

Compassion Australia

Field Experience Terms & Conditions



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This document contains the key Terms and Conditions for participation in a Compassion field experience trip. In this document:

- “Compassion”, “we” and “our” means Compassion Australia;
- “traveller”, “travel participants” and “you” means the person who accepts these terms and conditions; and
- “field experience”, “field trip” and “trip” refer to the trip you will be taking with Compassion.

We’re committed to creating a great field experience for you, so please read through the travel requirements, safety guidelines and child protection in this document.

Child Protection

Compassion recognises that the safety and wellbeing of children is foundational to healthy growth and development. We take the protection and privacy of all children involved in our program seriously and have a zero-tolerance policy for child abuse.

- As part of our comprehensive child safeguarding framework, each traveller must comply with Compassion’s Trips and Visits Code of Conduct. You will also need to provide a police or other background check acceptable to Compassion for any traveller who is 16 years of age or older.

We reserve the right to refuse any traveller’s participation in a field experience trip if we have concerns about a potential negative impact on the communities or children we serve. In the rare instance where a traveller is permitted to commence a trip but does not comply with the Code of Conduct, Compassion may require the traveller to leave the trip at their own cost.

Thank you for understanding our need for strict compliance in this area.

Trip Preparation and Cancellations

You must supply all documentation requested by Compassion by the due dates provided to you on your trip details or you may not be able to participate in the trip. This is to ensure we have everything we need to organise a safe experience that meets all guidelines and regulations.

Every traveller, at their own cost, must make sure:

- They have a passport that is valid for at least 6 months after the date of return from the proposed field trip.
- They obtain any visa or other travel authorisation required for the countries proposed to be visited. (If you are not travelling on an Australian passport, make sure you obtain visa advice specific to travel on your passport.)

We will provide each traveller with an itinerary for their upcoming trip and update that itinerary as required. We will always endeavour to avoid making cancellations or changes prior to or during your field experience trip. However, if we need to make changes either

before or during the trip, including in the interest of your safety or the safety of children in our programs, we reserve the right to do so. Refunds may be provided where you have pre-paid expenses that have not yet been, and will not be, incurred. However, this is at the discretion of Compassion and refunds are not guaranteed.

If you withdraw from the field experience, you may incur flight, accommodation or other costs as already arranged by Compassion, whether covered by travel insurance or not.

You may also choose to travel independently of our itinerary. In such a case, Compassion is not responsible for any costs, undertakings or incidents leading up to or during that independent travel.

To help you and our local partners get the most of your trip, Compassion provides pre-trip training. This training is mandatory and must be completed before your trip starts.

Pre-Trip Traveller Tasks

You must, by the date required by us:

- Confirm the nationality and expiry date of the passport you are travelling on
- Confirm you have a valid visa or other travel authority if needed
- Have paid the cost of the field trip
- Have disclosed any pre-existing medical conditions
- Have provided a satisfactory background check
- Have signed the Code of Conduct
- Have signed the Travel Release form
- Have completed any required training to our satisfaction

At Compassion's absolute discretion, failure to complete any tasks reasonably required in a timely way may make you ineligible to commence the trip. Failure to comply with these terms and conditions or any reasonable direction provided by Compassion may make you ineligible to continue on the trip.

Insurance

We will arrange travel insurance on your behalf through our insurance provider. Unless you are travelling independently before or after the trip, the insurance we arrange will normally cover the period from the date of departure from Australia until the date of return to Australia. We will provide you with the insurer's contact details, product disclosure statement and Certificate of Currency.

For the purposes of insurance, you must notify us of any matter, including a pre-existing health condition, which may be relevant to the insurer's decision to provide you with insurance, even if we do not specifically ask for it. Failure to comply with the duty of disclosure or with other obligations around travel insurance may result in you not being covered under the travel insurance. In your travel release form, you are agreeing to travel at your own risk, except as covered by travel insurance. One of your pre-departure tasks will be to review our insurer's product disclosure statement and, if relevant, complete a pre-existing medical condition form.

