

Impact Volunteers Africa

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Connecting Volunteers with Impactful Projects

South Africa



1. Agency Responsibilities

Impact Volunteers Africa agrees to:

- Provide pre-arrival support, advice, and orientation upon arrival.
- Arrange airport transfers where applicable.
- Facilitate placements suited to volunteer interests, skills, and experience where possible.
- Ensure volunteers have access to a designated supervisor or local coordinator.
- Refer volunteers to safe, reliable, and appropriate accommodation.
- Maintain confidentiality of personal information in line with data protection regulations.
- Personal data will be processed in accordance with applicable data protection laws and used solely for purposes related to the volunteer placement.
- Take reasonable precautions to support volunteer safety and provide a positive experience.
- Work fairly with local partners, communities, and host organisations.

2. Independent Partner Organisations

- Volunteers are placed with independent partner organisations, which are responsible for the management, supervision, and day-to-day operations of their programs.
- Impact Volunteers Africa is not responsible for direct management, staffing, or day-to-day decisions of partner organisations.

3. Volunteer Responsibilities

Volunteers agree to:

- Participate safely, ethically, and responsibly in all activities.
- Understand volunteering is unpaid.
- Maintain adequate travel and medical insurance.
- Obtain any necessary visas or permits prior to arrival.
- Comply with all laws and regulations of the host country.
- Provide required documentation (qualifications, references, criminal background checks) if requested.
- Respect local cultures, laws, and customs.
- Act professionally, competently, and within their scope of practice.
- Maintain confidentiality regarding any sensitive information encountered.

- Inform coordinators of accommodation changes and planned excursions.
- Stay informed about travel advisories and local conditions.

4. Medical Responsibility

- Volunteers are responsible for ensuring they are medically fit to participate.
- Volunteers must obtain all recommended vaccinations, medications, or prophylaxis required for the host country.
- Volunteers must comply with any health regulations or guidelines provided by Impact Volunteers Africa or partner organisations.

5. Orientation and Transport

- Volunteers will receive an orientation on an agreed date.
- Daily transportation to and from placements is the volunteer's responsibility.
- Volunteers must follow guidance regarding safe transport routes and methods.
- Travel to/from airports is the volunteer's responsibility.

6. Volunteer Placement

- Volunteers must comply with partner organisation policies and host country laws.
- Failure to comply may result in immediate removal from the program, without financial reimbursement.

7. Code of Conduct

Volunteers must:

- Respect cultural differences and behave respectfully toward local communities.
- Respect other volunteers, staff, and program rules.
- Report any issues or incidents promptly.
- Avoid illegal activities and substances.
- Take responsibility for personal belongings.
- Avoid deliberate damage to property; costs may be recovered if damage occurs.

8. Photography and Media

- Respect privacy; obtain explicit consent before photographing individuals or children.
- Impact Volunteers Africa may use photographs for promotional purposes but will remove identifiable information if requested.
- Volunteers consent to photos and media being used for awareness and promotional purposes unless they opt out.

9. Payment Terms



- A non-refundable registration fee of USD \$249 shall be payable in order to initiate and secure a volunteer placement.
- All programme fees must be paid in full prior to the confirmed programme start date.
- Payment deadlines are determined by the respective partner organisation and may require full settlement either 60 (sixty) days or 30 (thirty) days prior to the programme commencement date.
- The applicable payment deadline shall be communicated to the volunteer upon confirmation of placement.
- Impact Volunteers Africa reserves the right to withhold programme details and/or placement confirmation until full payment has been received.

10. Cancellation and Refunds

- Each partner organisation maintains its own cancellation and refund policy. The applicable terms and conditions relating to cancellations and refunds will be provided to the volunteer upon confirmation of placement.
- The registration fee is strictly non-refundable once a placement has been secured.
- In the event that a volunteer elects to cancel their participation after a placement has been confirmed, no refund of the registration fee shall be due or payable.
- In the event that Impact Volunteers Africa is unable to secure a suitable placement for the volunteer, the volunteer shall be entitled to a refund of 70% (seventy percent) of the registration fee. Such refund shall be processed within 14 (fourteen) working days from the date on which the volunteer is formally notified that placement is not possible.

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11. No Guarantee

- Impact Volunteers Africa cannot guarantee specific experiences or outcomes.

12. Risk, Liability, and Indemnity

- Volunteers are responsible for arranging travel, medical, and other insurance.
- Volunteers acknowledge and accept risks associated with travel and volunteer work.
- Impact Volunteers Africa is not liable for injury, loss, damage, or incidents except where required by law.
- Volunteers indemnify Impact Volunteers Africa, its staff, and affiliates against claims arising from participation.
- Impact Volunteers Africa is not liable for partner organisation actions or incidents beyond placement facilitation.
- Volunteers agree to indemnify and hold harmless Impact Volunteers Africa, its directors, employees, and affiliates from any claims, damages, losses, or expenses arising from the volunteer's participation in the program, except where caused by gross negligence or wilful misconduct.

13. Force Majeure

- Impact Volunteers Africa is not liable for failure or delay caused by events beyond reasonable control, including natural disasters, pandemics, government actions, or travel restrictions.

14. Governing Law and Dispute Resolution

- These Terms & Conditions are governed by the laws of the Republic of South Africa.
- Any disputes arising from these Terms shall first be attempted to be resolved amicably. Failing this, disputes shall be subject to the jurisdiction of South African courts.

15. Acknowledgement

By signing, the volunteer confirms that they have read, understood, and agreed to these Terms and Conditions.

Full Name:  

Date: 



IMPACT VOLUNTEERS
— AFRICA —