



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 after receiving the confirmation/offer.
- The program fee is due 6 weeks before arrival.
- You can make payments by bank transfer or via online payment link.
- Fees already paid are non-refundable.

3. Donations & Additional Costs

- The fees do not include donations except for hospital volunteers (70€ / week donation added on the fees). There is a mandatory donation for the animal shelter (\$25 / week) which is paid on site and not included in our fees. Donations for any other projects are not mandatory. 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.

- The transport to and from the project is not included in the fees. The transport costs vary depending on mode of transport. More information are available in the project descriptions published in the online volunteer area.

4. Accommodation & Support

- Accommodation is provided in the STEP Volunteer Village or, upon request, with a host family. 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. Work in the Animal Shelter may require weekend shifts.
- 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: 22. April 2026