

ukomelela.

experience study-trip

Terms & Conditions

For a journey of learning, resilience, impact and cultural connection.

T&C



Ukomelela Study Trip



Trips in 2025



Cape Town, South Africa



Terms & Conditions



ukomelela.

Website
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Welcome

to the Ukomelela social impact trip!

We're thrilled to have you join us on one of Ukomelela's Social Impact Trips. These journeys are designed for socially conscious young travelers who want more than just a holiday. Over the course of 10 days, you will discover the culture, nature, and communities of your destination – not as an outsider, but as a participant. You will learn directly from local role models and NGOs who work every day to strengthen the resilience of children and young people through sport, music, art, yoga, and other community-based initiatives.

By joining, you will not only experience unforgettable adventure and connection, but also contribute to sustainable impact: your participation directly supports the NGOs we partner with, and for every traveler, Ukomelela provides training in mental health to a local role model through our partnership with Train for Change. This way, knowledge and skills remain rooted in the community, long after your trip has ended.

These Terms & Conditions are intended to give you clarity about what to expect, what is included in your journey, and what responsibilities come with participation. Please read them carefully before confirming your booking. By registering for a Social Impact Trip, you agree to these Terms & Conditions.

By joining this trip, you agree to these Terms & Conditions.

Let's make this an unforgettable journey of learning, connecting, impact and adventure!



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Content

Of the terms and conditions

These Terms & Conditions explain what you can expect from Ukomelela Social Impact Trips, and what responsibilities come with your participation. The main topics are listed below

Key highlights of this document:

- Payment & Refund Policy
- Travel & Health Requirements
- Behavior & Safety Guidelines
- Liability & Personal Responsibility
- Optional Extra Day Trip Details

If you have any questions, feel free to reach out before submitting your registration.

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1. Registration & Payment

- A **deposit of 50%** is required to confirm your place. Your spot is **not secured** until this deposit is received.
- The **remaining balance** must be paid no later than **4 weeks before departure**. Late payments may result in cancellation without refund.
- If registering within 4 weeks of departure, **full payment** is required at the time of booking.
- Payments are **personal** and **non-transferable** to another participant or trip, unless explicitly agreed in writing by Ukomelela.
- Failure to pay the remaining balance on time may result in cancellation of your booking, without refund of the deposit.

2. Cancellation & Refund Policy

We understand that plans can change. Below is our cancellation policy:

2.1. If you cancel

- **More than 10 weeks before departure:** refund of the total amount paid, minus a €150 administrative fee.
- **Between 10 and 6 weeks before departure:** 50% refund of the total amount paid.
- **Less than 6 weeks before departure:** no refund will be issued.

Important: Refunds only apply to amounts paid directly to Ukomelela. Third-party expenses (such as flights, visas, vaccinations, or insurance) are not refundable under any circumstances.

2.2. If we cancel

If Ukomelela has to cancel a Social Impact Trip due to safety concerns, insufficient participants, government restrictions, or other unforeseen circumstances beyond our control:

- You will receive a **full refund** of the amount you have paid to Ukomelela.
- Alternatively, you may choose to **transfer your booking** to a future Social Impact Trip (subject to availability).
- Ukomelela cannot be held responsible for any additional expenses incurred by participants (such as flights, visas, vaccinations, or insurance).

In the unlikely case of cancellation, Ukomelela will always communicate promptly and clearly, and support participants in finding alternatives where possible.

3. Travel & Health Requirements

- Each participant is responsible for ensuring that their **passport is valid for at least 6 months** after the return date of the trip.
- Participants are responsible for arranging and paying for any **required visas** and carrying all necessary travel documents.
- Participants must ensure they meet all recommended **vaccination and health requirements** for the destination, based on advice from medical professionals and official health authorities.
- **Travel insurance is mandatory** for all participants. The policy must include coverage for at least: medical emergencies, trip cancellations, personal liability, repatriation.
- **Proof of valid travel insurance must be provided** to Ukomelela before departure. Without proof of insurance, participation in the trip will not be possible.

