SOUTH AFRICA

SUPPORT FOR PEOPLE WITH DISABILITIES

Apart from the normal struggles of living with a disability, social stigma and discrimination surrounding disabilities mean that People With Disabilities (PWD) face even greater challenges. In many instances, PWDs are not afforded the same opportunities as regular members of society and this, in turn, means they are often unable to contribute productively to their communities.

Your role will be based in a local care center, which provides social activities, food, assistance with day-to-day life and vocational training. You will work alongside center staff, assisting them and taking on responsibilities as your skills and experience allow. It was discovered by medical workers that persons with disabilities were not accessing medical treatment and services, many were left at home alone with no assistance and some without food. They were also facing negative social attitudes and perceptions and social stigma.

ACCOMMODATION & MEALS

During your stay, you will be accommodated in an award-winning Hout Bay Backpackers, in Hout Bay. Three meals a day will also be provided, some on a self-serve basis and others cooked for you.

PROJECT START DATES

The start date for this project is the first Monday of the month throughout the year, with the exception of December when the project is closed.

INCLUDED IN THE COST

- Comprehensive 24 hours, 7 days a week support from All Out Africa
- Volunteer projects specifically designed to enable you to make an active contribution During your stay,
- Support of volunteer project coordinators who are experts in their fields which ensure the volunteer experience is rewarding & impactful
- Comprehensive orientation to the country, its culture and your role As a volunteer, upon arrival
- All food and accommodation throughout your stay

VOLUNTEER ROLE

Your role is based at a local registered care center which provides services for 20 – 30 adults with either physical or intellectual disabilities. The center is staffed with volunteers who provide support and community-based rehabilitation.

As a volunteer, you may get involved in many of the following activities:

- Social interaction with clients and assisting them with their day-to-day activities in the center
- Supporting the center and their clients to generate income through making arts and crafts items and selling them within the local community
- Assisting with vocation and skills-based training
- Helping out in the kitchen and in the garden to provide nutritious meals for clients
- Tell the residents stories about your home and travels - help them explore the world despite their physical challenges.

** Please note that the activities listed above are based on availability and may vary by season. These are samples of activities that are volunteers are likely to participate in.*

IMPORTANT NOTE: When you work with children or adults, you will be in the rural areas where modesty will be an important factor. Please make sure you dress appropriately- failure to do so may result in you missing a day of volunteering. More information about the dress code will follow in the pre-flight guide.

WHERE YOUR PROJECT FEE GOES

By signing up with us you are donating your time and skills to work directly with communities in need through a structured project. There are many benefits of volunteering with an organization like ours. Sometimes it is hard to find projects to support in a foreign country that are safe, worthwhile and reputable. When you sign-up for one of our projects for 2 or 12-weeks, you become part of a bigger, sustainable plan that our team of qualified staff has carefully crafted. You will also receive travel and visa support, orientation, a safe place to stay, logistical support, in addition to clear expectations of the work you will do. This is why we charge a fee for volunteering or interning abroad.

Your project fee goes towards a company you can trust, an experience that is worthwhile and an opportunity that will make a positive and sustainable impact on the community you have chosen to serve.

DAY IN THE LIFE OF A VOLUNTEER

7:00 Wake up and have your breakfast on the deck overlooking the beach and Hout Bay Harbour!

7:30 Travel to your placement and get ready to begin your day

8:00 Participate in your chosen project assisting with teaching skills, food preparation, reading and social activities

12:30 Time to either return to Hout Bay Backpackers for lunch or to eat the packed lunch you made that morning!

14:00 Begin your afternoon's work with a full stomach and enthusiasm

16:00 Return back to your accommodation and share your day's adventures with other volunteers, maybe even a quick swim in the sea!

18:30 Enjoy a delicious evening meal and relax.....

ITINERARY FOR YOUR EXPERIENCE

Day 1 Fly into Cape Town International Airport where you will be met by All Out Africa staff members who will transfer you to Hout Bay Backpackers, your home for the duration of the experience.

