



Cross-Cultural Solutions

TERMS AND CONDITIONS

These Terms and Conditions apply to all CCS Programs. The Participant understands and accepts that the Program Fee must be paid, and an Agreement and Release must be completed and signed at least 60 days prior to departure.

The Program Fee

The following Off-Peak Program Fees apply to volunteers with start dates during all times of the year, with the exception of start dates between May 1, 2012 through August 31, 2012.

| # of Weeks: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Volunteer Abroad | | | | | | | | | | | | |
| China Guatemala Russia | | \$2,588 | \$2,975 | \$3,362 | \$3,749 | \$4,136 | \$4,523 | \$4,910 | \$5,297 | \$5,684 | \$6,071 | \$6,458 |
| All Other Countries | | \$2,988 | \$3,375 | \$3,762 | \$4,149 | \$4,536 | \$4,923 | \$5,310 | \$5,697 | \$6,084 | \$6,471 | \$6,858 |
| Intern Abroad | | | | | | | | | | | | |
| China Guatemala Russia | | | \$3,169 | \$3,597 | \$4,025 | \$4,453 | \$4,881 | \$5,309 | \$5,737 | \$6,165 | \$6,593 | \$7,021 |
| All Other Countries | | | \$3,569 | \$3,997 | \$4,425 | \$4,853 | \$5,281 | \$5,709 | \$6,137 | \$6,565 | \$6,993 | \$7,421 |
| Insight Abroad | | | | | | | | | | | | |
| China Guatemala Russia | \$1,746 | | | | | | | | | | | |
| All Other Countries | \$1,946 | | | | | | | | | | | |

The following Peak Program Fees apply to volunteers with start dates between May 1, 2012 through August 31, 2012.

| # of Weeks: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Volunteer Abroad | | | | | | | | | | | | |
| China Guatemala Russia | | \$2,782 | \$3,190 | \$3,598 | \$4,006 | \$4,414 | \$4,822 | \$5,230 | \$5,638 | \$6,046 | \$6,454 | \$6,862 |
| All Other Countries | | \$3,182 | \$3,590 | \$3,998 | \$4,406 | \$4,814 | \$5,222 | \$5,630 | \$6,038 | \$6,446 | \$6,854 | \$7,262 |
| Intern Abroad | | | | | | | | | | | | |
| China Guatemala Russia | | | \$3,455 | \$3,903 | \$4,351 | \$4,799 | \$5,247 | \$5,695 | \$6,143 | \$6,591 | \$7,039 | \$7,487 |
| All Other Countries | | | \$3,855 | \$4,303 | \$4,751 | \$5,199 | \$5,647 | \$6,095 | \$6,543 | \$6,991 | \$7,439 | \$7,887 |
| Insight Abroad | | | | | | | | | | | | |
| China Guatemala Russia | \$1,793 | | | | | | | | | | | |
| All Other Countries | \$1,993 | | | | | | | | | | | |

| Length of Stay: | 1 week | 2 weeks |
|-----------------------|---------|---------|
| Teen Volunteer Abroad | \$2,478 | \$3,596 |

1. Payment Policy

1.1 The Participant has agreed to pay the applicable Program Fee in exchange for the selected Cross-Cultural Solutions Program.

1.2 A US\$275 non-refundable deposit, payable by check or credit card, is due at the time of enrollment.

1.2.1 The remainder of the Program Fee and the completed Volunteer Profile are due 60 days prior to the Participant's program start date. If the Program Fee is not paid in full 60 days prior to start date, and has not been granted an extended due date, or the Volunteer Profile is not completed, the Participant will be cancelled from that program.

1.2.2 If a Participant enrolls between 31 and 70 days prior to the scheduled start date, the Participant has 10 days from the date that they have enrolled to pay the remainder of the Program Fee and to complete their Volunteer Profile. If the Program Fee is not paid in full or the Volunteer Profile is not completed 10 days succeeding the date of enrollment, the Participant will be cancelled from that program.

1.2.3 When enrolling within 30 days of the program start date, the Program Fee must be paid in full immediately and the Volunteer Profile must be promptly completed.

1.3 Enrollments received less than 60 days prior to the scheduled arrival date will be accepted only upon review and subsequent approval of CCS.

2. Discount Policy

2.1 Child Discount: The Child Discount applies to Participants who are 12 years old or younger at the time of program start date.

2.2 Outreach Discount: If a Participant receives the Outreach Discount, but the individual that is volunteering with the Participant has cancelled, then the discount is forfeited and the Participant will receive a new invoice with the adjusted Program Fee.