4. Safety & Security

At Ukomelela, **your safety is our top priority**. We take **precautions to ensure that all activities are conducted as safely as possible**. However, it is important to acknowledge that any country has areas where extra caution is needed.

4.1. Workshop & activity locations

- Most activities during our trips are outdoors or in safe, well-monitored areas. We carefully select all locations together with our local partners to make sure they are suitable and safe for participants.
- We **do not** enter communities where we feel the risks are too high.

4.2. Community-based activities & your choice to participate

- Understanding and connecting with communities is an **important part of this experience**. Some activities take place in **underserved communities**.
- In these areas, we **partner with trusted and respected local residents** who are deeply connected to the community. They provide **cultural insights, local expertise, and security awareness** to help minimise risks.

Your choice:

- If you ever feel uncomfortable participating in an activity in an underserved community, you are **always free to opt out** - even at the last minute.
- If you choose to participate, you acknowledge that we **take all the necessary precautions but cannot guarantee complete safety**.
- We do our utmost best to make sure nothing happens to you, but Ukomelela **is not liable for any loss, theft, or personal harm** that may occur in these areas.

4. Safety & Security

4.1. Outdoor activities

- Our programs include outdoor activities such as hiking, surfing, kayaking, and swimming. While these activities are guided by experienced local partners, participation is **always at your own risk**.
- Nature and ocean conditions (such as strong currents, weather changes, or wildlife) cannot be fully controlled.
- Ukomelela and its partners provide guidance, but participants are **responsible for following safety instructions at all times**.
- By joining these activities, **you acknowledge the risks involved and accept personal responsibility** for your participation.

Your choice:

- If you do not feel comfortable or fit enough to participate, you **may always opt out** at any time.
- If you decide to stop while an activity is already in progress, **we will do our best to support you** and, if possible, arrange for you to leave the activity safely. If this is not possible, we will accompany you and ensure your well-being until the activity ends.
- Choosing not to participate in an activity does **not entitle you to a partial refund**.
- By choosing to participate, **you acknowledge the risks involved and accept personal responsibility** for your participation.

5. Code of Conduct & Group Expectations

During Ukomelela Social Impact Trips, you are not only a traveler but also a guest in the communities we visit. Respectful behavior is essential – towards locals, fellow travelers, the Ukomelela team and our partners.

To ensure a positive experience for everyone, participants agree to:

5.1 Respect local culture & communities

- Participants must show respect for local customs, traditions, and religions.
- Modest clothing may be required in certain settings (e.g. religious sites, traditional communities). Participants are expected to adapt accordingly.
- Any behavior that disrespects or harms community members is strictly prohibited.

5.2 Group dynamics & fellow travelers

- Traveling in a small group requires openness, patience, and respect towards one another.
- Participants are expected to contribute positively to the group dynamic and support a safe, inclusive atmosphere.
- Bullying, discrimination, harassment, or exclusion of others will not be tolerated.

5. Code of Conduct & Group Expectations

5.3 Alcohol, drugs & misconduct

- Excessive alcohol consumption, use of illegal drugs, or being under the influence **during program activities is strictly prohibited.**
- Aggressive, disruptive, or unsafe behavior **will not be tolerated.**
- Ukomelela reserves **the right to remove any participant from the program** if their behavior threatens the safety, well-being, or enjoyment of others. **No refunds will be given in such cases.**

5.4 Zero tolerance policy

Ukomelela applies a strict zero tolerance policy regarding:

- Harassment (sexual, verbal, or physical)
- Violence or threats of violence
- Illegal activity of any kind
- Disrespectful or harmful conduct towards children, youth, or community members, fellow participants and ukomelela teammembers.

Participants who violate this policy may be immediately excluded from further participation in the trip, at their own expense, and without refund.

