

# FRONTIER

THE SOCIETY FOR ENVIRONMENTAL EXPLORATION (operating as "FRONTIER"), 50-52 Rivington Street, London, EC2A 3QP. United Kingdom  
T: +44 (0) 207 613 2422 F: +44 (0) 207 613 2992

## **TERMS & CONDITIONS**

**THESE TERMS AND CONDITIONS APPLY ONLY WHERE YOU ARE PARTICIPATING ON A FRONTIER GROUP PROJECT OR A FRONTIER PARTNER PROJECT.**

**IF YOU ARE PARTICIPATING ON A FRONTIER CONNECT PROJECT THEN THE TERMS AND CONDITIONS RELATING TO THAT TYPE OF PROJECT APPLY ALONG WITH THE TERMS AND CONDITIONS OF THE SUPPLIER - [CLICK HERE FOR DETAILS.](#)**

### **1. YOUR CONTRACT**

These Terms & Conditions, together with all other written information which we brought to your attention before we confirmed your booking, together with the information contained in the Field Brief to be provided to you, form the basis of your contract with The Society for Environmental Exploration operating as "Frontier" ("Frontier", "we" or "us"). Please read them carefully as they set out our respective rights and obligations.

By making a booking:-

1. you confirm that you have read these Terms & Conditions and are bound by them;
2. you consent to our use of information in accordance with our Privacy Policy;
3. you confirm that you are over 18 years of age or, if not, that your parent or guardian has signed our parental consent form.

### **2. MAKING A BOOKING**

2.1 A booking is made with us when a) you tell us that you would like to accept our written proposal; and b) you pay us a non-refundable deposit, the amount of which we will advise you of in our written proposal c) within 7 days of receipt of the deposit we issue you with a confirmation invoice. We reserve the right to return your deposit and decline to issue a confirmation invoice at our absolute discretion. A binding contract will come into existence between you and us as soon as we have issued you with a confirmation invoice that will confirm the details of your chosen project and its provisional location.

2.2 Upon receipt, if you believe that any details on the written proposal or confirmation invoice (or any other document) are wrong you must advise us immediately as changes cannot be made later and it may prejudice your rights if we are not notified of any inaccuracies in any document within ten days of our sending it out.

2.3 You are required to pay the instalments of the project fee by the date(s) shown in your written proposal. Depending on when you apply you may need to pay one or more instalments of the project fee at the same time that you pay the non-refundable deposit.

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2.4 We reserve the right to cancel your booking if you do not fill in and return all documents which you are required to fill in and return or if you do not make any payment, in each case by the due date and in respect of which time shall be deemed to be of the essence.

2.5 The deposit comprises an administrative fee which is needed to cover our costs in processing your application and cannot be refunded even if you withdraw.

2.6 Following the commencement of your project you may only extend the length of your project with the written agreement of Frontier's London office, for which you must pay an appropriate extension fee before the date of commencement of the extension.

### **3. PAYMENT**

3.1 For Frontier group projects the project fee (including any applicable surcharge) is due in two equal instalments. The first instalment must be received no later than 8 weeks before the expected departure date and the second instalment must be received not later than 4 weeks before the expected departure date.

3.2 For Frontier partner projects, the project fee (including any applicable surcharge) must be received no later than 8 weeks before the expected departure date.

3.3 The project fee may be payable otherwise than as stated in clause 3.1 or 3.2 if different date(s) for payment are stated in our written proposal, such as in the case where there is a late booking.

3.4 If we do not receive the project fee in full and on time, we reserve the right to treat your booking as cancelled by you, in which case the cancellation charges set out in clause 7 below will become payable.

3.5 Payment of any amount by credit card will incur an additional fee of 3%.

3.6 Frontier shall be entitled to charge interest at the rate of 6% above the base rate from time to time of Barclays Bank plc on any amounts owing by you to Frontier.

### **4. PRICING**

4.1 We reserve the right to amend the price of unsold project participations at any time and correct errors in the prices of confirmed projects.

### **5. DOCUMENTATION AND TESTS**

5.1 You are required to complete and return all other required documentation in accordance with our instructions. Certain projects require the completion of additional forms and/or the provision of additional information.

5.2 It is a condition of your booking that you fill in all necessary forms and provide all other required information promptly and by the deadlines stipulated, that all the information which you so provide is accurate, complete and up to date when provided and that you forthwith inform us of any inaccuracy in any of the information previously supplied by you.

