



SHINES CHILDREN (UGANDA) UK SUPPORTERS

VOLUNTEERING PROGRAM TERMS 2025

These terms set out the obligations for all volunteers whilst volunteering for Shines Children (Uganda) UK Supporters 2025 Volunteering Programme. Please read through these terms carefully.

By submitting an application form to be a volunteer and entering the programme, you, the volunteer, agree to be bound by both these Terms and our Privacy Policy which is at https://www.shinesuk.org/files/ugd/c1671b_64321ce57200496198aff6cb093fa59c.pdf.

IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS AND PRIVACY POLICY, PLEASE DO NOT SUBMIT AN APPLICATION TO BECOME A VOLUNTEER. IF YOU HAVE ALREADY SUBMITTED AN APPLICATION, PLEASE NOTIFY US AS SOON AS POSSIBLE TO WITHDRAW.

In the event of a conflict between these Terms and any marketing materials published by Shine and/or any representations made by Shine, these Terms will take precedence.

1. The Volunteer Programme

- a) The volunteering programme is run by Shines Children (Uganda) UK Supporters, known as "**Shines UK**", which is a charity established and regulated in England and Wales (Charity Commission number: 1187260). Shines UK supports the work of Shines Children's Foundation in Masindi District, Uganda ("**Shines Uganda**"). Shines UK's registered office is at 403 Ferraro House, 149 Walworth Road, London SE17 1RW.
- b) The volunteer program is an opportunity to volunteer for Shines Uganda in Masindi District, Western Uganda. Depending on your skills, Shines UK aims to find valuable work for you to do during the program. Volunteers can work in a wide range of programs, including: primary education, healthcare and health education, sport, IT literacy, environmental education and entrepreneurship.
- c) All volunteering opportunities will take place in or near the town of **Masindi, Western Uganda** and will be arranged in partnership with Shines Uganda. Much of Shines Uganda's work is centred on the village of Miirya, about 8km from Masindi.

However, Shines Uganda also undertakes outreach work throughout the district, in numerous other villages and communities.

d) **Please note** all volunteers will be responsible for arranging and paying for their own:

- flights
- visa
- accommodation and food in Masindi
- travel insurance
- vaccinations and malaria prophylaxis
- local SIM card

e) Shines UK will organise and pay for your return travel between Entebbe Airport and Masindi, and local travel to volunteer placements.

2. Eligibility and how to apply

2.1 The Volunteer Programme is open only to adults who:

- (a) are at least eighteen (18) years old; and
- (b) can pay for their own flights, accommodation, insurance and expenses as listed in clause 1 above.

2.2 To apply for the Volunteer Programme you must read and agree to comply with these Terms, fill out an Application Form and provide any required documents to Shines UK.

2.3 The Application Form will ask you to state your preferred dates for volunteering, your skills/area you would like to volunteer in, your preferred accommodation whilst volunteering and any trips you would like to participate in during the programme.

2.4 Shines UK will get in touch with you to confirm whether or not you have been accepted onto the Volunteer Programme and the dates of your volunteering. Shines UK reserves the right to refuse a Volunteer's application in its sole discretion.

2.5 In order to participate in certain volunteering activities, Shines Uganda's Child Safeguarding Policy may require you to obtain a **basic DBS check** (or if you do not reside in the UK, the equivalent in your country of residence). Shines UK will notify you if this is required, when accepting your application. Basic UK DBS checks can be obtained at <https://www.gov.uk/request-copy-criminal-record>. You will be responsible for obtaining the relevant check prior to travelling to Uganda and you must provide a copy to Shines UK by emailing it to info@shinesuk.org prior to your arrival in Uganda.

