



## Terms & Conditions

(Last update: May 29, 2019)

Read carefully and thoroughly the terms and conditions of the youth volunteering programme for solidarity tourism in the Youth Hostels of Portugal. Here you will find important information about the rights, duties and obligations of both parties. Your registration on the platform entails your consent to Movijovem's privacy policy. Your participation in any project of solidarity tourism implies the acceptance of the rules and conditions of use and operation of the Youth Hostels of the Continental Network and of these Terms & Conditions.

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## 1. About the Youth Volunteer Program for Solidarity Tourism

Within the scope of the project "Sustainable Tourism for Development - promotion of youth mobility and youth tourism in Portugal, national and international projection", Movijovem - youth mobility, CIPRL, as the managing entity of the network of Youth Hostels, and attentive to the object and social mission pursued, decided to promote a programme of youth volunteering initiatives (foreign and national) for solidarity tourism.

Movijovem is a Cooperative of Public Interest and as an instrument to support Youth and Sports policies, its aim is to promote, support and encourage youth mobility actions, in its social aspect, enabling Portuguese young people, especially the most disadvantaged, a more direct contact with the reality and the cultural, historical and natural heritage of the country, developing actions to stimulate youth mobility, thus contributing to value the socio-educational training of young people.

Movijovem is a Cooperative Régie, having been recognised as a Collective Person of Public Utility and Social Solidarity under the terms of no. 3 of Decree-Law no. 460/77, of 7 November, as published in the Diário da República II Series no. 228 of 3 October 1991.

The youth volunteering programme for solidarity tourism, developed by Movijovem, consists of offering work experiences, which may be internal to the Youth Hostel (work exchange) or external to the surrounding region (social impact or ecological projects), in partnership with local authorities and/or associations, through accommodation exchange and other services to be provided by the Youth Hostel.

The details of each project are diverse, whether in the actions to be promoted, target audience, services included and not included, duration and scheme of shifts, limit of vacancies, available months, etc.. People of legal age, nationals and/or foreigners can apply, according to their preferences. Acceptance of applications is subject to the analysis and evaluation of each project manager, and subject to the availability of the target project offer and the services included.

Projects are classified into categories and subcategories, and there may be projects that encompass more than one category and subcategories, among which:

**WORK EXCHANGE** (01 - Attendance and Reception; 02 - Gardening; 03 - Cleaning and Laundry; 04 - Communication & Marketing; 05 - Kitchen & Bar; 06 - Entertainment & Animation; 07 - Painting & Decorating; 08 - Maintenance); **SOCIAL IMPACT** (09 - Teaching Languages; 10 - Sharing Skills and Knowledge; 11 - Community Work; **ECOLOGICAL PROJECTS** (12 - Nature Care).

## **2. Eligibility, rules and conditions to participate in the programme**

Volunteers must be at least 18 years of age and there may be projects with higher age requirements.

People of Portuguese nationality and other nationalities are eligible, subject to the specific language requirements of each project.

EYC (European Youth Card) cardholders are given preference in terms of eligibility.

The submission of applications is available through the "solidarity tourism" web module, on the Youth Hostels website ([www.pousadasjuventude.pt](http://www.pousadasjuventude.pt)). It requires the creation of a website user account and filling in the data form, which requires consent in accordance with Movijovem's [privacy policy](#).

Movijovem may forbid the participation of candidates or make the access and use of the web module "solidarity tourism" or certain areas or resources of the Youth Hostels website subject to certain conditions or requirements, such as the completion of an analysis and evaluation process, impossibility of confirming the identity of the user, compliance with specific eligibility or quality criteria, compliance with the principles of assessments or comments, the history of applications and cancellations of the user, or failure to comply with the [rules and conditions](#) of use and operation of the Youth Hostels Continental Network and these Terms & Conditions.

## **3. Volunteer**

Acceptance and compliance with the previous point gives the person the right to apply for one or several projects of the youth volunteering programme for solidarity tourism in the Pousadas de Juventude in Portugal.

Each person may only register with a single profile/identity and must provide current, accurate and complete information, either during the registration process or throughout the management of the project. False or duplicate profiles/identities are not allowed.

Volunteer status is acquired by participating in a given project, meeting the requirements of the application and its acceptance by the parties (volunteer and project manager).

The volunteer, once admitted, must act with education and responsibility, placing the best of themselves at the service of the Youth Hostel team and/or the community.

The volunteer may not transfer the participation in the project to other people, nor should they use, copy, adapt, modify, prepare derivative works, distribute, license, sell, transfer, publicly exhibit, transmit or exploit any activity, work or collective content, carried out as part of their participation in a given project of solidarity tourism, without prior knowledge and authorization of the project manager.

If the volunteer contacts with the public and with the personal data of users of Youth Hostels or other entities will be subject to secrecy and comply with the privacy policy implemented by Movijovem and can not share or disclose with third parties any personal data to which he or she has access.

The volunteer is responsible for ensuring the good condition of facilities, equipment and materials placed at his or her disposal, as well as leaving the accommodation on the terms and conditions agreed.

All volunteers are subject to the conditions for carrying out the project (vacancies, duration, schedules, accommodation conditions, services included and not included, mandatory requirements, etc.) and to compliance with the rules and conditions of use and operation of the Youth Hostels of the Continental Network and these Terms & Conditions.

