



A. PARTIES TO THIS AGREEMENT

This agreement (“Agreement”) is between ProWorld, a California corporation, located at 600 California Street, 10th Floor, San Francisco, CA 94108, U.S.A, its agents, affiliates, officers, directors, staff, regional and local representatives (collectively “ProWorld”) and the undersigned participant (hereinafter “Participant”).

B. PROGRAM DESCRIPTION

ProWorld operates international volunteer, internship and study abroad programs for adults in fields such as Education, Environment and Conservation, Community Development, Health, Women’s Empowerment, NGO Finance and Microfinance (“Program”).

C. ADMISSION

ProWorld considers many criteria in determining whether to admit the Participant into the Program including but not limited to the application, academic background, age, education level, physical and mental health, and personal interview. ProWorld has the sole discretion to determine whether the Participant will be admitted into the Program and such determination is final. It is the sole responsibility of the Participant to obtain any and all necessary visas and proper travel documents. ProWorld Study Abroad: ProWorld does not guarantee that credit will transfer from the host institution to the Participant’s home institution. It is the sole responsibility of the Participant to speak with the home country institution to determine how studying abroad will impact graduation and credit requirements.

D. PLACEMENT & PROGRAM PARTICIPATION

ProWorld participants are screened for the qualities of open-mindedness, flexibility and a willingness to adapt. Participants must demonstrate these characteristics when approaching every aspect of the exchange program. As a ProWorld participant you must be prepared to accept the Volunteer Project, Host Family or Group Housing and placement area that is selected for you. In addition, you will be expected to make every effort to become a member of the Host Family and community, and to participate fully in every aspect of this program.

E. PROGRAM FEES

1. Pricing is subject to adjustment due to circumstances beyond the control of ProWorld, including but not limited to currency exchange rate fluctuations and increased cost of living at ProWorld sites. Program fees (“Program Fees”) are split into two (2) payments and are due as follows when applications are submitted by the official application deadline; for applications submitted after the official enrollment deadline please see E. Program Fees, Section 4 below. Current program fees are available at www.proworldvolunteers.org.

PROWORLD PAYMENT POLICIES AND SCHEDULE

Payment	Payment Amount	Volunteer & Internship Programs Application and Payment Due Dates	Study Abroad Programs Application and Payment Due Dates
Application deadline*:		45 Days Prior to Program Start Date	45 Days Prior to Program Start Date*
Deposit	\$200	Due with online application submission	Due with online application submission
Final Payment	Remaining Balance	Due 45 days prior to program start date	Due 45 days prior to program start date or within 7 days of financial aid disbursement

**Application deadline for Thailand programs: 60 days prior to program start date*



2. Participant agrees that all Program Fees will be paid to ProWorld according to the payment schedule above and understands that ProWorld will not allow a Participant to arrive on Program without receiving full payment of all Program Fees. Published Program Fees do not include travel to Program country or applicable visa fees.
3. By submission of an online application, **Participant agrees that all outstanding balances may be automatically charged to the credit card provided at the time of online application submission.** Please contact ProWorld prior to any due dates as listed above to make alternate payment arrangements if necessary (ie; to change the credit card on file with ProWorld).
4. All final balances will be due as outlined in the payment schedule above. In the rare event of an application being accepted after the final enrollment or balance due date, full payment will be due with application submission.
5. Applicable scholarships and/or other discounts/promotions will be applied to final payment.
 - a. Available discounts and scholarships are listed on the ProWorld website.
 - b. Applicants must refer to appropriate discount/promotion code on application to be eligible for discount. Scholarship applications must be submitted no later than ten business days after deposit is made in order to be eligible for a scholarship award.
6. Late Payments
 - a. Payments received three (3) business days or more after the payment due date will be charged a non-refundable \$75 late fee.
 - b. If a payment is late fourteen (14) business days or more after the payment due date, your application will be considered withdrawn and normal cancellation fees will apply. If you wish to re-instate your application there will be an additional non-refundable \$250 reinstatement fee.
7. Non-refundable fees (“Non-refundable Fees”) include a returned check fee (\$50), and incoming bank wire fee (\$25). Applications that are not complete with all supporting paperwork six (6) weeks after online submission will be considered cancelled and normal cancellation penalties will apply. Non-refundable \$250 reinstatement fee will apply to activate a cancelled application.

