

# Hands Up Teach And Travel



## **Terms & Conditions**

The following terms and conditions are an agreement between you and Hands Up Teach and Travel. When you sign the Participant Agreement (once your application has been successful) you are agreeing to what is written below. If you have any feedback, comments or questions about our terms and conditions, please email [enquiry@handsupteach.co.uk](mailto:enquiry@handsupteach.co.uk) and we will be happy to help.

- i) Hands Up Teach and Travel is a non-profit making organisation. We find English teaching placements for graduates, for inexperienced teachers (those with less than 2 years experience) we run a mandatory Pre-Departure and Orientation Programme, for which there is a programme fee. For graduates with teaching experience, we find placements at vetted schools, for which there is an administration fee.
- ii) Any fees are payable to "Hands Up Teach and Travel", method of payment as stated on invoice.
- iii) It is each applicants responsibility to ensure the information given on their application form is correct, to the best of their abilities. Hands Up Teach and Travel cannot be held responsible if applicants fail to include information on their application form which subsequently leads their visa, work permit or teaching license application being rejected.
- iv) If your application is successful, we will send you an acceptance pack, which will include written confirmation of your placement, an invoice and Participant Agreement for signature.
- v) It is the responsibility of each applicant to ensure that they provide sufficient information, in sufficient time, to be awarded the appropriate Thai visa. Hands Up Teach and Travel cannot refund any programme fees lost due to a participants' visa application being rejected.
- vi) We cannot accept liability for the effect of any unusual event during your placement or for any loss, damage, expense or claim of any description you suffer as a result. Please ensure that you have full insurance to cover you in the event of any of the above, and read your insurance documents carefully to establish what level of cover you have.
- vii) Hands Up Teach and Travel arranges full medical insurance for participants, on the Pre-Departure and Orientation Programme, for the duration of their contract, but cannot accept any liability for un-insured losses.
- viii) Regarding Hands Up Teach and Travels insurance, you are responsible for checking the cover provided (including the terms and conditions) and for ensuring it is adequate and appropriate for your particular needs. If it isn't in any respect, you are responsible for arranging and paying for suitable additional insurance. Please make sure you take the policy details away with you. You are responsible for arranging and paying for your own suitable, additional insurance to cover any additional time you spend abroad before and after your placement (and between placements where you undertake a combination placement).
- ix) You must ensure that you have a full passport, valid until at least 6 months after your planned return date.
- x) You must also ensure that you have proof of your higher-education degree with you. Hands Up Teach and Travel cannot accept any liability if you are unable to secure your teaching placement due to lack of the correct documentation.
- xi) If a situation arises, Hands Up Teach and Travel may issue travel advice during your placement. The advice we give will be based on that of the UK Foreign and Commonwealth Office, irrespective of your nationality. Before you travel, it is your responsibility to check all relevant travel advice which, for the UK, includes that issued by the Foreign and Commonwealth Office [www.fco.gov.uk](http://www.fco.gov.uk). It is your responsibility to clarify any travel advice or information that you receive from Hands Up Teach and Travel so that you can make an informed decision.
- xii) In the interest of your health and safety you must:
  - Visit your doctor and inform him / her of all countries you will be travelling to well in advance of your departure.
  - Obtain relevant health advice from your doctor or a reputable travel clinic and arrange to receive all necessary vaccinations in good time.
  - Take with you and use as appropriate, a sufficient supply of any necessary medication and / or prescriptions.

