



## OVERVIEW OF PROGRAM FEE

Cross-Cultural Solutions (CCS) is an international not-for-profit organization, and a recognized leader in the field of international volunteering, with over 25,000 volunteers from 100 countries. CCS is a U.S. 501(c)(3) non-profit organization. Program fees and donations are tax-deductible for U.S. residents. CCS does not have any political or religious affiliations – our programs are driven entirely by volunteer contributions. Volunteer program fees cover all of the volunteers' in-country expenses and support our commitment and approach to community-led, culturally respectful, socially responsible, and sustainable short-term international volunteering.

Our program fees reflect best practices in international volunteering, community development, cultural exchange, and volunteer coordination. We are committed to providing high-quality support and programming for volunteers. Our reputation and impact in the community is directly affected by the way our programs are designed and operated. These commitments are vital to CCS volunteer programs, which have a measurable, positive impact on the organizations we work with and the communities they serve, and offer a meaningful experience for the volunteer.

Below are some of the best practices we adhere to in operating our international programs, and supporting volunteers to work side-by-side with local people in underserved communities.

- **Comprehensive Volunteer Support** - The local organizations and projects where CCS volunteers work have limited resources and staff, and rely upon CCS to care for volunteer needs when they agree to receive volunteers. CCS helps to ensure that these organizations are never burdened by hosting our volunteers by providing for all the volunteers' logistical needs, including local transportation, lodging, safe food and water, and more. Volunteers also receive comprehensive travel medical insurance, Cultural & Learning Activities, re-entry assistance, and more to make the most of their experience abroad, and learn about the community and culture from a variety of perspectives. The dedicated CCS staff support—before and during the program—ensures that volunteers are welcome guests in the organization and community.
- **Programs Led by In-Country Staff** - It requires experience and expertise in community development and cultural exchange to organize volunteers to serve successfully in a culture different from their own. Our approach to international volunteering defers to the needs and goals of the local community, and identifying volunteer needs and maintaining relationships year-round with appropriate organizations overseas requires time, resources, and an experienced and professional staff. That's why CCS has a dedicated infrastructure and employs knowledgeable, local staff wherever we operate.
- **Dedicated Support Network** - The CCS Headquarters office recruits volunteers, sets expectations for prospective and enrolled volunteers, and prepares volunteers to serve abroad on the projects our in-country staff identifies. The pre-departure preparation and dedicated support of short-term volunteers is critical to having a safe, productive, and enjoyable experience. CCS employs dedicated and professional staff members to produce literature, answer phones, send mailings, develop/maintain a website, and deliver the highest quality services possible.

CCS is committed to ensuring the safety, flexibility, professionalism, transparency, and excellence of our programs. And, it is essential that volunteers, staff members, and the public not only understand what the program fee is and what it's for, but also how it's calculated. This is why we feel it's important to transparently display and explain the details of the program fee. If you have additional questions about our program fee after reviewing this document, please contact a CCS staff member.

## WHAT DOES A VOLUNTEER RECEIVE FOR THE PROGRAM FEE?

The Program Fee is comprehensive, covering all your in-country needs. Over 90 percent of the program fee goes directly toward volunteer and field expenses.

- **Volunteer Placement** with one of our Partner Programs, including all the coordination, in-person visits, and communication necessary with each local organization.
- In-country **Cultural & Learning Activities**, including excursions to nearby points of interest, special events, and discussions with a variety of local cultural, professional, governmental, and community agencies and people.
- CCS' **Home-Base**, providing you with a **comfortable, safe place to live** and **all of your meals**.
- An experienced, U.S.-based **Program Manager** — a former CCS volunteer — who will help prepare you for your experience abroad with extensive pre-departure support and materials. Friends and family also communicate with the Program Manager as a primary point-of-contact during the in-country experience.
- Basic language instruction in-country.
- **Professional, locally-based staff — experts in community development and cultural exchange** — to provide orientation, supervision, and guidance throughout your stay. CCS country directors average 10 years of experience in community development and cultural exchange.
- **Travel medical insurance** and emergency evacuation insurance.
- Essential pre-departure materials, including an in-depth Participant Handbook, Program Handbook, Placement Guide, orientation information, and in-country information.
- **Transportation** to and from the airport, to and from Cultural & Learning Activities, and to and from your daily Volunteer Placement.
- Incoming international phone service.
- A toll-free 24-hour emergency hotline in the U.S.