F. CANCELLATION & REFUND POLICY

Withdrawal from a Program is effective on the date that written notification is received by ProWorld (mail, fax, or email). All cancellation penalties are calculated based on application submission and program start dates. Program start dates are calculated based on departure date from the home country. In the rare event of an application being rejected or inability to place a Participant, a full refund will be issued less a \$150 processing fee.

Withdrawal of Application or Cancellation	Cancellation Penalty
45 days or more prior to program start date	\$200
Within 44 days of program start date	No refunds issued
Voluntary withdrawal or removal from program after start date	No refunds issued

G. LIVING EXPENSES

Participant must have sufficient funds for incidental expenses for the entire duration of the Program. Amount varies by host country and personal spending habits.

H. DISSIMILARITIES OR DIFFERENCES IN THE HOST COUNTRY

1. In addition to learning the language of the host country, the Participant is expected to make every effort to adapt to the culture and lifestyle of the host family and the host country. There may be significant cultural, economic, and lifestyle differences between the Participant’s home country and host country, including those in health care services, living conditions, transportation systems, educational systems, criminal justice, civil liberties, customs, values and acceptable behavior with regards to age and gender. Living conditions may



also vary between host families even within in the same community. Participant must be aware of and accept these differences as part of the Program, and accept the risks associated with traveling and living in another country. The Participant's level of maturity must be adequate to recognize and cope with these differences and challenges.

2. The Participant must take responsibility to educate themselves and prepare for the inherent risks associated with foreign travel and living abroad. Program representatives are available in person or by telephone to provide regular ongoing support and emergency assistance during the Program. However ProWorld cannot and does not provide constant direct supervision of the Participant. The Participant must be responsible for taking the initiative to communicate with ProWorld and seek help as soon as she/he needs assistance.

I. PROWORLD BEHAVIOR AND DISMISSAL POLICY

1. Participant is aware of ProWorld's policies and agrees to abide by them or accept the risk of dismissal from the ProWorld Program. ProWorld expects all participants to conduct themselves in a manner that is responsible, professional, respectful and supportive of the rights of others. Behavior that is contrary to this standard, including but not limited to acts that are insensitive to local customs; illegal; detrimental to or incompatible with the interests, harmony, and/or welfare of ProWorld's role in the local community may be considered grounds for dismissal. ProWorld reserves the right to dismiss any participant on the grounds of such a breach of conduct. ProWorld also reserves the right to choose to issue a formal warning to the participant instead of immediate dismissal.
2. Laws of the Land:
 - a. As a visitor in a foreign country, you fall within the jurisdiction of that country's local laws and the local law authority. If you are caught by authorities using or in possession of any type of illegal substance, or engaging in any illegal act, you will be arrested and submitted to the mercy of the local justice system. If you are arrested for any illegal activity, ProWorld holds no responsibility and will not be in a position to assist you.
 - b. Participant found in possession of or using illegal drugs, or engaged in any other illegal activity, may be immediately dismissed from the program without warning.
 - c. ProWorld site specific policies also prohibit the consumption of certain substances despite their legality within that particular country; this includes the consumption of San Pedro and Ayahuasca in Peru.
3. Irresponsible Drinking: ProWorld expressly prohibits participants from engaging in irresponsible drinking.
 - a. Irresponsible drinking is classified by ProWorld as drinking that puts oneself or others at risk, negatively affects one's volunteer project, internship or coursework, and/or negatively affects, in any way, the reputation of ProWorld or that of its community partners. Attending one's project intoxicated is strictly prohibited.
 - b. A Participant who drinks irresponsibly will be given a formal warning. On the second offence, the Participant may be dismissed from the program.
4. Prostitution: ProWorld expressly prohibits participants from engaging in prostitution.
 - a. Prostitution *is legal* in *some* of the countries where ProWorld operates. Regardless of its legal status (in most countries it remains *illegal*), if a participant is caught contributing to the prostitution industry in any way, they may be immediately dismissed from the program.
5. Projects, Classes, Homestays and Community: ProWorld expects all participants to conduct themselves in their projects, coursework, home stays and within the local host community in a manner that is responsible, professional, and respectful of local customs.
 - a. **Projects:** Participants are expected to view their projects as a professional experience and to behave accordingly in a responsible manner that dignifies the relationship between all project partners and ProWorld. Participants are expected to be on time, call when they will be late or unable to attend their project, abide by the ProWorld site policy for requesting days off from one's project, treat co-workers with respect and cordiality, and practice responsibility. If a participant fails in these basic project requirements, ProWorld may dismiss the participant from the program without formal warning.