5.3 If you are participating on a Frontier Group project you are required to pass a written test to show that you have read and understood Frontier's safety and medical guidelines, failure of which may result in your being asked to leave your project.

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## 6. CHANGES BY YOU

6.1 If you wish to change any aspect of your project arrangements after our confirmation invoice has been issued, you must inform us in writing as soon as possible. Whilst we will try to assist you, we cannot guarantee that we will be able to meet any requested change. Any request for a change to your project arrangements must be made no later than 8 weeks before your expected departure date. Where we can meet a request, all changes will be subject to payment of an administration fee of £50 per change as well as of any applicable rate changes or extra costs incurred, any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Where we are unable to assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you to which the provisions of clause 7 will apply.

**Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of the project fee.**

## 7. IF YOU CANCEL

7.1 If you decide to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery. Since we incur costs in cancelling your arrangements, we will retain the non-refundable deposit and you will have to pay the applicable cancellation charges shown below. The cancellation charge detailed is calculated on the basis of the total amount payable by you excluding amendment charges, which are not refundable in any event.

7.1.1 If your project fee is payable in one instalment and written notice of withdrawal is received by Frontier before the due date for payment of the project fee, Frontier will retain the non-refundable deposit but will otherwise refund any amount of the project fee paid prior to the due date for payment. If such notice is received on or after the due date for payment of the project fee, no refund of any kind will be made.

7.1.2 If your project fee is payable in two instalments, any refund payable to you will be limited by reference to the date written notice of withdrawal is received by Frontier as follows:(a) if such notice is received before the due date for payment of the first instalment, Frontier will refund any amount paid in respect of the first instalment or second instalment less the deposit payment (b) if such notice is received on or after the due date for payment of the first instalment but before the due date for payment of the second instalment, Frontier shall only refund any amount paid in respect of the second instalment but not the first instalment or the deposit payment; and (c) if such notice is received on or after the due date for payment of the second instalment, no refund of any kind will be made.

**Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could in any event incur a cancellation charge of up to 100% of the project fee.**

7.2 Where we have agreed that you can defer your project start date, the cancellation fees referred to in clause 7.1 will apply by reference to your original project start date.

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7.3 If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim some or all of these charges. We will deduct the cancellation charge(s) from any monies you have already paid to us.

7.4 If you are prevented from travelling, it may be possible to transfer your booking to someone else introduced by you who must satisfy all the conditions applicable to the project provided that we are notified not less than 8 weeks before your expected departure date. You will have to pay an amendment fee of £200, meet all the costs and charges incurred by us and/or incurred or imposed by any of our suppliers and the transferee must agree to these terms and conditions and to all the other terms of the contract between us. You will remain liable to us jointly and severally with the transferee for payment of the project fee and of all other payments as well as for any additional costs arising from the transfer. If you are unable to find a replacement, the cancellation charges set out in clause 7.1 above will apply in order to cover our estimated costs. Otherwise, no refunds will be given for your not travelling or for unused services.

## **8. IF WE CHANGE OR CANCEL**

8.1 Occasionally, we may have to make changes to the project and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. We also reserve the right in any circumstances to cancel your project. For example, if the minimum number of clients required for a particular project is not reached, we may have to cancel it.

Most alterations will be minor and while we will do our best to notify you of any changes as soon as reasonably possible if there is time before your departure, we will have no other liability to you.

In view of the nature of the sort of projects which Frontier offers you are required to exercise greater flexibility with respect to what constitutes a major change to your project and the reasonable discharge by us of our duties regarding any particular aspect of your project participation than would be the case for, for example, a two week Summer holiday in the Mediterranean as what would be a major change to the latter may be within the acceptable tolerances for a change to a Frontier project and as such not constitute a major change.

If we have to make a major change or cancel your project, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

- i (for major changes) accepting the changed arrangements,
- ii having a refund of all monies paid; or
- iii accepting an offer of an alternative project of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value).

You must notify us of your choice within 7 days of our offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.