3. Volunteer Obligations

3.1 If accepted onto the Volunteer Programme, you must:

- a) Obtain a visa to travel to Uganda for your Volunteer Programme dates;

- b) Obtain a basic DBS check (or equivalent in your country of residence, if applicable) if notified by Shines UK that you need to do so, and provide Shines UK with a copy prior to your departure from the UK;
- c) Book return flights to Entebbe to coincide with your Volunteer Programme dates and notify Shines UK of the flight date and number you are on;
- d) Obtain all necessary vaccinations and malaria prophylaxis prior to flying out to Uganda;
- e) Obtain insurance cover to include all medical cover and any travel delays and provide us with details of your policy prior to travel;
- f) Select your preferred accommodation for the Volunteer Programme period in one of Shines UK's recommended hotels in Masindi and notify Shines UK if it is different to one of their recommended hotels;
- g) Pay for your own accommodation, food and drinks during the Volunteer Programme;
- h) Notify Shines UK if you have any allergies or health issues of which Shines UK needs to be aware;
- i) Purchase a SIM card for your phone in Uganda (Shines UK will help you to do this).

3.2 Volunteers at Shine UK play an important part in the services we deliver. Volunteers vary widely in age, expertise and the nature of their volunteer work but share a common high standard in character, integrity and approach to their work on the Volunteer Programme.

3.3 Shines UK (as a registered and regulated charity), Shines Uganda (as a regulated national Ugandan NGO) and you (as a volunteer) all share a duty of care to the children and young people who are beneficiaries of Shines Children Foundation. In particular, you as a volunteer must:

- (a) treat all matters as confidential and not discuss information outside Shines UK or Shines Uganda unless asked by Shines UK or Shines Uganda to do so;
- (b) report any confidentiality or behaviour related matters (and in particular any child safeguarding matters) to the person managing your Volunteer Programme on behalf of Shines UK;
- (c) comply at all times and in all respects with the Shines Uganda and Shines UK child safeguarding policies (copies of which have been provided to you);
- (d) follow all advice that has been provided to you by Shines UK in advance of leaving for Uganda, and all advice that is given to you as part of your induction and safety briefing at the start of your Volunteering Program;
- (e) look professional at all times while engaged in volunteering work, including not wearing clothes that are too revealing nor excessive make-up;

- (f) use your initiative to involve the young people in activities and do not hesitate to ask a Shines member of staff for guidance;
- (g) not use mobiles (other than to communicate with Shines staff, where necessary) whilst you are volunteering; and
- (h) comply with any additional security, health or training requirements which Shines may communicate to you before or during your Volunteer Programme.

4. Shines UK's obligations

4.1 Volunteer Work

- a) Shines UK will use reasonable endeavours in conjunction with Shines Uganda to provide you with volunteer work opportunities that match your expressed areas of volunteer interests on your Application Form.
- b) Where it is not possible to match your volunteer requests, Shines UK will provide you with volunteer work opportunities that are within your skillset and capabilities.

4.2 Transport and accommodation

- a) Shines UK will meet you at Entebbe airport on the day and at the time your flight is due to arrive and transport you to your chosen accommodation in Masindi.
- b) Shines UK will book you into your chosen accommodation for the duration of the Volunteer Programme (but you will be responsible for settling the bill for all accommodation, food and drink you have used during your stay).
- c) Shines UK will collect you from your hotel and transport you to and from your volunteer work opportunity each working day.

4.3 Excursions

- a) Shines UK will organise various activities at weekends during your volunteer programme. Please request on your Application Form any activities you would like to participate in.
- b) Shines UK will invoice you for any costs incurred before commencement of the Volunteer Program relating to each such excursion (which will include accommodation) and you can pay Shines UK in Pounds by bank transfer for these costs.
- c) National park entry fees, food and drink costs will be payable by you individually in local currency or by payment card. In the event that you are unable to make payment of any such costs, Shines UK trustees may agree to pay on your behalf and you undertake to reimburse any costs paid by them as soon as possible.

4.4 Contact

- a) Shines UK will have a named trustee available in person or by telephone for the duration of the Volunteer Programme.
- b) Shines UK will attempt to assist you with any questions, or cultural/practical difficulties you might encounter. We want to support you as much as possible so please ask any questions, either in person or later by email or telephone.