#### **4. Rights and duties of volunteers**

The volunteer's rights:

- a) Access to initial and continuing training programmes, aiming at the improvement of their voluntary work;
- b) Be in possession of a volunteer identification card;
- c) Exercise their volunteer work in conditions of hygiene and safety;
- d) Justifiably absent when summoned by the promoting organisation;
- e) Receive compensation, allowances and pensions, as well as other legally defined benefits, in the event of an accident or illness contracted in the course of voluntary work;
- f) Establish with the entity that collaborates a volunteer programme that regulates their mutual relations and the content, nature and duration of the volunteer work that will be accomplished.

The volunteer's duty:

- a) To observe the deontological principles that govern the activity he conducts, namely the respect for the private life of all those who benefit from it;
- b) Observe the rules governing the functioning of the entity to which they collaborate and the respective programmes or projects;
- c) Act diligently, impartially and in a spirit of solidarity;
- d) Participate in training programmes aimed at the correct development of voluntary work;
- e) Ensuring the proper use of material resources and goods, equipment and utensils placed at their disposal;
- f) Collaborate with the professionals of the promoting organization, respecting their choices and following their technical guidelines;
- g) Do not assume the role of representative of the promoting organization without its knowledge and prior authorization;
- h) Guarantee the regularity of the exercise of voluntary work in accordance with the programme agreed with the promoting organisation;
- i) Properly use the right of identification as a volunteer in the exercise of their activity.

## **5. The host and project manager**

The host is known as the Youth Hostel of the volunteer's host, headquarters of the project manager, responsible for the implementation and promotion of the project.

The project manager is responsible for the analysis and evaluation of the applicants, request for clarification if necessary and final communication of the acceptance or rejection of the application. It is also responsible for monitoring and compliance with the proper execution of the project, with respect to the daily organization of the volunteer's activities, logistics conditions agreed for its implementation, offers granted (own or in partnership) and other functional, organizational and tourist information of the surrounding region.

## **6. Timely cancellation, no-show or cancellation during the programme**

The volunteer can cancel a confirmed vacancy, as long as this is done up to 15 days before the start date, and must directly inform the project manager of this intention. After this period, and if the volunteer does not attend the project, the volunteer will incur the penalty of paying the value of the accommodation reserved for their stay.

For reasons of force majeure, the volunteer may withdraw from the project during its execution and must directly inform the project manager of this claim. If the volunteer fails to do so, he or she will be penalized for the payment of the value of the accommodation booked and not used for his or her stay.

Failure to attend, unsubstantiated withdrawal or cancellation will result in the loss of eligibility to apply for and/or participate in other current or future projects under the programme.

The host/manager of the project may, for greater reasons, cancel the implementation of a project or a confirmed vacancy by informing the volunteer in good time. However, in order to ensure the trust and transparency of the youth volunteering scheme for solidarity tourism, the project manager should submit alternative vacancies or projects that meet the motivations of the volunteer.

## **7. Complaints**

Movijovem provides all legal means of complaint to customers of the services provided by it, on both physical (Complaints Book available at each Youth Hostel) and digital support (contact box for Youth Hostels, at [www.pousadasjuventude.pt](http://www.pousadasjuventude.pt)). It is also possible to submit a complaint through the electronic platform [www.livroreclamacoes.pt](http://www.livroreclamacoes.pt).

Complaints will be dealt with by the Quality Office, under the terms and in compliance with the legal deadlines.

## **8. Material damage, disputes between members - guests, volunteers or collaborators**

Movijovem is not responsible for material damages, actions or omissions of volunteers, resulting from the participation in projects of the youth volunteer program for solidarity tourism.

The volunteer assumes full responsibility for material damage that may be caused.

In compliance with the rules and conditions of operation of Youth Hostels, and in case of proven disrespect for the rules, material damage or litigation caused by the volunteer among guests, other volunteers or employees, it is up to the project manager to resolve the existing situations, which may imply the suspension of the volunteer from the project and their immediate expulsion from the Youth Hostel.

## **9. Insurance**

Movijovem has a multi-risk insurance policy for its own installations and equipment and, in the course of its business, also provides liability insurance. Voluntary work is covered by a personal accident insurance policy in which Movijovem is the policyholder.

The volunteer is responsible for his/her travel insurance, medical assistance, visas, or other documents necessary for the stay in Portugal, or other documents that he/she deems convenient.

## **10. Applicable law and jurisdiction**

Movijovem - Mobilidade Juvenil, CIPRL, is based in Portugal, obeying the national and European legislation and jurisprudence, establishing the Forum of the District of Lisbon for the purpose of resolving any disputes between the parties, with express waiver of any other.

## **11. Missing cases and alteration of the Terms & Conditions**

In cases not provided for in these Terms & Conditions, Law no. 71/98, of 3 November shall apply.

Movijovem hereby reserves the right to update and/or modify the Terms & Conditions at any time. Any modification will be published here and the date of the "Last Update" will be updated at the beginning of these terms, from which it will take effect.

## **12. Contacts**

Movijovem general contact details: <http://movijovem.pt/contactos/>

Pousadas de Juventude contact info: <https://pousadasjuventude.pt/pt/pousadas>

If there are questions about the Terms & Conditions please contact us by e-mail.