

TERMS AND CONDITIONS

Access and carefully read the pdf with our Terms and Conditions.

If you have any queries about the Terms and Conditions, please contact us:

Terms and Conditions

(Last update: 11 February 2020)

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

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1. About the Youth Volunteering Programme for Solidarity Tourism

As part of the 'Sustainable Tourism for Development' project – promotion of youth mobility and youth tourism in Portugal, national and international projection', Movijovem – mobilidade juvenil, CIPRL,

as the managing entity of the Youth Hostels network, and aware of the object and the social mission pursued, decided to promote a programme of (foreign and national) youth volunteering initiatives for solidarity tourism.

Movijovem is a Cooperative of Public Interest, supporting Youth and Sport policies. From a social perspective, its object is to promote, support and encourage youth mobility initiatives. It enables Portuguese youth, especially the most disadvantaged ones, to have a more direct contact with the reality and the cultural, historical and natural heritage of Portugal, carrying out initiatives to encourage youth mobility, thus contributing to enhance the social and educational training of young people.

Movijovem is a Cooperative Régie, having been recognised as a Legal Person of Public Utility and of Social Solidarity pursuant to paragraph 3 of Decree-Law No. 460/77 of 7 November, according to the order published in the Official Gazette No. 228 of 3 October, 1991.

The youth volunteering programme for solidarity tourism, developed by Movijovem, offers work experiences, which can be carried out in the Youth Hostel (work exchange) or in the surrounding area (social impact or ecological projects), together with local authorities and/or associations, exchanging accommodation 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 schedule of shifts, limit of vacancies, available months, etc. People of legal age, national and/or foreigners can apply, according to their preferences. The acceptance of applications is subject to analysis and assessment by each project's manager, and conditioned to the availability of the target project offer and the services included.

The projects are organised into categories and subcategories, and some projects include more than one category and subcategories, among which:

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

2. Eligibility, rules and conditions for participation in the programme

Volunteers must be 18 years old or more. Some projects require a higher minimum age. People of Portuguese nationality and other nationalities are eligible. Each project will determine the specific language condition requirements.

Preference is given to European Youth Card holders.

Applications can be submitted through the 'solidarity tourism' web module, on the Youth Hostels' website (www.pousadasjuventude.pt). Volunteers must first create an account on the website

and fill out the data form, which implies consent to Movijovem's privacy policy. In addition to the projects available and publicised by Youth Hostels, applicants can also submit their own projects, under one or more categories and subcategories, which will be assessed within the framework of the rules and conditions for participation in the programme.

Movijovem may veto the participation of applicants or make access to and use of the 'solidarity tourism' web module or certain areas or resources of the Youth Hostels website subject to certain conditions or requirements, such as the completion of an analysis and assessment process, impossibility of confirming the user's identity, meeting specific eligibility or quality criteria, compliance with assessment principles or comments, the user's history of applications and cancellations, or the violation of the terms and conditions of use and operation of the Mainland Network Youth Hostels and these Terms and Conditions.

3. On the Volunteer

Acceptance and fulfilment of the above section gives the person the right to apply with their own project or to one or more projects available from the youth volunteering programme for solidarity tourism of Youth Hostels of Portugal.

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

The volunteer status is acquired with the participation in a given project, following fulfilment of the application requirements and its acceptance by the parties (volunteer and project manager).

Once admitted, the volunteer must act with politeness and responsibility, putting the best they have at the service of the Youth Hostel team and/or community.

The volunteer may not transfer participation in the project to other people, nor will they use, copy, adapt, modify, prepare derivative works, distribute, licence, sell, transfer, publicly display, transmit or exploit any activity, work or collective content carried out in the context of their participation in a particular solidarity tourism project without the project manager's prior knowledge and authorisation.

Within the scope of the presentation of their own project, the volunteer assigns the Copyright to Movijovem, which will become the owner of the project, so that it can be used in any and all activities promoted by it, to disseminate, use and reproduce freely and free of charge, in unlimited number, in all forms, formats and means.

Should the volunteer come into contact with the public and with the personal data of Youth Hostels users or other entities, they will be subject to confidentiality and to comply with the privacy policy

implemented by Movijovem, and cannot share or disclose to third parties any personal data to which they have access.

The volunteer is responsible for ensuring the good condition of the facilities, equipment and materials made available to them, as well as leaving the accommodation under the agreed terms and conditions.