5. *Limitation of Liability*

5.1 THE VOLUNTEER PROGRAMME IS A POTENTIALLY STRENUOUS ACTIVITY AND PRESENTS RISK OF PROPERTY DAMAGE, PERSONAL INJURY AND DEATH. TRAVEL IN UGANDA POSES RISKS THAT MAY NOT ORDINARILY BE ENCOUNTERED IN YOUR HOME COUNTRIES.

5.2 YOU HAVE VOLUNTARILY ELECTED TO TRAVEL TO AND IN UGANDA AND TO PARTICIPATE IN THE ACTIVITIES ASSOCIATED WITH THE VOLUNTEER PROGRAMME WITH KNOWLEDGE OF THE DANGERS INVOLVED, AND HEREBY AGREE TO ACCEPT AND ASSUME ANY AND ALL RISKS OF PROPERTY DAMAGE, PERSONAL INJURY, AND DEATH.

5.3 YOU DO HEREBY WAIVE, RELEASE, AND DISCHARGE SHINES UK AND SHINES UGANDA FROM ANY AND ALL LIABILITY FOR PROPERTY DAMAGE, PERSONAL INJURY, AND WRONGFUL DEATH, AND CLAIMS OF ANY NATURE WHICH MAY HEREAFTER ACCRUE TO YOU OR YOUR ESTATE AS A DIRECT OR INDIRECT RESULT OF YOUR PARTICIPATION IN THE VOLUNTEER PROGRAMME.

5.4 Insofar as is permitted by law, Shines UK will not in any circumstances be responsible or liable to compensate the Volunteer or accept any liability for any loss, damage, personal injury or death occurring as a result of participating in the Volunteer Programme. Your statutory rights are not affected.

5.5 Nothing in these Terms limits any liability which cannot be legally limited, including liability for:

- (a) death or personal injury caused by negligence;
- (b) fraud or fraudulent misrepresentation.

6. *Data protection and publicity*

6.1 All Volunteers are automatically entered into Shines UK's database for the purpose of conveying information as to the status of their Volunteer application and, if accepted, the Volunteer Program.

6.2 Shines UK will only process a Volunteer's personal information as set out in the privacy policy that has been provided to you.

6.3 Shines UK and Shines Uganda may take your photograph and/or ask you for a testimonial about your time on the Volunteer Program. Shines UK or Shines Uganda may like to use any photographs or testimonials on their websites and/or promotional materials. If you would rather Shines UK or Shines Uganda did not use your image or name or testimonial, please do let us know in writing.

7. General

- 7.1 Shines UK reserves the right to modify, suspend, cancel, or discontinue any Volunteer Program at any time for any reason, including without limitation to comply with applicable laws, rules, and regulations, and to take any actions Shines UK deems necessary, in its sole discretion, to protect its charitable work, or if any virus, bug, technical failures, unauthorised human intervention or other causes beyond Shines UK's control corrupt or affect the administration, security, fairness, integrity or proper conduct of the Volunteer Program. Shines UK shall not be responsible to the Volunteer if for any reason the Volunteer Program is unavailable at any time (including, without limitation, after the entrant has paid for his/her flights or other costs).
- 7.2 Shines UK may change these Volunteer Terms at any time; details of any changes that affect you during the dates of your Volunteer Program will be notified to you.
- 7.3 If there is any reason to believe that there has been a breach by a Volunteer of these Terms, Shines UK may, at its sole discretion, reserve the right to exclude a Volunteer from participating in the Volunteer Program or to terminate the Volunteer's participation without notice.
- 7.4 All intellectual property rights arising in Shines UK's website, the Volunteer Program, photographs taken and related documents shall be owned by Shines UK.
- 7.5 These Terms shall constitute the entire understanding between the parties with regard to the Volunteer Program. Any prior written or oral or contemporaneous oral representations shall not be binding on either party except to the extent expressly and specifically stated in these Terms.
- 7.6 These Terms shall be governed by English law, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.

Thank you for volunteering with Shines!!