6. Injury, Accident & Emergency Protocol

- Participants must **immediately inform Ukomelela** staff of any injuries, illnesses, or health issues that arise during the trip.
- In case of a medical emergency, Ukomelela staff and local partners **will assist in getting the participant to the nearest appropriate medical facility** as quickly as possible.
- Ukomelela staff will also **help with contacting emergency services**, hospitals, and the participant's insurance provider.
- **All medical expenses are the sole responsibility of the participant.** This includes hospital visits, medication, and any further treatment.
- **Ukomelela is not liable for injuries, accidents, or medical costs**, unless caused by proven gross negligence or intent by Ukomelela staff.
- Participants must carry their insurance details and emergency contact information with them at all times.

7. Late Arrivals & No-Shows

- Participants are responsible for booking their own flights and ensuring they arrive at the designated meeting point on time.
- If a participant misses their flight or arrives late, Ukomelela is not responsible for arranging alternative transportation to meet the group.
- We will, however, do our best to support you in joining the group as soon as possible, in consultation with our local partners.
- No refunds or partial reimbursements will be issued for missed activities, meals, or days of the program due to late arrival or no-show.
- If a participant does not show up at all without prior communication, the booking will be treated as a cancellation (see Section 2).

8. Unforeseen Events

- Ukomelela is **not responsible for trip disruptions, delays, or cancellations caused by events beyond our control** (force majeure).
- Such events include, but are not limited to:
 - political instability or government restrictions
 - natural disasters (e.g. floods, earthquakes, wildfires)
 - pandemics or public health emergencies
 - airline strikes or major transport disruptions

8. Unforeseen Events

- In case of a force majeure event, Ukomelela will do its utmost to **communicate transparently** with participants and to **find reasonable alternatives**.
- Refunds or compensation in such situations will be handled at **Ukomelela's sole discretion**.
- **Ukomelela cannot be held liable for additional costs incurred** by participants as a result of force majeure (e.g. flights, visas, vaccinations, insurance, or personal expenses).

9. Photography, Video & Media Release

Photos and videos are a great way to capture memories, but we also respect privacy—especially when working with children and local communities.

9.1. Ukomelela Media Use

- By joining this trip, you agree that **Ukomelela may use group photos and videos** taken during the trip for promotional and educational purposes (e.g. website, social media, newsletters, presentations).
- If you prefer **not** to be featured, you must notify us **in writing before the trip**. We will respect your preference.
- If you **publicly share your trip content**, Ukomelela **may reshare it with credit**.

9.2. South African POPI Act & Photography of Children

During some workshops, we might be interacting **directly with children**, who are protected under national privacy laws:

If you choose to take photos during these sessions, please:

- **Ask for consent** first.
- Use them **for personal memories**.
- **Avoid** sharing children's faces or names publicly.
- If posting on social media, **do not include personal stories, details, or direct references** to their backgrounds.

We appreciate your respect for these privacy guidelines—it helps protect the dignity and rights of the communities we work with.

9.3. Respecting Privacy When Photographing Adults

If taking photos of **other adults**, including workshop participants, guest speakers, or community members:

- **Kindly ask for permission first.** A simple, “Would you be comfortable with a photo?” goes a long way.
- **Be mindful** that some individuals may not feel comfortable being photographed - **please respect their wishes**.
- If sharing on social media, **avoid adding personal details or private discussions from workshops unless you have explicit permission.**

Capturing moments is wonderful, but consent and respect always come first. :)

10. Agreement to Terms & Next steps

By submitting your registration form and completing payment, you confirm that you have read, understood, and agreed to these **Terms & Conditions**, including the **cancellation policy**, **safety guidelines**, and **travel requirements**.

Next steps:

- Complete your registration form and submit your deposit to secure your place.
- Review the trip folder for packing tips, local customs, and key travel information.
- Join our pre-trip WhatsApp group (details will be shared after confirmation).
- Get excited! We're looking forward to an unforgettable experience together.

For any questions, For any questions, feel free to reach out to us at:

- info@ukomelela.com
or chat with us on WhatsApp: +27845875082

See you soon, we can't wait to meet you!