If we do make a major change to your project or cancel it less than 8 weeks before departure other than by reason of consolidating or amalgamating projects as a result of the minimum number of persons not having been reached, force majeure, failure by you to pay any amount due to us or to comply with any of your other obligations under these terms and conditions or circumstances beyond our control we will also pay compensation as detailed below:

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Period before your expected departure date in which we cancel or notify you of a major change	Amount payable (£'s)
Between 5 weeks and 8 weeks	50
between 2 and and 5 weeks	100
Less than 2 weeks	200

We will not pay you compensation where we make a major change or cancel more than 60 days before departure or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control the consequences of which could not have been avoided even if all due care had been exercised or if we cancel your project because the minimum number of participants to run the project has not been reached.

The above sets out the maximum extent of our liability for changes and cancellations and we regret that we cannot meet any expenses or losses you may incur as a result of change or cancellation. Please note: where accommodation of a higher standard than the original accommodation is offered by us and accepted by you, the difference in price will be deducted from any compensation payable.

We will not pay you compensation and the above options will not be available if we make a minor change or cancel as a result of your failure to make full payment on time or comply with any of your other obligations under these terms and conditions or where the change(s) or cancellation by us arises out of alterations to one or more aspects of your project requested by you.

Very rarely, we may be forced by "force majeure" (see clause 11) to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

8.2 Public holidays, festivals and other interventions, of which there may be little or no prior warning, may reduce the overall amount of work or other activity which you are able to achieve on your project. To take this into account we will accordingly pay you £50 by way of compensation for any full seven day week during which you are not engaged in any activities which are either the subject of your project or comprise suitable alternative activities pending your resumption of your primary project activity.

8.3 If we become unable to provide a significant proportion of the services that you have booked with us after you have departed, we will endeavour to make suitable alternative arrangements for you at no extra charge. If we are unable to make suitable alternative arrangements or you do not accept them for good reason where appropriate we will refund you an appropriate amount of your project fee.

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8.4 You should only book flights to and from your project destination which are refundable and the dates of which can be changed without any or with only a nominal charge. We recommend that you do not purchase your air tickets or incur any other expenditure with respect to visas, vaccinations, equipment or other matters preparatory to your project until after your project dates have been confirmed by us.

## **9. OUR LIABILITY AND LIMITATIONS**

9.1 You agree that you fully appreciate the inherent risks in participating on a Frontier project and in particular the risk of personal accident, disease and medical complications in a tropical environment and that there may be any number of unforeseen matters causing an unscheduled disruption or halt to your project. Frontier does not provide any medical services, such as doctors, nurses or any other medically qualified staff, other than, in the case of Frontier Group projects only, basic first aid supplies, and you accordingly undertake to take all reasonable care of yourself and all others with whom you reasonably foresee you may come into contact on the project.

9.2 You understand and accept that part of the point of participating on the sort of project which Frontier provides is to experience life and work in a different culture where different values apply. You accordingly acknowledge and accept that the local people's attitude to time and that such other matters as standards of food, hygiene, accommodation, travel and safety in the country in which your Frontier project takes place may differ from their European equivalents. You also acknowledge that there may be travel delays and delays to or truncations or curtailments of the activities which form the basis of your project, as a result of public holidays, public or private transport breakdowns, the application of bureaucracy, logistical issues or other unforeseeable circumstances. Save as provided in clause 8.2, no representation is given or liability accepted as to any minimum level of hours per week during which you will be engaged in activities on your project.

9.3 Frontier will not be liable to you for any claim from discomfort or disappointment suffered from participation on a project.

9.4 Whilst Frontier projects are advertised in good faith, you acknowledge that the weather and wildlife are unpredictable and that Frontier gives no representation that you will observe any particular species or enjoy any particular weather conditions while participating on a project.

9.5 The length of a project is calculated from the expected departure date, which is the date on which you arrive at the main airport of the country in which your project takes place. You should ensure that you have sufficient funds to cover your food, travel, and accommodation in-country prior to the commencement of your project and after it expires.

9.6 The level of any compensation paid by us in respect of breach of contract will be calculated taking into consideration all relevant factors such as but not limited to the extent to which you follow the complaints procedure as described in these conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your project. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

9.7 We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description **if it** results from:-

(a) your own act(s) and/or omission(s);

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- (b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- (c) unusual or unforeseeable circumstances beyond our or our supplier's/s' control, the consequences of which could not have been avoided even if all due care had been exercised; or
- (d) an event which either ourselves or our suppliers could not, even with all due care, have foreseen or forestalled.