## WHAT IS NOT INCLUDED IN THE PROGRAM FEE?

- International or domestic airfare and corresponding airport departure taxes.
- Costs associated with obtaining a visa or immunizations (when needed).
- Personal Internet time and long-distance (domestic and international) phone calls.
- Laundry service

# THE PROGRAM FEE

Program fees are based on a worldwide average of Cross-Cultural Solutions' expenses. Please note that all fees below have been rounded to the nearest dollar.

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

# of Weeks:	1	2	3	4	5	6	7	8	9	10	11	12
<b>Volunteer Abroad</b>												
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
<b>Intern Abroad</b>												
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
<b>Insight Abroad</b>												
China Guatemala Russia	\$1,746											
All Other Countries	\$1,946											

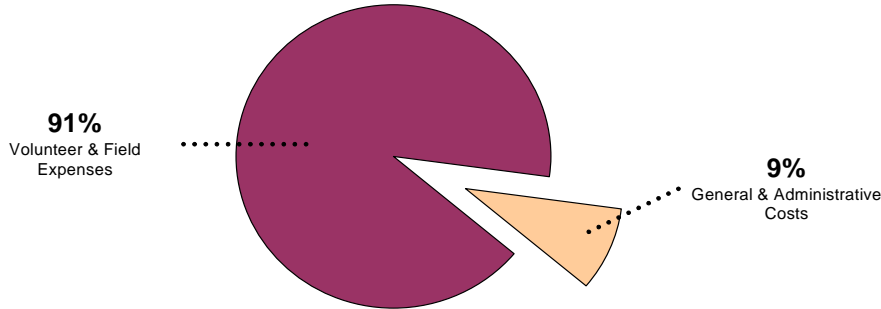
The following Peak Program Fees apply to start dates between May 1, 2012 and August 31, 2012.

# of Weeks:	1	2	3	4	5	6	7	8	9	10	11	12
<b>Volunteer Abroad</b>												
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
<b>Intern Abroad</b>												
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
<b>Insight Abroad</b>												
China Guatemala Russia	\$1,793											
All Other Countries	\$1,993											

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

# AVERAGE PROGRAM FEE BREAKDOWN

The Cross-Cultural Solutions program fee is based on a worldwide average of operating international volunteer programs in 12 countries. The pie chart below shows the worldwide breakdown of our program fees, based on an annual average of all program types and durations of stay.



## VOLUNTEER & FIELD EXPENSES

### Food, Lodging, Transportation, & Staff Support

51%

- Your Volunteer Placement with one of our Partner Programs including all of the coordination, in-person visits, and communication necessary with each local organization
- Locally-based, full-time in-country staff provide you with supervision and guidance through your stay
- An average of 10 full-time staff in each program site including a Director, Program Officers, Administrator, Drivers, Cooks and 24-hour security guards
- Orientation, placement, and regular feedback sessions
- A comfortable and safe Home-Base location in each program site with trained local staff available at all times
- Meals that are safe for travelers and are prepared by our in-country staff
- Transportation in a well-maintained CCS vehicle by a CCS driver with extensive safety training to and from the airport, your volunteer placement, and Cultural & Learning activities
- Cultural & Learning Activities, including language instruction, guest speakers, and excursions to points of interest
- Travel medical insurance and emergency evacuation insurance
- Incoming international phone service and a 24-hour emergency hotline in the U.S.

Below, we provide a more detailed breakdown of selected field expenses from the perspective of a typical week and a typical day in a CCS program.