2.3 Group Discount: A Group Discount applies to a group of six or more individuals traveling to the same program site with the same start date, excluding families. The Group Discount is forfeited if any members of the group cancel, leaving the remaining number of Participants fewer than six. The remaining Participants will receive new invoices with the adjusted Program Fee.

2.4 Alumni Discount: A Participant who has previously completed a CCS program is automatically eligible for the Alumni Discount for all subsequent programs.

2.5 Alumni Discount (4+ Programs): A participant who has previously completed 3 or more CCS programs is automatically eligible for the Alumni Discount for all subsequent programs. In addition, these alumni are eligible to receive complimentary double room occupancy in program sites, where available. Double room occupancy must be requested. Alumni who are bringing a companion on the same start date and same program site are also eligible to receive a complimentary weekly fee for each companion they bring, up to 4 companions in total. This discount cannot be combined with any other discount.

2.6 Multiple Program Discount: Participants are eligible for the Alumni Discount if they have enrolled in more than one program. This discount will be applied to each program individually with the exception of the first program.

2.7 A discount may not be combined with any other discount, except in the case of an alum traveling with a non-alum. In this case the alum will be eligible to receive both the Alumni discount, as well as, any applicable Outreach discount(s). This does not apply to the Alumni Discount (4+ Programs). If eligible, a Participant can receive more than one Outreach Discount but will not be eligible to receive any other discount type, except in the case of an alum who qualifies for an Outreach Discount(s). A Volunteer who qualifies for a Child Discount will not receive any other type of discount. The guardian traveling with the child will not be granted any discount pertaining to the child due to the fact that the child is already receiving the Child Discount. Please also see section 2.2 for more information.

3. Cancellation and Refund

3.1 CCS reserves the right, in its sole discretion, to reject any individual at any time prior to start date, or to cancel the program start date in which a Participant is scheduled to participate.

3.2 In the unlikely event of such a cancellation, or if a Participant has been rejected, the total amount paid to CCS will be refunded, unless the cancellation is either due to non-payment by the agreed-upon due date or failure to submit the Volunteer Profile 60 days prior to the Participant's program start date. Other than such refund, CCS will not be responsible to Participant for any other refund, costs, interest, liability, or damages of any kind.

3.3 If a Participant cancels for any reason, the Participant must notify CCS in writing. The cancellation will be effective upon CCS' receipt of the written notification at its offices in New Rochelle, New York.

3.4 CCS incurs substantial administrative and planning costs prior to the departure of a Participant. Therefore, regrettably, if a Participant cancels his or her participation in the CCS program, funds paid by the Participant to CCS can be refunded only as

set forth below in section 3.5. The US\$275 non-refundable deposit will not be refunded. Participant, however, may apply the US\$275 deposit to another CCS program to be scheduled within 12 months of the scheduled start date, subject to space availability. The non-refundable deposit is only eligible for use within one year from the original start date.

3.5 If the cancellation is effective more than 60 days prior to the scheduled start date, the Program Fee paid, less the deposit and any switch fees, may be eligible for refund. If the cancellation is effective between 60 and 31 days prior to the scheduled start date, 50% of the Program Fee paid, less the deposit and any switch fees, may be eligible for refund. If the cancellation is effective within 30 days prior to the scheduled start date, 25% of the Program Fee paid, less the deposit and any switch fees, may be eligible for refund. No portion of the program fee is refundable if the cancellation is received on or after the scheduled start date.

3.6 If a Participant is fundraising, all contributions from sponsors must be received by Cross-Cultural Solutions prior to start date. If Participant has fundraised over the amount of the Program Fee, the initial US\$275 deposit is not eligible for a refund. If funds are received after the start date, the total amount of those funds will be held on file for one year from the original program start date to be applied toward another CCS Program. No portion of sponsor-paid funds is eligible for refund.

3.7 If a Participant has cancelled his/her program, he/she has the option to leave the funds on file for up to one year from the original start date toward another CCS program OR to be refunded based on the terms set forth in section

3.8. If a Participant has cancelled his/her program and chooses a refund rather than leaving the funds on file, the Participant will forfeit any/all existing funds remaining on their account, including the use of his/her deposit.

3.9 It is very important that a Participant understands the cancellation policy. If it is not clear, the Participant should ask for clarification. CCS can not make exceptions to this cancellation policy for any reason, including medical emergencies. CCS strongly urges the Participant to purchase trip cancellation insurance.

3.10 No refunds will be given for unused portions of the program or because of a Participant's failure or inability to participate in the CCS program.

3.11 A Participant is responsible for transportation to the start location. The Participant is also solely responsible for any airfare or other travel fees, charges, expenses or penalties, that might result from any cancellation of or change in the Participant's program, whether the Participant cancels the program or it is cancelled or altered by CCS.