9.8 The maximum amount which we will have to pay you in respect of any claim which you may make against Frontier is twice the total price paid by you to us, such maximum amount only being payable where everything has gone wrong and you have not received any benefit at all from your project, provided that this limitation shall not apply where you suffer personal injury or death caused by the negligence of Frontier or of any employee of it acting in the course of their duties.

9.9 It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

9.10 Where any payment is made, you (and your parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights which you may have to pursue any third party and must provide ourselves and our insurers with all assistance which we may reasonably require.

9.11 Please note that we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to us by you concerning your project prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) which relates to any business or comprises pure financial or economic loss or consequential loss.

9.12 We will not accept responsibility for services or facilities which do not form part of our agreement, such as any excursion which you book whilst away, or any additional service or facility which any supplier agrees to provide you.

9.13 You will not be entitled to any refund, compensation or other payment in respect of food accommodation or project activities not enjoyed in any case where you arrange to go on an excursion during the period of your project which is not scheduled as part of your project or where you abandon your project or sign off or otherwise leave it early.

## **10. ACCURACY**

10.1 We endeavour to ensure that all the information and prices both on our website and in our brochures are accurate. However, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

10.2 All pre-departure project literature, including the project Field Brief and information contained within your volunteer online area, forms part of your contract with us. We use reasonable endeavours to ensure that the project information, itinerary and travel arrangements detailed on the Frontier website and within our brochure is accurate and up-to-date, however should there be a discrepancy between the information detailed on the website or brochure and the project

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information detailed within the project Field Brief/online area then the information detailed within the Field Brief/online area prevails.

## **11. FORCE MAJEURE**

11.1 Frontier shall have no liability to you to make any refund or in respect of any other loss or damage suffered by you as a result of the curtailment, suspension, alteration or cancellation of a project caused by and/or any other consequences of any event of force majeure occurring.

11.2 For the purposes of clause 11.1 “force majeure” shall mean fire, lightning, explosion, earthquake, storm, tempest, cyclone, flood, landslide, outbreak of infectious disease, imposition of quarantine, government or other official intervention, the threat or outbreak of war, riot, civil commotion, the threat or an act of terrorism, loss, theft or damage to strategic equipment, hijacking, nuclear disaster, industrial dispute or other event or circumstance arising which is beyond the control of Frontier or our suppliers.

## **12. INSURANCE**

12.1 You are required to purchase appropriate travel insurance in respect of your participation on your project details of which must be provided to Frontier.

12.2 You must ensure that the travel insurance referred to in clause 12.1 covers you for the type of work and activities in which you will be involved in the country of the project and through any other country via which you travel, includes an adequate level of cover for emergency medical expenses and medical evacuation cover and provides cover in respect of such additional perils as is appropriate to your individual circumstances. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available. You alone are responsible for ensuring that you have appropriate travel insurance and we have no responsibility to check that this is the case even though you are required to provide us with details of your travel insurance as above.

## **13. PASSPORT, VISA, CONDUCT, HEALTH AND FITNESS, MEDICAL AND PROJECT STAFF**

13.1 **Passport, Visa & Health Requirements:** You must be in possession of a valid passport with an expiry date which is no earlier than six months after your departure date from the country in which your project takes place and of any visas and vaccination certificates required for the whole of your participation, including for any country through which you are travelling to gain entry to your project country. Many countries do not have a separate category of visa for volunteering and, since you will not be doing paid work, unless the particular rules and regulations of your project country are to contrary effect, which you are required to check, you will normally be advised to purchase a tourist visa. If you are travelling to or through the US you will need to be eligible to travel under the US Visa Waiver Program or to have obtained the necessary visa. The US requires anyone travelling under the US VWP, for which most British citizens are eligible, to provide details online at least 72 hours prior to travel. This is known as the Electronic System for Travel Authorisation or ESTA and is mandatory. The types of journeys which are permissible under the VWP include general travel/tourism, certain types of business and when transiting to another country. In all cases you should contact and follow the advice of the relevant embassy or high commission on all matters relating to passports, visas and vaccination certificates. You should also obtain all other vaccinations which are necessary or desirable for the countries in which the project is held or through which you are travelling to gain entry to your project country within the necessary timescales and you agree to comply with all entry, immigration, customs and foreign exchange rules thereof. Frontier may be able to provide you with

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some assistance, but it is your responsibility to ensure that the correct documentation is obtained and completed and that the correct advice is obtained and followed. We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa or immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

**13.2 Conduct:** You agree diligently and expeditiously to discharge all instructions and duties from time to time given to you by Frontier and Frontier's field staff and partners. All participants are expected to conduct themselves in an orderly and acceptable manner in compliance with the Code of Conduct and to comply with all UK law, the laws of the countries in which the project is held and with all the rules and regulations of Frontier from time to time in force.

