

Policy Title	Global Village Cancellation Policy		
Unit	Global Village Program, Habitat for Humanity Australia		
Version			
Date endorsed		Reviewed	August 2016
Approved by board	October 2016		

Introduction

HFHA Global Village 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 Global Village trips are impacted by internal and external factors that may influence the ability of GV teams to travel to their destinations. This policy has been developed to outline the reasons and implications for cancellation, re-routing and deferral of GV trips by both the hosting and sending countries and aligns with HFHI Global Village Policies.

Purpose

The purpose of this policy is to establish the donation required to be paid by an individual to HFHA, and HFHA to a hosting program, in the event that HFHA cancels a GV team, a hosting program cancels a team or an individual team member or team being unable to attend a build.

Definitions

- a. **Costs:** Refers to volunteer in-country expenses as defined by host country budget.
- b. **Deferral:** Team travels to the same HFH hosting program, but at a future time slot within 6 months following the original trip dates.
- c. **Donation Commitment:** HFHA's commitment to transfer funds to the HFH hosting country for hosting a GV team.
- d. **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; and/or inclement weather.
- e. **Individual Cancellation:** a registered team member or whole team cancels attendance at the build.
- f. **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 \(Located on MyHabitat SOE Volunteer Engagement\)](#).
- g. **Re-routing:** Team keeps the same time slot, but goes to a different HFH hosting program.
- h. **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

- HFHI Global Village Trip Cancellation Policy

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

Policy statement

1. Individual Team Member or Team Cancellation Donation Commitment

All funds 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 as well as in team member and team leader manuals.

Cancellations must be made in writing and;

- a. If a team or team member cancels **more than 60 days prior** HFHA will offer to transfer cost and donations to another Global Village build of the team member's choice, including a different destination. The rebooked Global Village 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 60 days** prior to the Global Village trip dates all funds will be retained by HFHA to meet the obligations of the programme. No refunds are offered in the event of cancellation. 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 closed due to External or Internal Factors, there is 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 their utmost to re-route a team to another Hosting Program or defer the team to another date within a 6 month period.

3. HFHA Donation commitment when HFHA cancels a trip due in to internal/external factors

If HFHA cancels a build due to internal or external factors (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 \$500 USD 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 \$1000 USD donation commitment per team within 30 calendar days to the hosting program by following the standard HFHI Fund Transfer process.

4. Payment of Costs Incurred 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.