3.12 The Program Fee is not transferrable to any other CCS volunteer.

4. Changes to Program Start Date or Program Site

4.1 CCS allows Participants to switch their program start date or program location, dependent on program availability. In addition, Participants are able to use their deposit on file or funds on file, as per the cancellation and refund policy in Section 3, to enroll in a new program site and/or program start date.

4.2 If a Participant chooses to switch his/her program start date or program site (or cancel their program and re-enroll using funds on file or a deposit on file) between 60 and 31 days before the original start date, a non-refundable US\$66 Switch Fee will be assessed.

4.3 If a Participant chooses to switch his/her program start date or program site (or cancel his/her program and re-enroll using funds on file or a deposit on file) between 30 and 1 day(s) before the original start date, a non-refundable US\$210 Switch Fee will be assessed.

4.4 The Switch Fee (or cancellation and re-enrollment using funds on file or deposit on file) is non-refundable and non-transferrable to any other programs. A switch fee will be assessed each time the participant switches the program start date or program location, and each time the Participant cancels his/her program and re-enrolls using funds on file or a deposit on file. The Switch Fee is assessed at the time of re-enrollment or at the time the switch is made, and is charged to the Participant before the remainder of the Program Fee balance is paid.

4.5 The Switch Fee applies to groups who cancel at any time after the deposits for the program have been paid, regardless of length of time before the programs. The non-refundable Switch fee for groups who switch their program site or program start date (or cancel and re-enroll using funds on file or a deposit on file) at anytime greater than 30 days before the start date is US\$66 per person, and is US\$210 per person for these same changes made between 30 and 1 day(s) before the original program start date.

4.6 Each year, on August 31, the Program Fee, discounts, and other policies are recalibrated for the coming year. Enrolled volunteers who wish to make changes to their program will have a two-month grace period where only the Switch Fee will apply. Enrolled volunteers who request to switch their program beyond the two-month grace period may be subject to updated program fees in addition to the Switch Fee.

5. Single and Double Occupancy Rooms

5.1 Cross-Cultural Solutions offers Participants the option of guaranteeing a room with single or double occupancy in select program sites, when available. Cross-Cultural Solutions will assign another Participant to share a double-occupancy room with the participant, based on gender.

5.2 A US\$50 fee per Participant, per week will be charged to each participant who chooses a double-occupancy room and a US\$75 fee per Participant per week will be charged to each participant who chooses a single-occupancy room. Participants are required to pay this fee in full at the time the Program Fee is due. If the single- or double-occupancy room fee is not paid in full by the Program Fee due date, a single or double occupancy room will no longer be guaranteed to that Participant.

6. Fundraising

6.1 If a Participant is fundraising and would like an extension of their due date to 30 days prior to start date, they must inform the Program Manager that they are fundraising and their due date will be changed upon Cross-Cultural Solutions receiving sponsor payments. Sponsor payments do not include contributions made by a Participant's parent or guardian.

6.2 If a Participant will be receiving a matching gift from his or her company, neither the original payment nor the amount matched is refundable to the Participant or the company. For example, if a Participant's contribution to the Program Fee is US\$300 and the company gives a matching gift of US\$300, then neither contribution of US\$300 is refundable. The Participant must apply for a matching gift no later than 90 days prior to start date.

6.3 If a Participant is using a third party fundraising site (e.g. Network for Good), it is their responsibility to review the Terms & Conditions of the third party fundraising site to ensure that their Program Fee is paid in full by the due date.

Participants must ensure that contributions from third party fundraising sites to the Program Fee are submitted no later than 90 days before the start date to ensure adequate time for processing. If the participant's account receives contributions toward the Program Fee up until one day before the start date, we can refund the Participant any amount that was over the amount of the Program Fee, provided that the Participant directly contributed the amount that was over fundraised and within the limitations of the Cancellation and Refund Policy. Cross-Cultural Solutions will apply the amount received by the third party fundraising site to the participant's account, which may be less than the amount originally contributed due to processing fees deducted from the third party site.

Cross-Cultural Solutions cannot refund sponsor contributions nor issue tax receipts made through third party fundraising sites.

6.4 Cross-Cultural Solutions reserves the right to reject donations solicited by volunteers who claim that contributions will be used for purposes other than fundraising the Program Fee or donating to other published CCS funds. The Participant accepts responsibility for ensuring that sponsor contributions are associated with the name shared with CCS upon enrollment within 30 days of the contribution for accurate processing.

Signature _____ Print Name _____ Today's Date _____
MM/DD/YYYY