Managing Risks

Safety

Before and during a trip, Compassion will monitor the risk rating for the location(s) as identified by the Department of Foreign Affairs and Trade (DFAT). We will not permit travel to a region with a DFAT rating of 'Level 4 – Do not travel' and may alter or avoid travel to a region with a DFAT rating of 'Level 3 – Reconsider your need to travel'.

You acknowledge that:

- If the risk rating of a region is increased to Level 3 or 4 before the trip departs, Compassion may cancel the trip or make changes to the itinerary.
- If the risk rating of a region is increased during the trip, or in the event of other threats to health and safety not reflected in a DFAT rating (for example, extreme weather), Compassion will take steps recommended by our risk team and security consultants, which may include cancellation of the trip or evacuation to an area of lower risk.

In your travel release form, you will acknowledge Compassion's policy of not paying ransoms, which is to discourage kidnappings and terrorism, and you will agree to Compassion having sole discretion in determining appropriate safeguards, including evacuation where necessary.

Local laws and customs

You are responsible for familiarising yourself and complying with the local laws of the trip destination. We also recommend considering the best ways to respect the customs and sensitivities of each culture as they relate to dress, behaviour, language, etc. Out of respect to your hosts and other travellers, you agree not to purchase, carry or consume alcohol in the vicinity of Compassion centres or become intoxicated or impaired by drugs or alcohol at any time on the field experience trip.

Transport and accommodation

You must take all reasonable steps to ensure your health and safety during the field trip. In particular, you will:

- Take special care crossing roads and using transport.
- Familiarise yourself with evacuation procedures, conduct walk throughs and check emergency exits, use a safe for high value items, use internal door locks and chains and ensure children are appropriately supervised.
- Take care to avoid travel scams and crime, including by researching common travel scams in the country, paying attention to your surroundings, avoiding excessive phone use and other distractions, taking appropriate care of bags and other valuables, avoiding areas with a poor reputation and staying with the group or guide.
- Follow safety advice, including not travelling to dangerous areas, staying aware of your surroundings, not separating from the group without permission and not taking unsafe forms of transport.

Health

• Medical checks

Prior to travel, you should seek appropriate medical advice regarding the health risks of participating in the field trip (including whether participation will activate or aggravate any known pre-existing injuries, illnesses or congenital defects) and any vaccinations or preventative medication that will be required.

- **Managing medical conditions and supplies**

You must ensure they obtain and carry the appropriate documentation and clearances for the carriage of any medical equipment and prescription medicines required on the trip.

Incidents

During a trip, you should promptly report all injuries, illnesses or losses/damage to property to the trip leader or host. This will be reported, as required, to Compassion, the travel insurer or emergency assistance provider, local law enforcement, and other appropriate entities (such as the issuing bank in the case of a loss of credit cards).

A failure to report an incident in a timely manner may mean (among other things) that an insurance claim in respect of the incident may not be able to be made.

Media Capture and Image Use

Your code of conduct and travel release forms have more information about film and photography. The key points are:

Images of children in Compassion's programs

- Film and photos of children should only be captured with their consent or the consent of a parent or caregiver. Any film or photos captured at any time should be appropriate and uphold the dignity of that child.
- Images captured during a field visit must not be used for commercial purposes.
- Personal information about a child, including their image, must not be disclosed in a way which makes it generally accessible on the internet or social media without our prior written permission.

Images of travellers

Travellers agree to not seek any compensation, attribution or rights to control the use of any film or photographs of the field experience trip that Compassion wishes to use to promote our work.

Images of government facilities

Many countries have restrictions related to the photography or videoing of government buildings, facilities and representatives. If in doubt about whether photos are permitted, follow your trip leader's advice.

Your Privacy

Compassion is committed to protecting your privacy. We use the information you give us to make travel arrangements, which will include passing on relevant details to our travel providers and Compassion field staff.

In the event of an emergency, accident or illness, your personal information may be passed on to appropriate people, including medical personnel, the insurer, the field trip leader and the trip's first aid officer.