

people and places is committed to ensuring that as much money as possible reaches your host country – and we strive to be transparent in our costing and invoicing.

We have different costing structures and invoicing methods, depending on how you choose to travel for your volunteer placement with *people and places* – here's an explanation of your costs and our invoicing process:

1. purchasing your volunteer experience through *people and places* – excluding flights

This is what happens when you arrange and pay for your own flights.

Once we have agreed where you will be going and which project you will be working with, we shall raise an invoice for a our matching fee. About 8 or 9 weeks before your placement starts, we will send invoices as follow, requesting payment at least 42 days prior to the start of your placement:

- a) An invoice from our local partner which will cover the costs you incur in country – i.e. accommodation; any meals included (as described in the costs on the project description page); pick up and drop off at the local airport; daily transport to your project if required; in-country project orientation and where available a local SIM Card and the amount stated as a donation to your project.

This invoice will also include the monies you pay to our local partner – i.e. their management fee for the work they do with and for you, including liaison and support for the project to prepare them and you for your placement; regular checking and meeting with your accommodation hosts; meeting with the project before your arrival; caring for you during your volunteer placement; weekly meetings with you to assist and support you in your work; meeting with you and the project team during your stay; 24/7 availability should you need it during your placement; working with you and your project to identify how your project donation will be spent as well as receiving and reporting on those monies on behalf of the project; liaising with the project after your placement; discussing your post placement report with your project and reporting back to *people and places*; liaising with *people and places* to ensure that information about the projects and your accommodation is accurate; liaising with *people and places* and the projects to ensure that the volunteer programme is achieving its goals and that there is continuity of input by volunteers.

The management fee is a fixed fee for four weeks and then calculated on a sliding scale for any additional weeks. These management fees vary from country to country, reflecting local costs of living.

- b) An invoice from *people and places* which will cover the costs for our matching and screening service.

Our role is to ensure that you and your chosen project are appropriately matched and properly prepared. We will liaise with you to ensure that your skills and experience are right for the project's needs and that the project and community you work with are right for you. We will work with you to identify the best accommodation options for you. We will check that you are properly insured and are medically fit to do the work. We will take up references and check your criminal records status and disclosure. We work closely with the projects to ensure that the volunteer programme is achieving its

1 Naboth's Nursery, Canterbury Road, Faversham, Kent ME13 8AX
tel +44 (0) 8700 460 479 | email info@travel-peopleandplaces.co.uk

goals. We will use your post placement report and the questionnaire completed by the project to review the efficacy of the programme and as part of the briefing for future volunteers. We will keep you informed of developments at your project through regular updates after you have returned from your placement. We work with TravelPledge to manage your project donations.

We will clearly show the prepayment of our payment fee and deduct that amount from the monies owing.

2. purchasing your volunteer experience through *people and places*, with flights (N.B. not for The Gambia)

The services provided to you for your volunteer placement are exactly the same as above – except if you ask *people and places* to arrange an ATOL protected package, including flights, through our partners at Interchange Worldwide (ATOL certificate 2429)

- a) Your invoice including flights will come from InterchangeWorlwide – you will need to pay the amount designated on receipt in order to secure your flights. The invoice will include all costs as above plus the cost of the flights and the costs involved in purchasing thru a bonded tour operator.
- b) Your placement donation will be managed in the same way as above

3. Purchasing your volunteer experience & flights through The Gambia Experience

The service offered to you for your volunteer placement will be very similar to the above, with a few variations.

- a) Your invoice will come from The Gambia Experience and your trip will be fully ABTA and ATOL protected (The Gambia experience ATOL certificate is No 1866)

The invoice is payable 8 weeks before you leave. The invoice will cover your volunteer placement, flights and accommodation. Your experience whilst you are at work will be exactly the same as the above but the service provider will vary in the following areas:

The Gambia Experience (GE) will arrange transport to and from the airport and your accommodation; the GE ground rep will be responsible for your care when you are not at work; GE will provide your local SIM CARD. *people and places* works in close partnership with GE to ensure that you benefit from the excellent levels of customer's service you would expect from 2 market leaders.

- b) Your placement donation will be managed in the same way as above

If you have any questions please do not hesitate to ask us.