



STEP Africa - Terms and Conditions

These terms and conditions apply to all participants in the STEP Africa program. By registering, you agree to these terms.

1. Registration and Contract

- Register online at (<http://www.step-africa.com/apply-now/>) or via the Volunteerworld platform.
- After STEP reviews your application, you will receive a confirmation from us within 2 working days.
- The contract becomes legally binding with the payment of the application fee. Minors require the consent of their parents (a form will be provided by us).

2. Fees & Payments

- The registration fee is payable within 14 days (7 days for Volunteerworld) after receiving the confirmation/offer.
- The program fee is due by the day of arrival.
- You can make payments by bank transfer, online, or in cash upon arrival (for program fees).
- Fees already paid are non-refundable.

3. Donations & Additional Costs

- The fees do not include donations. Donations are voluntary, except for some projects (animal shelter & hospitals), where a mandatory donation must be paid in cash on-site. More information can be found at (<https://step-africa.com/program-fees/>)
- If you have a specific room request (e.g., same-sex accommodation in a shared room), please contact us early. Private rooms and homestays are available at an additional cost.

4. Accommodation & Support

- Accommodation is provided in the STEP houses or, upon request, with host families. Breakfast and dinner are included from Monday to Friday.
- You should observe the house rules.
- You will receive a detailed introduction on-site and will be supervised by our team throughout your stay.

5. Project & Assignment Time

- Projects are arranged according to your wishes and the needs of the projects.
- Responsible, reliable work is required.
- Working hours: Monday to Friday, 4-8 hours daily by arrangement.
- In case of illness, you should inform us in good time, as well as in case of absences due to travel.
- A current police clearance certificate is mandatory.

6. Arrival and Departure Dates

- Arrivals are always on Thursdays, departures always on Wednesdays.
- Airport transfers are only included on these days.

7. Visa & Health

- You will receive information about your passport, visa, and vaccinations from us, but the responsibility lies with the participant.
- You are responsible for obtaining the visa yourself (we recommend visa-on-arrival and will provide you with an invitation letter).
- A good travel health insurance is recommended.
- Please inform us in advance of any health restrictions.

8. Liability & Legal Matters

- Services are provided punctually and as booked.
- STEP is not liable for physical injuries or loss of valuables.
- In the event of force majeure (e.g., natural disasters, conflicts), refunds are excluded, and services can be made up for at a later date.
- In the event of breach of contract, you can be excluded from the program.
- In the event of cancellation or premature termination, there is no right to reimbursement, unless you have taken out travel cancellation insurance - in this case, we will issue a letter for the insurance company. Services already paid for can be made up for at a later date.

Legal Status: Tanzania

Last updated and valid from: August 2025