Day 2 The second day begins with an informative presentation that will brief you on all you need to know about the culture and country, how to effectively contribute during your volunteer experience.

Day 3 Today you begin your volunteer project! The Project Coordinator will take you to and assist you in settling in at your project. After lunch, you have another tour, this time through the Hangberg community. Your tour guide is a local leader who lives in the community and is involved in many of the youth interventions to encourage positive development.

Day 4 In the morning you will return to the center and in the afternoon you may remain at the center or if alternatively you may get involved in another project at one of our youth development centers, which focus on extracurricular activities for disadvantaged children.

RESERVE YOUR SPACE WITH A 10% DEPOSIT!

2 Weeks For $1093
3 Weeks For $1335
4 Weeks For $1516
6 Weeks For $1971

*Prices listed in US Dollar. For differnt currencies special prices, group rates or custom placements please email for a custom quote.

Day 5 You're now fully up and running As a volunteer and will go to both your morning and afternoon projects!

Day 6-7 and other weekends The first weekend of your experience you will be given a one day bus ticket to the open top red bus tour, which is a great way to explore Cape Town and familiarise yourself on what you want to do! Stops include Camps Bay, Table Mountain, V & A Waterfront and Cape Town City Center.

Other weekends are free for you to relax or to see more of the scenery and activities Cape Town has to offer!

For 4 Week Option

Day 29 Return home Sadly all great adventures must come to an end and on your final day you will leave the backpacker lodge in Hout Bay and will be transferred to Cape Town International Airport.

Airport transfer is included and facilitated by All Out Africa if on the designated departure day.

For 4 Week+ Option

Day 29 onwards Continue with your volunteer project as described on day 5, giving you more time to contribute to your project.

NOT INCLUDED IN THE FEE

✘ Local transport fares to your projects

✘ Medical/Travel Insurance

✘ All Flights & Visas

COVID 19 PROTOCOLS

RESCHEDULING PRIOR TO ARRIVAL

Due to the COVID-19 global pandemic, All Out Africa has put in place policies that adhere to the World Health Organisation pandemic regulations to reduce the spread of the virus . In order to participate in our volunteer programs,

Participants are require to follow below protocols:

- 3 weeks before departure to Southern Africa participants are required to provide a Negative COVID-19 test result which must be sent to All Out Africa bookings office.
- 72 hrs before departure participants must obtain a second certified negative COVID-19 test result, a copy of which must be sent to All Out Africa bookings office and the original will be shown at OR Tambo international airport upon disembarking and at further points of entry such as Eswatini border and the Mozambique airports.
- 72 hours before departure from projects volunteers will be required to obtain a negative COVID-19 test certificate to be used at international exit points.

DURING PROJECTS

- Maintain a social distance of 1.5 metres.
- Avoid touching eyes, nose and mouth.
- Always wear a mask or face shield.
- Use a hand sanitizer.
- Seeking medical attention immediately whenshowing signs of fever, cough and difficulty breathing
- Staying informed and heeding advise given by healthcare provider.

NEW REQUIREMENTS FOR THIS PERIOD

- All staff members have been informed to keep alert of symptoms and monitor.
- Please advise participants to travel to their destinations with masks.
- All Offices, vehicles and common areas have been supplied with hand wash and alcohol based hand sanitizer
- In accordance with the World Health Organisation's recommendation to report any suspected signs of the Corona Virus, we will require ALL participants to confirm medical travel insurance.
- Participants exhibiting flu like symptoms will be taken to the hospital and we request participants adhere to this policy.
- In light of this policy, we request that participants carefully assess their insurance cover

All Out Africa is the first tourism business to be awarded the evaluated "safer Tourism Resilience Seal".

SAFER TOURISM
evaluated

NOTE: These Covid 19 protocols were produced based on WHO and UN guidelines and after extensive consultation with the Ministry of Tourism and WHO. The protocols are endorsed by the UN and WHO.