You acknowledge that Frontier shall be entitled to withdraw your place on a project and terminate your booking with us immediately without any compensation where you have breached any of the above provisions of this clause 13.2 or the Code of Conduct or otherwise in any other circumstances where your conduct is inconsistent with the efficient operation of the project. Such conduct may include, but is not limited to, aggressive or abusive behaviour, deliberately or recklessly making any verbal or written statement which is untrue and which is not immediately withdrawn, risking the safety or security of yourself or others, causing distress or disturbance to others including fellow participants, damaging any property or equipment and disregarding the instructions of staff or local representative. In the event of such termination our liability to you will cease and you will be required to leave the project immediately. We will have no further obligations to you, no refunds for lost accommodation or any other service will be made and we will not pay any expenses or costs incurred as a result of termination. You may also be required to pay for loss and/or damage caused by your actions. Full payment for any such damage or losses must be paid directly to Frontier or the service provider as appropriate prior to departure from the project. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you. We cannot be held responsible for the actions or behavior of other participants or individuals who have no connection with your booking arrangements or with us.

**13.3 Medical:** Prior to making a formal commitment to book you must satisfy yourself that you have the necessary level of health, fitness and maturity successfully to complete your chosen project as described in the project information. If you think that you may be or you are suffering from illness, disability, any physical impairment or medical condition, whether psychological or physical, which may affect your ability to function on the project you must provide us with a full disclosure of all the details at the time of booking. In addition, if you answer yes to any of the medical questions in the consultation interview you are required to complete a medical form and may need to get it signed off by your doctor. If as a result of a medical condition or disability which you disclose to us we are not able to accommodate you on a project, we will inform you and will not confirm your booking. Failure to make any disclosure as above will constitute a breach of these Terms and Conditions and may result in your being excluded from the project in respect of which you will not be entitled to any refund or other payment. We are unable to provide any specific medical advice as we are not qualified medical professionals and do not have access to your medical background.

**13.4 Project Staff:** If you are accorded the position of project staff you shall fulfil such additional duties, including the preparation and provision to Frontier of accounts or reports in accordance with the instructions in Frontier's Staff Guidelines or otherwise as Frontier may require.

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## **14. EQUIPMENT, FOOD & ACCOMMODATION**

14.1 Frontier shall provide, and the project contribution shall cover, staff or a local representative (unless otherwise stated), food (unless otherwise stated), accommodation (unless otherwise stated) and, in the case of Frontier Group Projects and where appropriate, the use of equipment for the period of the project. In view of practical constraints, where Frontier does provide food, it cannot undertake to provide for specialist diets during the project and any such provision will be wholly at the discretion of Frontier's field staff or in-country representative.

14.2 It is your duty to provide all equipment of a personal nature which may be required on a project including any specific to your personal needs.

14.3 Free baggage allowance is normally limited to 20 kg (44lbs) plus an entitlement to a further 5kg (11lbs) cabin/hand baggage. This limit may be strictly enforced and Frontier accepts no liability for excess baggage charges that may be levied.

14.4 Any equipment of Frontier which has to be written off in whole or part will be charged to any participant responsible.

14.5 You may not change your project or your accommodation or any other aspect of your project once you have arrived on your project without the written consent both of the local member of staff or representative responsible for you and our London office.

## **15. INDEMNITY**

15.1 You hereby agree to indemnify Frontier from and against all loss, damage and liability which Frontier may suffer or incur as a result of your act, neglect or default while participating on a project.

## **16. COPYRIGHT**

16.1 Frontier retains all copyright in, and editorial control over, works, including literary, film and photographic works, which you may create or contribute to during your participation on your Frontier project or thereafter, in respect thereof.

## **17. INTERPHASE**

Where you attend consecutive phases of a project:

17.1 You are alone responsible for your individual safety, accommodation, food and fitness during the inter-phase period and Frontier accepts no responsibility whatsoever for you;

And

17.2 The references in clause 3.1 and 3.2 to the due date of an instalment shall be construed as a reference to the due date of an instalment in respect of the first phase attended.

