



English Club Laos (ECL) Terms and Conditions

These Terms and Conditions constitute an agreement between you ("the Participant" or "Volunteer") and English Club Laos ("ECL"). By submitting an application, making a booking, or participating in an ECL program, you confirm that you have read, understood and agreed to these Terms and Conditions.

ECL has made every effort to present these terms clearly and transparently. It is important that all participants read this document carefully before accepting a placement. If you have any questions or require clarification, please contact us at info@englishclublao.org and we will be happy to assist you.

1. Program Fees

Participants agree to pay the applicable program fee based on the selected program and length of stay.

Program fees contribute to accommodation, meals (where applicable), airport transfers, orientation, in-country support and the ongoing operation of English Club Laos.

Participants are responsible for:

- ✓ International and domestic travel arrangements
- ✓ Visa fees and extensions
- ✓ Travel insurance
- ✓ Personal expenses
- ✓ Weekend meals (unless otherwise stated)

Participants are also responsible for their personal belongings. ECL cannot accept responsibility for loss, theft, or damage to personal property.

ECL cannot be held responsible for any decision by immigration authorities regarding entry into, exit from, or transit through any country.

2. Applications and Acceptance

Upon receiving an application, ECL will review the information provided and begin processing the placement.

- ✓ If accepted, participants will receive:
- ✓ Written confirmation of placement
- ✓ Program details
- ✓ Payment information or invoice

ECL reserves the right to refuse an application or cancel a placement if:

- ✓ The participant fails to complete the application process or provide required documents within the requested timeframe.
- ✓ The participant does not demonstrate the suitability, attitude, or personal qualities necessary for the program.
- ✓ The participant has a criminal conviction that is incompatible with working with children or vulnerable individuals.
- ✓ Information provided in the application is inaccurate or incomplete.
- ✓ Any other circumstances arise that may affect the safety, wellbeing, or operation of the program.

3. In-Country Support

ECL is based in Luang Prabang, Laos and provides local support throughout the participant's placement.

Support includes:

- ✓ Program orientation
- ✓ Advice and guidance
- ✓ Assistance with placement-related matters
- ✓ Emergency support
- ✓ Help arranging local transportation when necessary

While ECL will make every reasonable effort to assist participants, volunteers remain responsible for their own decisions and actions during the program.

4. Travel

Participants are responsible for arranging and paying for all travel and transportation costs to and from Laos.

Participants must ensure that:

- ✓ Passports are valid for the duration of travel

- ✓ Appropriate visas are obtained
- ✓ Required travel documents are carried at all times

ECL is not responsible for any travel delays, cancellations, or costs arising from changes to transportation arrangements.

5. Health and Vaccinations

For the health and safety of all participants, volunteers are advised to:

1. Consult a doctor or travel clinic well before departure.
2. Obtain recommended vaccinations and health advice for travel to Laos.
3. Bring sufficient medication and copies of prescriptions if required.
4. Carry appropriate personal medical supplies.

Participants are required to inform ECL of any relevant medical, physical, or mental health conditions before arrival if these may affect participation in the program.

ECL reserves the right to request medical documentation confirming that a participant is fit to undertake the placement. ECL may decline or cancel participation if a medical condition could present a serious risk to the participant or others.

6. Insurance

All participants are required to obtain comprehensive travel insurance covering:

- ✓ Medical treatment
- ✓ Accidents and injury
- ✓ Emergency evacuation
- ✓ Personal belongings
- ✓ Travel disruptions

ECL accepts no liability for illness, injury, accidents, loss, theft, or damages occurring during participation in the program.

Participants may be requested to provide proof of insurance upon arrival.

7. Accommodation and Meals

ECL provides pre-arranged accommodation according to the selected program package.

Accommodation is provided at local guesthouses or homestays and may differ from standards in participants' home countries.

If participants travel independently during weekends, holidays, or personal trips, no refunds will be provided for unused accommodation or meals.

8. Payment

Program fees may be paid:

- ✓ By bank transfer before arrival, or
- ✓ In full upon arrival in Laos, subject to prior agreement with ECL.

Any bank transfer fees are the responsibility of the participant.

Program fees are generally non-refundable once a placement has been confirmed, except in exceptional circumstances at ECL's discretion.

9. Changes to Program Dates

Participants may request a change to their placement dates within twelve (12) months of the original start date.

Requests must be submitted in writing by email.

ECL will make reasonable efforts to accommodate date changes, subject to placement availability.

10. Drug and Alcohol Policy

Participants must comply with all laws and regulations of the Lao PDR, as well as the rules of host institutions and accommodation providers.

Illegal drug use is strictly prohibited and will result in immediate dismissal from the program without refund.

Alcohol consumption should be moderate and respectful of local culture and community standards.

11. Child Protection Policy

All volunteers working with children must read, understand and comply with ECL's Child Protection Policy.

Failure to follow child safeguarding procedures may result in immediate termination of the placement and any further action considered necessary by ECL.

Appendix: Volunteer Code of Conduct

Participants agree to:

- ✓ Follow all reasonable instructions from ECL and placement staff.
- ✓ Attend agreed activities and fulfill placement responsibilities.
- ✓ Respect local culture, customs, and traditions.
- ✓ Dress appropriately for teaching and community activities.
- ✓ Behave respectfully towards students, staff, host families, and community members.
- ✓ Use alcohol responsibly.
- ✓ Refrain from illegal activities, including drug use.
- ✓ Respect accommodation rules and be responsible for any damage caused.
- ✓ Avoid conduct that may damage the reputation of ECL or partner organizations.
- ✓ Maintain appropriate professional boundaries with students and community members.
- ✓ Respect quiet hours and local communities.
- ✓ Participants are not expected to work more than eight hours per day unless mutually agreed.

ECL accepts no responsibility for participants who violate local or international laws.