TERMS AND CONDITIONS FOR TRAVEL EXPERIENCES

TRIP PRICE AND BOOKINGS

- Enquiries and quotations are not confirmation of a booking. A quotation provides the price for an experience or tour.
- A quotation is valid for 60 days' or the date specified on the quotation provided, whichever is sooner, subject to availability.
- A booking will be secured with a non-refundable 10% deposit.
- In the event of any error/ miscalculation appearing on the quote, All Out Africa reserves the right to correct such error and to invoice you in accordance with the advertised rates.
- It is the clients' responsibility to verify that the arrival and departure dates and all other crucial booking data are correct.
- The client shall pay 100% of the package/trip cost 90 days before the trip commences and the Company reserves the right not to confirm the booking until the full amount set out in the invoice received by client is paid and has been received by the Company.
- If, after our confirmation has been issued, the client wishes to change the Trip, or transfer the trip to a new departure date, we will do our utmost to make these changes but it may not always be possible. If there will be additional costs that need to be added, then the client will be obliged to pay that amount. If the alteration results in a cancellation of the trip then cancellation fees may be applied (see below).
- If a booking is made for more than one person, the client is responsible for payment from all in the group as well as accepting the terms and conditions on behalf of all in the group.
- The price included in the invoice will not include travel insurance, visas, flights or other personal costs such as vaccinations. Inclusions are detailed on each invoice and are in line with the trip itinerary.

PAYMENT

- Payment can be made by: Credit Card, Debit Card, Electronic/Swift Transfer or Cash by the date stipulated on the invoice.
- Payments are made in the currency stipulated on the invoice. Any associated international bank fees / currency exchange fees will be absorbed by the client.
- The invoice includes all applicable taxes and levies where applicable.
- Payment is required by the date indicated to ensure that a booking is confirmed. Without payment, the booking maybe cancelled.
- Payment is required by the date indicated to ensure that a booking is confirmed. Without payment, the booking maybe cancelled.
- If a deposit has been quoted this must be paid ahead of the given date to ensure that payment can be made to secure third party bookings. Failure to pay the deposit may result in loss of the booking.

CANCELLATIONS AND REFUNDS

The following apply unless an agent agreement is in place or an invoice is provided containing alternate cancellation terms.

1. If an experience is cancelled by the client:
   a. A standard cancellation fee shall be applied as in c. below.
   b. If a participant is a no show then they are not entitled to a refund.
   c. Each invoice will show cancellation terms relevant to the experience or tour booked.
      The standard Cancellation fees are:
      I. For cancellations prior to 90 days from arrival, the cancellation fee is the booking deposit;
      II. For cancellations between 89 and 60 days from arrival, the cancellation fee is 40% of the booking amount;
      III. For cancellations between 59 and 31 days from arrival, the cancellation fee is 70% of the booking amount;
      IV. For cancellations between 30 and 14 days from arrival, the cancellation fee is 90% of the booking amount;
      V. For cancellations within 14 days from arrival or no-shows, the cancellation fee is 100% of the booking amount.

2. No refunds will be granted if the participant's expectations of the experience are not met or the participant is required to leave the experience early for personal circumstances.

3. If an experience is cancelled by a 3rd party provider (supplier not a booking client) and an alternate experience of a similar nature cannot be arranged:
   a. If an experience is cancelled by a 3rd party prior to arrival the standard cancellation fees will apply.
   b. If an experience is cancelled by a 3rd party once the participant has arrived no refund will be due.

4.If an experience is cancelled by All Out Africa and an alternate activity of a similar nature cannot be arranged the following will apply:
   a. If the cancellation occurs prior to arrival a full refund will be due.
   b. If the cancellation occurs once the participant has arrived a refund of the cost for the balance of the experience will be due.

