

Policy Title	Volunteering Cancellation Policy		
Unit	Volunteering Program, Habitat for Humanity Australia		
Version	3.0		
Authorised by	Board of Directors		
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Re-ratified	xxxxxx		

Introduction

HFHA's Volunteering Program encompasses both International and Domestic Volunteering opportunities. These programs are hosted by HFHA/ HFH affiliates in the form of a 'build' which allows the volunteer to work on programs over multiple days. Volunteers will fundraise a minimum amount decided by HFHA to support HFHA's programs. This policy does not apply to participants of fundraising trips that do not have a volunteering component.

- Global Village (GV) teams travel to a HFH hosting program/affiliate to work on housing solutions and to engage in local cultural activities for a period of time (i.e. 1-2 weeks). HFHA GV trips are impacted by internal and external factors that may influence the ability of GV teams to travel to their destinations.
- Local Village (LV) teams travel within Australia to work on varying programs (e.g. housing solutions, bushfire recovery/resilience, storm recovery) for a short period of time (i.e. 2-4 days). LV trips are impacted by internal and external factors that may influence the ability of LV teams to travel to their destinations.

This policy has been developed to outline the reasons for and implications of cancellation, re-routing and deferral of volunteering trips by both the hosting and sending countries or affiliates and aligns with HFH Global Village Policies.

Purpose

The purpose of this policy is to establish the donation required to be paid by an individual to HFHA, and by HFHA to a hosting program, in the event that HFHA cancels a Volunteering build, a hosting program cancels a build or an individual team member or team cancels their attendance on a build.

Definitions

- Costs:** Refers to volunteer in-country expenses as defined by host country budget.
- Deferral:** Team travels to the same HFH hosting program, but at a future time slot within 6 months following the original forward trip date.
- Donation Commitment:** HFHA's commitment to transfer funds to the HFH hosting country or affiliate for hosting a GV or LV team.
- External Factors:** a HFH hosting program is closed due to external factors such as travel advisory; international agency or internationally recognised national entity advisory; suspension of international airline flights; restrictions caused by a pandemic including closure of borders or mandatory isolation periods for travellers; and/or inclement weather.
- Individual Cancellation:** a registered team member or whole team cancels attendance to the build.
- Internal Factors:** a HFH hosting program is closed due to a lack of resources and/or support to meet the needs of a team and/or any other internal factors which violate the [Minimum Standards for Hosting and Sending International Teams \(Located on MyHabitat SOE Volunteer Engagement\)](#), including the failure to recruit the minimum number of volunteers to constitute a team..
- Re-routing:** Team keeps the same time slot, but goes to a different HFH hosting program.
- Team Cancellation:** Team does not travel to HFH hosting program and status is changed to "cancel" on

the Volunteer Engagement – International Team Calendar (VE-ITC)

Supporting Policies (policies also apply to Local Village)

- HFHA Global Village Donations Policy
- HFHA Global Village Contingency Fund Policy

Policy statement

1. Individual Team Member or Team Cancellation Donation Commitment

All donations and costs received by HFHA on behalf of a team become the property of HFHA and are non-refundable in the event an individual chooses not to attend the build. HFHA does not provide trip cancellation insurance. It is recommended that all participants purchase this as part of their full Travel Insurance coverage. The HFHA Cancellation Policy is communicated to volunteers prior to sign up in the volunteer terms and conditions and onboarding materials. By registering for a Build, the volunteer agrees to and acknowledges the Cancellation Policy.

Volunteers can notify HFHA of their cancellation verbally or in writing, timeframes and guidelines apply as follows:

- a. If a team or team member cancels **more than 45 days prior** to the build commencement date HFHA will offer to transfer cost and donations to another Volunteering Program of the team member's choice, including a different destination. The rebooked Volunteering Program build needs to depart within 12 months of the original departure date and have an equal or greater donation contribution.
- b. If a team or team member cancels less than 45 days prior to the Volunteering Program trip dates: all donations and registration received by HFHA will be retained by HFHA to meet the obligations of the Volunteering Program. No refund of donations or registration costs are offered in the event of cancellation by a team or team member in this case. Build Week Costs will be refunded by HFHA to the volunteer if the costs have not yet been committed or used to pay for non-refundable expenses within the trip. If extenuating circumstances have affected an individual's ability to participate in the build, the CEO may review on a case-by-case basis.

2. HFHA Donation Commitment when HFH Hosting Program is unable to host a HFHA volunteer team

- a. If the HFH hosting program is cancelled due to External or Internal Factors, HFHA has no donation commitment to the hosting program. HFHA will offer the sponsors of team members the opportunity to have their donation refunded. In the event of a cancellation, HFHA will do its utmost to re-route a team to another Hosting Program or defer the team to another date within a 12-month period.

3. HFHA Donation Commitment to Hosting Program when HFHA cancels a trip due to internal/external factors

If HFHA cancels a build due to internal or external factors (for example, low volunteer numbers, inability to resource, individual team member cancellation) HFHA will comply with the HFHI Cancellation Policy:

- a. Cancellation 61+ calendar days prior to trip start date: No donation commitment to the HFH hosting program.
- b. Cancellation 31- 60 calendar days prior to trip start date: HFHA will transfer the donation commitment per team within 30 calendar days to the hosting program by following the standard HFHI Fund Transfer process.
- c. Cancellation 1-30 calendar days prior to trip start date: HFHA will transfer the donation commitment per person within 30 calendar days to the hosting program by following the standard HFHI Fund Transfer process.

4. Payment of Costs incurred to the volunteer through Cancellation, Deferral or Re-routing

The HFHA Contingency Fund Policy outlines the scenarios in which costs relating to donations and in-country expenses can be drawn from the HFHA contingency funds.