- Obtain advice on equipment to take to your particular destination such as first aid kits, water sterilisation equipment and mosquito netting.
- For further health & travel advice, please see [www.masta.org](http://www.masta.org) and / or [www.fco.gov.uk](http://www.fco.gov.uk). We will not be liable for any consequence of your failure to comply with the above. We reserve the right to reject your application or cancel your booking on medical grounds
- xiii) It is your destination school's responsibility to arrange suitable accommodation for you, and to complete the School Details Form accurately. Unless otherwise stated this accommodation will be free of charge. It is the responsibility of Hands Up Teach and Travel to pass on this information to you, and to check, as far as possible, that the information is complete and accurate. Hands Up Teach and Travel will act as a mediator should any problems arise. Please note: the accommodation, food and toilet facilities will be of a local standard that may differ from what you are accustomed to in your home country. You may be required to live in shared accommodation. It is your responsibility to notify Hands Up Teach and Travel, prior to your departure, about any problems that you believe this may cause, especially in the case of any allergies/medical problems.
- xiv) It is your destination schools responsibility to negotiate a rate of pay, and arrange a suitable method of payment, for your teaching hours. As before, Hands Up Teach and Travel will act as a mediator should any problems arise. You will be responsible for paying for your own food and living costs.
- xv) You are responsible for arranging and paying for flights to and within your chosen country.
- xvi) Apart from the orientation, where appropriate, when first arrive you are responsible for internal travel costs during your placement. In all cases, this includes daily transport to and from your placement school.
- xvii) The transportation arranged on the Pre-Departure and Orientation Programme is from Bangkok Airport to the orientation, and from the orientation to your school, at the specified times. If you cannot arrive in Bangkok at the specified times you may need to make alternative arrangements.
- xviii) Hands Up Teach and Travel cannot meet, reimburse or otherwise be responsible for any flight, travel or other costs or expenses of any nature (including, for example, any charges made by airlines etc for cancelling, changing or transferring flights or other arrangements) which are incurred or arise as a result of your placement not proceeding or being cancelled, curtailed, withdrawn or changed due to circumstances outside our control.
- xix) Volunteers may encounter challenges and difficulties during their placement. For this reason, Hands Up Teach and Travel have created a procedure, to help you at these times. If you require support, you must follow Hands Up Teach and Travel's support procedure:
- 1) Attempt to resolve the issue yourself.
  - 2) Ask your school coordinator for help and together try to arrive at a solution.
  - 3) Contact your In-Country Co-ordinator. Explain what the problem is and the steps you have taken to resolve it.
  - 4) Contact the Hands Up Teach and Travel UK office, and outlining the facts in writing preferably (by e-mail/post/fax). We will respond within 48 hours.
- If you have followed these steps and remain unhappy with the situation, please refer to our complaints procedure (see xviii).
- xx) If you wish to make a complaint, you should write detailing the precise nature of your complaint(s) within 30 days of the event that gave rise to your complaint, to:  
Hands Up Teach and Travel, 10 Blenheim Lane, Wheatley, Oxford OX33 1NJ. We will acknowledge, in writing, that we have received your complaint within 5 working days of receipt. Sometimes, we may call you to discuss your complaint in more detail. A full reply may take up to 28 working days, if we need to contact overseas partners. We may also invite you to visit Hands Up Teach and Travel, if convenient to discuss your complaint further with appropriate members of staff. As with any problem you may have, we will do all we can to resolve any issues, in the event of any valid cause for complaint.
- xxi) All participants are expected to respect others' cultures and beliefs, work responsibly at their school, respect their accommodation and avoid drugs and illegal activities.
- xxii) We will end our agreement with you, in writing:
- If we discover that you have deliberately lied or not disclosed important requested information about yourself during the application process, which may call into question your suitability for the placement.
  - If you are found to be involved in the misuse of substances which are illegal in the country of your placement and/or the UK, or you are charged or convicted of a criminal offence while you are on your placement
  - In certain circumstances, we may find it more appropriate to issue a written warning to you. We will make the reasons for the warning clear, and give you a reasonable amount of time to alter your behaviour. If you do not comply with this request, we will end our agreement with you.
- xxiii) You may end your agreement with us, in writing:

- If Hands Up Teach and Travel has failed to provide you with the appropriate placement and, after following the steps in clause (xvii), no suitable replacement contract has been offered to you.
  - For personal reasons, i.e. family illness.
- xxiv) If you terminate your agreement with us for personal reasons once you have started your placement but prior to its completion, you are responsible for the consequences of that decision. We and your In Country Co-ordinator will not be responsible for you once you have left your placement; will not be responsible for any costs, expenses, loss or other sum(s) of any description you incur or suffer as a result; and will not give you any refund of any payments you have made.
- xxv) We believe that all statements made in any brochures, website and other marketing materials are factual and correct at the time they are made. Every reasonable effort has been made to describe the placement and to provide the amenities described. We cannot be held responsible for any changes that become known or happen after the brochure was produced (up-to-date information can be found on the website). Nor can we accept liability for happenings outside our reasonable control. We undertake to advise you of any material changes known to us prior to your departure providing there is sufficient time to do so and we can contact you.
- xxvi) These conditions will be governed by the laws of England and Wales. We both agree that the Courts of England and Wales will deal with any claim you wish to bring against Hands Up Teach and Travel directly. When signing these terms and conditions, both parties recognise that you are not an employee of Hands Up Teach and Travel. Nothing in these conditions is intended to exclude or limit our liability to you, if death or personal injury is caused by our negligence or that of our employees, providing they were at the time acting within the course of their employment. This also applies to fraudulent mis-statements.
- xxvii) We will use all reasonable skill and care in arranging your placement in accordance with our Agreement (including these terms and conditions). The schools that provide teaching-work are totally independent of Hands Up Teach and Travel and, while we, or our In Country Co-ordinators, will have vetted or visited the school, we have no direct control over them. Unless we have failed to use reasonable skill and care as above, we will not be liable for what schools do or do not do or for any loss, damage, expense or other claim of any description which you suffer in connection with your placement. In Country Co-ordinators are engaged by Hands Up Teach and Travel to undertake certain duties. However, they and their staff are not employees of Hands Up Teach and Travel, and as such, we cannot ultimately exercise direct control over them or be responsible for their actions. We will not be liable for the effect(s) of any unusual event (see clause viii).
- xxviii) It is your responsibility to confirm with your school the correct start and end dates for the school terms, as these are subject to change. Hands Up Teach and Travel cannot take any responsibility for travel arrangements made that have to be cancelled due to on-going school commitments. We would always advise participants to keep travel plans flexible and endeavour as far as possible to maintain good working relationships with the host schools, and not to bring Hands Up Teach and Travel or it's representatives into disrepute.
- xxix) By signing these terms and conditions you are tacitly agreeing that we may use any photo(s)/image(s) we or someone on our behalf take of you or any comments (written or verbal) you make during or in connection with your placement for our promotional/marketing purposes (such as including them in our brochure / website). If you do not wish your image or comments to be used please notify us.
- xxx) For the purposes of the Data Protection Act 1998, we, Hands Up Teach and Travel are a data controller. We will need to transfer the Personal Data you give us (such as your name and contact details), including Sensitive Personal Data (such as medical information and details of any convictions) to your In Country Co-ordinator and the school where you will be working in order to arrange the placement and in order to protect your interests. An example of protecting your interests would be transferring medical information about you to assist in the provision of medical treatment should you become ill or suffer an accident during your placement. The country(ies) we need to transfer your personal data to may not afford the same level of protection to your personal data as the UK. We also need to hold and store such Personal Data and Sensitive Personal Data in the UK for the same reasons. By completing the Application Form, you are giving your explicit consent to such transfers and holding/storing of your Personal Data and Sensitive Personal Data. We would also like to store and use your personal details for future marketing purposes (for example, sending you a brochure). All details you give us in connection with your booking (including those relating to any disability or medical condition) will be kept but we will use only names and contact details for marketing purposes (unless you have asked us not to). If you believe that any of your personal details which we are processing are inaccurate or incorrect, please contact us immediately. As our privacy statement may change due to developments in the

law, we would encourage you to reread our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information.

xxxi) By agreeing to these Terms and Conditions you give consent for the e-mail address which you have submitted on the Application Form, or elsewhere, to be sent to other volunteers travelling to the same destination for the same start date as you. This is to enable you to contact each other prior to your arrival in country. It is your responsibility to notify us if you do not wish this to happen.

xxxii) Glossary & Terms

- Application Form – a form you complete with detailed personal & medical information, and submit to Hands Up Teach and Travel.
- Participant Agreement – contains conditions of participation, referring to the Terms & Conditions and other relevant documents, which Hands Up Teach and Travel requires you to sign and return to them to confirm your placement.
- Teacher Placement Form – contains basic placement information.
- Business hours – the hours your In Country Co-ordinator is available to help you with routine queries. These will be confirmed during your orientation upon arrival in country.
- UK Coordinator – your point of contact at Hands Up Teach and Travel in the UK. (S)he liaises with the In Country and School Co-ordinators.
- Hands Up Teach and Travel - also 'we', 'us' & 'our' - Hands Up Teach and Travel Ltd, Registered Office: 126 High Street, Oxford, OX1 4DG.
- Hands Up Teach and Travel placement – a teaching placement that lasts 5-10 months
- In Country Co-ordinator(s) – the person/organisation responsible for arranging your placement in-country and supporting or arranging support for you in-country.
- School Coordinator- – the person responsible for arranging your teaching work within your host school and supporting you at the school. Unless otherwise stated they will also help you with necessary visa and work permit applications.
- In writing – includes e-mail providing you use the e-mail address(es) specified by us for our communications.
- Host School – your placement school.
- Unusual Event - examples of an unusual event are (but not limited to) civil disruptions like riots or industrial action, natural disasters, epidemic outbreaks and adverse weather conditions.
- Participant– also 'you' - the person who applies for their placement to Hands Up Teach and Travel. They must be 18 years of age or over.