- b. **Academic Programs and Language Classes:** Participants engaged in ProWorld study abroad programs or language classes are expected to approach their academic studies with integrity and in a responsible and respectful manner. Participants are expected to be on time for class, abide by the ProWorld site policy for missing classes, complete all assignments, and treat their fellow Participants and professors with respect.
 - c. **Home Stays:** Participants who live with home stay families are expected to treat all family members with respect and courtesy and to behave in a manner that is respectful of local customs. Please be conscientious of keeping down the family's expenses by turning off lights, limiting the length of showers, etc. If you cause any loss or damage to the home or the family's property, it is your financial responsibility to repair or replace what is lost or damaged. You are expected to call if you will be late, are going to miss a meal, or will not make it home for the night. You must receive permission before inviting any other guests into the home. ProWorld does not allow participants to have guests share a bed with them (exceptions may be made for married couples), and it is forbidden to have sexual relations within a home stay family's house, as this would be culturally inappropriate and disrespectful to the home stay family.
 - d. Problems or concerns with your project counterparts, co-workers, professors, home stay families, ProWorld staff, or fellow participants should be dealt with in a professional and respectful manner. Issues that cannot be resolved should in a timely fashion be brought to the attention of ProWorld staff.
 - e. A participant's behavior in a project, academic course, or homestay can positively or negatively affect a relationship with the ProWorld partner and may impinge on ProWorld's ability to place volunteers within the institution or homestay in the future. If ProWorld feels as though a volunteer is placing the integrity of ProWorld or our relationship with one of our partners at jeopardy, we reserve the right to remove the participant from the project, course, or homestay and potentially from the program.
 - f. **Community:** Within the local community you are expected to carry yourself and act in a manner that is in line with ProWorld policies and expectations as outlined in this document. We expect participants to take on the role of a "gracious guest" throughout the duration of their stay in our host countries. This means that you make an effort to adapt to the local culture and be respectful of cultural norms. This includes but is not limited to dressing appropriately and addressing community members in a courteous manner.
6. **Motorcycles:** ProWorld strongly discourages participants from using motorcycles during their program.
 - a. Motorcycles are a popular means of transportation at many of the ProWorld sites. Unfortunately, they are extremely dangerous, especially considering road conditions, precarious driving styles, and lack of traffic laws in many of the countries where ProWorld operates
 - b. By signing this document you are acknowledging that there are serious, potentially fatal risks involved when using a motorcycle or other motor vehicle, and that ProWorld will not be liable legally or financially if you are involved in an accident.
 7. Participant understands that while ProWorld reviews each Participant's situation on a case-by-case basis, infraction of any of the above rules and/or unacceptable behavior may be grounds for dismissal from the ProWorld Program. ProWorld reserves the sole and final right for decisions on Participant dismissals. In any and all cases in which a participant is dismissed from a ProWorld program, ProWorld rescinds any and all responsibility for or to the participant at the time of dismissal. Dismissal from the program will result in loss of all fees paid to ProWorld. All outstanding financial obligations to ProWorld will remain in full effect. Transportation or other expenses incurred by the Participant as the result of early termination of his/her program remain the full responsibility of the Participant.

