediately. A subsequent refund of the surcharge is also not possible in this case, as the participant is obliged to cooperate.

We recommend that participants determine the exact period of their stay in advance and take out appropriate insurance in the event of cancellation or curtailment. Participants who confirm their participation by paying their application fee, but do not take any further steps for their stay and do not arrive in Tanzania on the agreed date, forfeit any further entitlement to accommodation or support from STEP.

5.2 TERMINATION BY STEP AFRICA

STEP is entitled to terminate the contract extraordinarily and, if necessary, without notice if the participant disrupts the implementation of the program or behaves contrary to the contract to such an extent that immediate termination without warning is justified. Reimbursement of travel costs is also excluded in this case.

5.3 FORCE MAJEUR / SUPERIOR FORCE

In the event of an inability to arrive at the planned arrival time or a necessary early departure due to force majeure in the form of wars and unrest, floods, fires, earthquakes, storms, epidemics, border closures or other drastic and unforeseeable reasons over which neither STEP Africa nor the participant has any influence, a refund of fees already paid is excluded, but it is possible to make up for unused services at a later date at any time. For this purpose, it is necessary for the participant to contact STEP well in advance of a planned (re-)entry to ensure that a place is available. STEP Africa's assessment of the security situation is always a recommendation and is not a substitute for obtaining further information from official sources (e.g. consulting the relevant diplomatic missions abroad). It is generally advisable to register in the crisis lists for travelers of the respective countries of origin before departure or to inform the responsible Foreign Office about the planned stay abroad.

5.4 RIGHTS AND OBLIGATIONS OF STEP AFRICA

STEP's obligations arising from the conclusion of the travel contract include punctual pick-up from the airport, appropriate orientation on site including project placement and project support on the first day, proper placement of accommodation and on-site support by our team in accordance with the relevant program. STEP also undertakes to be available by telephone 24 hours a day, seven days a week during the participant's stay in the event of an emergency. The team members take turns to be available in emergencies.

5.5 LIMITATIONS OF LIABILITY FOR STEP AFRICA / CLAIMS FOR DAMAGES

Participants must take out appropriate liability, accident and health insurance to ensure their own physical well-being. STEP is expressly not liable for any physical injury caused by the stay in Tanzania. The participant undertakes to consult a tropical doctor before the trip and to obtain information about health risks and prophylactic measures as well as other risks associated with a trip to Tanzania. STEP is not liable for lost or stolen valuables or other items in the STEP Africa houses. Lockers (to be used with your own padlock) are provided for safekeeping. STEP is only liable for the services booked directly by the participant. These include the proper (arrangement of) accommodation, arrangement of an assignment project and on-site support. If the service is not provided properly, STEP undertakes to provide immediate compensation, provided that the participant can credibly prove the damage. Claims for damages can only be asserted directly during the trip by demanding compensation, but not retrospectively and not by demanding compensation payments.

5.6 OTHER RIGHTS OF THE TRAVEL PARTICIPANT

The participant has a right to the proper provision of the services booked by him/her (see above). If the accommodation or project does not correspond to the contractually agreed details (in accordance with the participant's binding registration), the participant shall be entitled to immediate compensation, provided that the contractual deviations can be objectively proven. In the event of subjective discrepancies within a project, STEP shall not be obliged to provide compensation, but shall endeavor to find a mutually acceptable solution to the problem.

LAST UPDATED AND VALID FROM

November 2024. The GTC are valid until further notice. Tanzanian law applies.