	Weekly	Daily
Food and Water	\$53	\$8
Accommodations	\$65	\$9
Local Staff	\$212	\$30
Transportation	\$28	\$4
Travel Medical Insurance & Emergency Hotline	\$12	\$1
Cultural and Learning Activities & Materials	\$16	\$2
Administrative & Other	\$21	\$3

### Program Development & Management

13%

Cross-Cultural Solutions carefully researches and selects each program location, and monitors the quality of our in-country program sites through ongoing management and travel to our program sites. Program development and management includes the selection of our Directors and in-country staff and the management of worldwide program sites. In-country staff members are continually trained on issues of safety, program quality and positive impact in the communities we serve.

### Outreach

15%

Experienced staff members provide volunteers within essential program information, guidance, and printed materials as they consider enrollment. CCS maintains a website and other information for those interested in volunteering with CCS.

### Volunteer Coordination

12%

An experienced Program Manager (always a former CCS volunteer) will help prepare you for your experience abroad and provide you with materials, including an in-depth volunteer handbook and informational materials.

## GENERAL & ADMINISTRATIVE EXPENSES

### General & Administrative

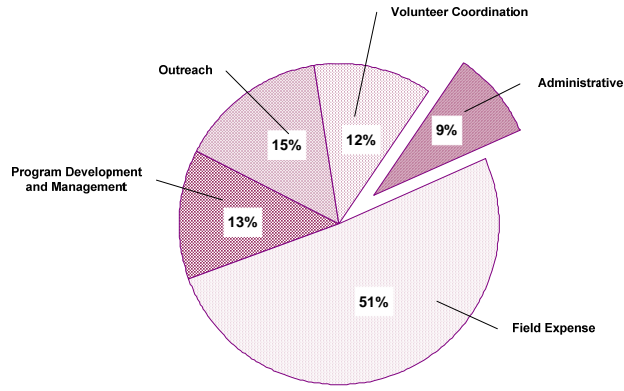
9%

These include accounting and legal fees; computer equipment; credit card processing fees; liability insurance; office expenses; payroll taxes; human resources; and support services.

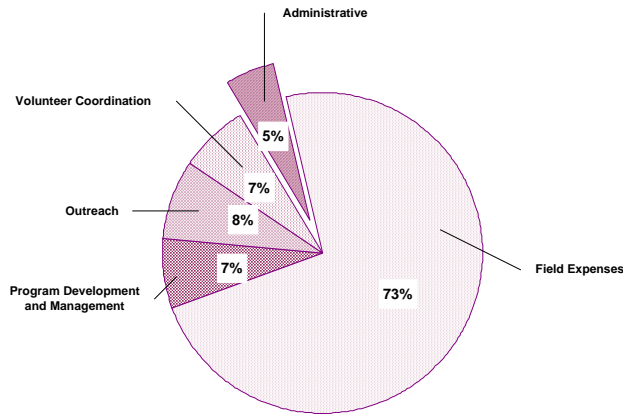
# PROGRAM FEE BREAKDOWN DETAIL

The program fee breakdown varies based on your duration of stay, program type, and start date. The charts below provide a sample breakdown for common program types.

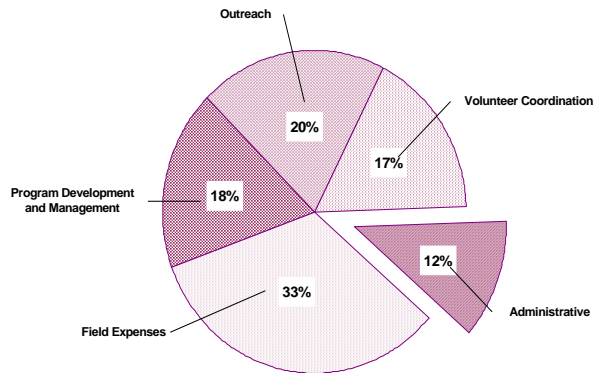
## Volunteer Abroad : 4-Week Program



## Volunteer Abroad : 12-Week Program



## Insight Abroad : 1-Week Program



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