J. INSURANCE

ProWorld provides basic health and travel insurance to all participants through a third party insurance provider. Participant agrees to become familiar with the coverage, exclusions and limitations of the insurance policy and to consult with their ProWorld representative and the



insurance provider beforehand to determine what activities are excluded from coverage. Policies may not cover pre-existing conditions, injuries resulting from driving motorized vehicles, certain categories of sports injuries, injuries resulting from the commission of a crime, self-inflicted injuries, or injuries sustained from participation in high-risk (extreme) sports. Any exclusions or limitations of the insurance will be the financial responsibility of the Participant, not ProWorld or ProWorld's overseas partners. Questions regarding coverage and claims must be handled directly with the insurance provider.

K. HEALTH CARE STATEMENT AND TREATMENT

1. Should any changes occur or be made to the information contained in the health statement (such as a change in the Participant's medication), Participant must inform ProWorld in writing immediately following such change. Participant is responsible for bringing enough prescription medication for the duration of the program. ProWorld is not responsible for locating or securing such medications for participants once they are on the program. Certain health-related items, such as inhalers, may not be readily available in some countries.
2. ProWorld will normally consult with a Participant's next of kin before authorizing any medical care for a Participant. However, a situation requiring immediate attention could conceivably occur. In such a case, the Participant consents and authorizes ProWorld or adult host family member to obtain without obligation, and at their discretion, any necessary medical, dental, surgical, psychological, psychiatric or hospital care, prescribed by a health care authority, for the immediate welfare of the Participant. The Participant authorizes the health care provider to release the Participant to ProWorld, or adult host family member and to release all health care records relating to the Participant to ProWorld.

L. LEGAL PROCEEDING

Participant consents and authorizes ProWorld to pursue or defend any legal proceeding regarding the Participant during the Program, costs to be reimbursed by the Participant. However, ProWorld or any adult host family member is not obligated to pursue or defend any such legal action or proceedings. The Participant authorizes any court, law enforcement agency, or any other government agency to release the Participant to ProWorld in the event that the Participant is detained or held by any such entity.

M. USE OF PARTICIPANT'S NAME AND LIKENESS

Participant consents and authorizes ProWorld to use the Participant's name, photograph, file or video likeness of Participant or any comments or statements of Participant in materials or publications to promote the Program.

N. END OF PROGRAM

Participant will not be covered by any insurance policy held by ProWorld after the Program's end. Participant expressly releases ProWorld, its' representative organizations, and the host family from all liability, injury, damages or claims incurred after the termination of the Program. Participants who are voluntarily withdrawn or dismissed from any ProWorld program, for any reason, expressly understand and agree that no refund for any unused services will be granted. Participants who are voluntarily withdrawn or dismissed from any ProWorld program, for any reason, expressly understand and agree that all program support will end effective as of the date listed on ProWorld's dismissal or withdrawal form and notification.

O. PROBLEM NOTIFICATION AND RESOLUTION

ProWorld provides ongoing support of all Participants. However, Participants cannot be continually supervised or be controlled by ProWorld. It is the responsibility of the Participant to advise ProWorld of any significant problems, such as concerns about health, safety, adjustment problems with school, language or culture, or issues involving the host family. ProWorld will make every effort to intervene and resolve these problems to help the Participant successfully complete the Program. However, if the Participant does not make a substantial good faith effort or if the



Participant violates any terms of this Agreement, ProWorld may, in its sole and absolute discretion, terminate the Participant's participation in the Program.