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

4. Volunteers duties and obligations

The volunteer has the following rights:

- a) To have access to initial and continuous training programmes to improve their volunteering work;
- b) To have a volunteer identification card;
- c) To carry out their volunteering work in hygiene and safety conditions;
- d) To be justifiably absent when summoned by the promoting organisation;
- e) To 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 the volunteering work;
- f) To establish, with the collaborating entity, a volunteering programme that regulates their mutual relations and the content, nature and duration of the volunteering work they will carry out.

The volunteer has the following duties:

- a) To observe the ethical principles governing the activity they carry out, namely respect for the private life of all those who benefit from it;
- b) To comply with the rules that regulate the functioning of the entity with which they collaborate and the respective programmes or projects;
- c) To act diligently, impartially and in solidarity;
- d) To participate in training programmes aimed at the correct development of volunteering work;
- e) To ensure the proper use of material resources and goods, equipment and utensils placed at their disposal;

- f) To collaborate with the professionals of the promoting organisation, respecting their options and following their technical guidelines;
- g) To not assume the role of representative of the promoting organisation without its knowledge and prior authorisation;
- ah) To ensure they regularly carry out the volunteering work in accordance with the programme agreed with the promoting organisation;
- i) To properly use their volunteer identification when carrying out their activity.

5. On the host and project manager

'Host' is understood as the Youth Hostel that receives the volunteer, the head office of the project manager, responsible for the project's implementation and development.

The project manager is responsible for ensuring the analysis and assessment of the applicants, requesting clarification, if necessary, and final communication of acceptance or rejection of the application.

It is also necessary to ensure the monitoring and proper execution of the project, regarding the daily organisation of the volunteer's activities, agreed logistical conditions for its execution, offers granted (own or in partnership) and other functional, organisational and tourist information of the surrounding region.

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

The volunteer may cancel a confirmed vacancy, provided they do so up to 15 days before the start date, and must inform the project manager directly of this intention. After this period, and if they do not show up for the project, the volunteer will be responsible for paying a penalty in the amount corresponding to the accommodation booked for their stay.

For reasons of force majeure, the volunteer may withdraw from the project during its execution, and must inform the project manager of this intention directly. If they do not do so, the volunteer will be responsible for paying a penalty in the amount corresponding to the accommodation booked and not used for their stay.

No-show, unsubstantiated withdrawal or more than one cancellation implies the loss of eligibility to apply and/or participation in other projects of the programme, current or future.

For reasons of force majeure, the host/project manager can cancel the execution of a project or a confirmed vacancy, provide they inform the volunteer of this occurrence in a timely manner. However, in order to ensure the trust and transparency of the youth volunteering programme for solidarity tourism, the project manager must present alternative vacancies or projects that meet the volunteer's motivations.

7. Complaints

Movijovem makes available all legal means of complaint to clients of the services provided by them, in physical (Complaints Book available at each Youth Hostel) and digital format (contacts section of Youth Hostels, at www.pousadasjuventude.pt). It is also possible to file a complaint through the electronic platform at www.livroreclamacoes.pt.

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

8. Material damage, disputes between members - guests, volunteers or employees

Movijovem is not liable for material damage, actions or omissions by volunteers, arising from participation in projects of the youth volunteering programme for solidarity tourism.

The volunteer assumes full responsibility for any material damage they may cause.

In compliance with the rules and conditions of operation of the Youth Hostels, and in case of proven disrespect for the rules, material damage or litigation caused by the volunteer between 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 of the project and their immediate expulsion from the Youth Hostel.

9. Insurances

Movijovem has a multi-risk insurance for its own facilities and equipment and, in the exercise of its economic activity, also subscribes to a civil liability insurance. Volunteering work is covered by a personal accident insurance policy, whose policyholder is Movijovem.

Volunteers are responsible for their travel insurance, medical assistance, visas or other documents necessary for their stay in Portugal, or other documents they deem appropriate.

10. Applicable law and jurisdiction

Movijovem – mobilidade juvenil, CIPRL is based in Portugal, complying with Portuguese and European legislation and jurisprudence, determining the Jurisdiction of the District of Lisbon for the purpose of resolving any disputes arising between the parties, with express waiver to any other.

11. Omitted cases and amendment to the Terms and Conditions

For the cases not covered by these Terms and Conditions, Law No. 71/98, of 3 November, will apply.

Movijovem reserves the right to, at any time, update and/or modify the Terms and Conditions. Any modification will be published herein and the 'Last update' date, at the beginning of these terms, will be updated, from which it takes effect.

12. Contacts

Movijovem's general contacts: <http://movijovem.pt/contactos/>

Youth Hostels contacts: <https://pousadasjuventude.pt/pt/pousadas>

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