RESERVATION CHANGES

Reservation changes may be made up to 30 days before arrival on the booked experience. Changes may be made via email with tours@alloutafrica.com or bookings@alloutafrica.com as appropriate and are only valid once the reservation change has been confirmed by us. If the fee on the new experience is lower than the original fee, no refund will be issued.

LIMITATION OF LIABILITY

Our obligations and those of our suppliers providing any service or facility included in the Trip are to take reasonable skill and care to arrange for the provision of such services and facilities and where we or our supplier is actually providing the service or facility, to provide them and to do so with reasonable skill and care. However we will not be liable where any failure in the performance of the Contract is due to: unusual and/or unforeseeable circumstances beyond our control.

We do not accept any liability or responsibility for any personal possessions (including but not limited to cameras, jewellery, valuables and money) which is carried on or in our vehicles, carried on public transport or transport supplied by independent subcontractors, left in accommodation provided by us or our suppliers during a Trip or left in our care during a Trip; such items are carried and/or left at the participants own risk.

In the event of an accident resulting in the death of,or injury to, a participant whilst on an All Out Africa experience, the amount of any damages payable by All Out Africa is limited to a maximum of ZAR 10,000,000 Special Drawing Rights, provided it is proved that such death or injury was caused by gross negligence on the part of All Out Africa.

OUR SUPPLIERS

We are responsible for our sub-suppliers (3rd parties) being paid for what you have ordered through us. Our sub-suppliers are each responsible for their own parts of the program, including comprehensive insurance, permits, equipment, staffing etc., and for their compliance with prevailing laws and regulations that apply to the supplier.

RESPONSIBILITIES OF OUR AGENTS & PARTNERS

1. Disclose all details regarding the clients' suitability for a travel experience and fitness to travel
2. Pay in line with dates shown on the invoice, especially deposits to enable us to guarantee bookings.
3. Provide feedback to enable us to improve experiences.
4. Where possible provide us with photos of experiences, including accommodation, to enable us to further promote the trip and maximise trip value for all clients.

RESPONSIBILITIES OF OUR PARTICIPANTS

1. Participants on an All Out Africa experience, must at all times throughout the Trip abide by the laws and customs of the countries visited.
2. Participants agree to behave in a respectful and considerate manner to local people and other participants on the trip. If a participant's behaviour is jeopardising the experience of other members of the trip and following discussions to address this, no improvement is seen, All Out Africa reserves the right to expel the participant from the trip. If this results in additional costs the participant will be liable for such costs.
3. Behaviour during the trip must not prejudice the safety and wellbeing of any other participant on of the trip nor the staff of All Out Africa.
4. Participants are responsible for their own equipment and belongings during the Trip and assume the sole responsibility for wear and tear and incidental or accidental damage to said equipment. We recommend that all participants take out adequate insurance to cover their own equipment.
5. We may provide equipment for the Trip, including but not limited to, tents and camping equipment and we are responsible for the maintenance of such equipment. Where a participant deliberately or recklessly causes damage to any such equipment they they shall indemnify us and keep us indemnified from all losses arising from any such wilful or reckless damage so caused including legal costs of making a recovery against them.

! SPECIAL REQUESTS

WHAT ABOUT MY NEEDS

NEEDS?

We are able to accommodate many individual needs of participants and adapt our trips and experiences accordingly subject to the following:

1. If a participant has any special requests, such as dietary needs, clients should inform us of such requests prior to departure, to allow time to make arrangements relevant supplier of the participants' requirements though we cannot guarantee that such requests will be met.
2. Where special requests have to be accommodated by a 3rd party such as a hotel, activity provider or transport operator All Out Africa will endeavour to meet such requests but cannot guarantee that they will be possible. If it is not possible, this will be advised to the client prior to arrival, should we have been made aware of the request 48 hours prior to travel.
3. If any participant has any medical problem or disability, the client is required to inform All Out Africa before confirming the booking so that the suitability of the chosen arrangements, health and safety considerations and what, if any, reasonable adjustments are required to be made can take place.
4. Where any participants has come into contact with any infectious disease the client must notify us immediately where the Departure Date falls within accepted quarantine period for transmission of the disease. Arrival with an infectious disease may lead to All Out Africa denying the participation in the trip, if deemed to be a risk to other participants or our staff.