P. PROGRAM CANCELLATION

ProWorld reserves the right to cancel any program if there are insufficient registrants or if ProWorld determines it is in the best interest of the Participant's safety and quality of programming to cancel the program. ProWorld is not responsible for other costs incurred by Participant preparing for the trip. Should a program be cancelled, Participant will be offered the option of other ProWorld Programs or a full refund of Program fees paid minus Non-refundable Fees.

Q. GENERAL RELEASE AND HOLD HARMLESS PROVISIONS

As a condition of Participant's participation in the Program, the Participant agrees to release and hold ProWorld harmless for injury, loss, delay, or any damage and expense incurred by the Participant due to: (i) any incident beyond ProWorld's reasonable control, including, without limitation, force majeure, crimes of violence, acts of war, or government actions and restrictions; (ii) any events directly or indirectly caused by intentional or negligent acts or omissions by any third party, including but not limited to any member, guest, employee or agent of the host family or any other persons in the host country; (iii) risks associated with foreign travel and living abroad, including but not limited to risks associated with health care, sanitation, transportation, crime, justice, legal systems, customs, and values; (iv) any differences in the living conditions and standards between Participant's home and home country and the host home and host country; (v) voluntary program withdrawal or dismissal from program.

In making arrangements for the program, ProWorld contracts with commercial buses, dining venues and university facilities and other entities whose performance and services cannot be controlled by ProWorld. Consequently, the Participant agrees that ProWorld is not liable for any of the actions or negligence of such commercial entities. Participant further agrees that ProWorld reserves the right to change or alter travel, lodging or other arrangements if they believe such a change to be in the best interest of the Participant or the program.

R. INDEMNIFICATION

1. Participants acknowledge that they will comply with all local statutes, codes and regulations that may apply to Participant in its capacity as a ProWorld Participant. Participants will also comply fully with all standards, guidelines, procedures, and policies of ProWorld.
2. Participants shall defend, indemnify and hold ProWorld harmless against any and all claims, liability, suits, proceedings loss, costs, damages, attorneys' fees and/or other expenses which ProWorld may sustain or incur by reason of, or in consequence of any act, error, or omission of Participant, including but not limited to sums paid and/or liabilities incurred in settlement of, and/or expenses paid and/or incurred in connection with claims, suits, or judgments rendered against ProWorld or against Participant.

S. DISPUTE RESOLUTION, CHOICE OF LAW AND FORUM

This agreement shall be deemed to have been made in the State of California, U.S. and its validity, construction, breach, performance and interpretation shall be governed by the laws of the State of California, U.S. The parties to the Agreement acknowledge and agree that any dispute or claim arising out of this Agreement, any resulting or related transaction, or the relationship of the parties, shall be decided by neutral, exclusive and binding arbitration in San Francisco County, California, USA. The arbitration shall be conducted before JAMS/Endispute, Inc. Either party may appear telephonically at the arbitration hearing. The award of the arbitrator may be enforced in any court of competent jurisdiction located in the State of California, USA. In the event that the arbitration clause is deemed void or inapplicable, each party expressly consents to and submits to the personal jurisdiction of the federal or state court(s) of San Francisco County, California, USA. In any action, including arbitration, brought for breach of this Agreement, the prevailing party shall



be entitled to recover reasonable attorney's fees and costs, including, but not limited to, the costs of arbitration.

T. PROWORLD PROGRAM AGREEMENT CONTROLS

Where there are any differences between this Agreement and any other program materials, the Agreement shall control. ProWorld cannot be legally bound or committed by any person other than a duly authorized representative. Parties are required to follow this Agreement and cannot vary from its terms.

U. MODIFICATION

This Agreement shall not be modified except by a writing that is executed by all parties hereto.

V. SEVERABILITY

In the event any clause, sentence, term or provision of this Agreement shall be held by any court of competent jurisdiction to be illegal, invalid or unenforceable for any reason, the remaining portions of this Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the party has read this entire agreement and agrees to its terms and has executed this agreement.

Participant, Print Full Name

Signature

Date