PASSPORT, VISA, IMMIGRATION REQUIREMENT & LOCAL LAWS/ REGULATIONS

Participants are responsible for obtaining and having available the necessary documents (including but not limited to full, current passport with enough blank pages to complete the Trip and valid as well as visas for all periods, countries and territories within the Trip) enabling participation in the Trip and shall comply with all local legislation and regulations of the Countries n which the Trip takes place (including immigration requirements, customs regulations and currency exchange).

All Out Africa takes no responsibility for incomplete or invalid documents. Should this impact on a trip being able to go ahead the individual participant is responsible for any costs accrued. Should the trip be cancelled within the period then the cancellation terms will apply.

Participants agree and acknowledge that certain activities undertaken whilst they are on the Trip may be inherently hazardous and have risks associated with them. Participants agree to abide by all instructions given to you whilst are on the Trip and you acknowledge that we cannot be held responsible for any injuries that may arise as a result of you failing to comply with such instructions.

COMPLAINTS AND FEEDBACK

If participants have a problem during the Trip, please inform the Trip Leader or driver immediately who will endeavour to put things right. If participants do not feel happy to do so please email *tours@allolutafrica.com or info@alloutafrica.com* and the complaint will be referred to the appropriate person.

MARKETING

The Company reserves the right to use any photographs and videos taken by its employees, suppliers or forwarded by any person on the trip during the trip for use in marketing without payment or any other advertising material (for example in its social network marketing activities) and the client hereby consents to such use. All Out Africa will not disclose the personal details of any participants on such advertising material except with the express permission of the participant.

Any participant who does not agree to this has the right to opt out by advising All Out Africa as soon as possible after booking their trip, or, by informing their Trip Leader at the start of their trip.

The website was prepared many months before the Trip(s) commence and although every effort is made to ensure complete accuracy since it is constantly updated of any changes. It may come to your attention that some of the prices or details may have changed single the website was launched so please check with *tours@alloutafrica.com or bookings@alloutafrica.com* or refer to the invoice for confirmation of the price.

Information printed in our brochures and flyers is true at the time of going to print and All Out Africa accepts no responsibilities for changes in accommodation, destinations or experiences.

DATA PROTECTION

We shall ensure that appropriate security measures are in place to protect the personal data of participants. When making a booking, some of the information will need to be shared with our various suppliers such as hotels, ground crew, and activity providers etc. who provide elements of the trip. This may include, but is not limited to name, address, dietary needs etc.

All Out Africa will only pass on relevant information to persons or organisations that are responsible for that part of the trip.

All information requested for an internet booking is required solely to process the Experience. This information will not be made available to third parties.

Participants may also provide us with certain categories of sensitive personal information, for example, information about health, any special needs, disabilities, medical conditions and dietary requirements.

This information will enable us to cater to specific needs of the participant and assist them when travelling with us. Generally this information is requested when making reservations; when requesting a particular service. Participants agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent their affiliation with anyone or anything.

NOTES

- The term “Trip” refers to a Travel Experience provided by All Out Africa which may include tours, volunteer experiences, internship placements, activities, experiences, events and accommodation.
- “All Out Africa” refers to All Out Africa Adventure Tours Pty Ltd and All Out Projects Pty Ltd.
- “Client” is the party contracted to pay All Out Africa for a Trip. This may be a guest or an agent who has made a booking on behalf of a guest.
- “Participant” is the guest booked onto a Trip.
- “Provider” is a third party contracted by All Out Africa to provide a portion of a Trip.
- Agent partnerships may vary the details of the terms and conditions.