## **18. COMPLAINT**

18.1 If you have a complaint against Frontier you should make it in writing to the senior field staff member or local representative of Frontier as soon as possible and in any event not later than 48 hours after the subject of the complaint arises on Frontier's complaint form (a copy of which is available from our London office). If the matter is not resolved to your reasonable satisfaction, you may take the matter up with Frontier's Volunteer Co-ordinator in Frontier's London headquarters within the period of a further 48 hours, who will make enquiries in the field and endeavour to

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resolve the matter on your behalf. It is important that you raise any matter in accordance with the above deadlines, since Frontier will otherwise be unable to deal with it at the time and when you are still on the project. If you are not satisfied with the decision of Frontier's Volunteer Co-ordinator you may within one month of the project end date raise the matter with Frontier's Director of Operations. Frontier will not, other than in exceptional circumstances, entertain a complaint following the end of a project unless you have acted in accordance with above requirements as to deadlines and forms. Failure to do so may affect ours and any applicable supplier's ability to investigate your complaint and rectify it when you are still on the project and will affect your rights under this contract.

## **19. FINANCIAL SECURITY**

19.1 If your project is governed by The Package Travel, Package Holidays and Package Tours Regulations 1992 those Regulations require us to provide security for the monies that you pay for the project booked with us and for your repatriation in the event of our insolvency. We provide this security by way of financial protection insurance.

If you book arrangements other than a package holiday, your monies will not be financially protected. Please ask us for further details.

## **20. DELAYS AND MISSED TRANSPORT ARRANGEMENTS**

20.1 If you miss your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact the airline or other transport supplier concerned immediately.

Since air transport is not included as part of your booking with us, we cannot be held liable for any delay or cancellation to your flight or other transport arrangements. Nevertheless, the Package Travel etc Regulations 1992 provide that in the event that you experience difficulty on the occurrence of circumstances described in clause 9.7 (a) (b) (c) or (d) of these conditions, we are required to provide you with prompt assistance. Where you experience a delay which is not owing to any failure by us, our employees or sub-contractors, this prompt assistance is likely to take the form of providing help in locating refreshments, accommodation and communications but not paying for them. Any airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly against them.

20.2 It is your responsibility to source and pay for any flights related to the project which you have purchased from us. We cannot be held responsible for any costs, claims or damages suffered by you in respect of or as a consequence of any flights purchased by you, including, save to the extent referred to in clause 20.1, any suffered as a result of any changes or delays in such flights.

## **21. EXCURSIONS**

21.1 Excursions or other tours that you may choose to book or pay for whilst you are on the project are not part of your contracted arrangements with us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

## **22. JURISDICTION & APPLICABLE LAW**

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22.1 These Terms & Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only.

### **23. PRIVACY POLICY**

Frontier's data and information privacy policy states what data we collect, how it is collected and how it is processed.

#### **23.1 Use of your Information**

This refers to personal information, data and documentation communicated to us. It includes, but is not limited to, information included in our application form, information given during interview consultation and information provided through the Volunteer Online Area.

#### **23.2 Use of Your Information by Frontier**

(1) Where necessary, we may disclose or process your information outside the UK or EU. In many cases, it is required that we disclose this information to government authorities for purposes including immigration and security.

(2) For the purposes stated in our registration with the Information Commissioner, we may process and collect your information, and disclose this information to our partner companies for the purposes of business. We may also disclose this information to companies who act as data processors for us, as well as to fraud or credit agencies. These agencies may be located outside the UK or EU.

(3) Under the Data Protection Act 1998, information such as that regarding health or religion, may be considered "sensitive personal data". This information is collected by Frontier to enable us to provide better service, as well as for reasons of personal safety, and is only accepted with your positive consent. It may be necessary for your insurer, their agents and/or medical staff to exchange this information in case of an emergency or in other circumstances.

***In order to proceed with your booking, you must agree to Frontier's use of your information, as above.***

#### **23.3 Direct Marketing Communications**

(1) Frontier may contact you from time to time with information including new projects or services, competitions, events and other marketing-related material. Unless you choose to opt out during the application process, we will assume that you agree to these communications.

(2) You may choose to opt out of these communications after the application stage, as detailed below.

#### **23.4 Your Rights**

(1) You have the right to request a copy of all the information we hold on you by completing a Data Subject Access Request form. There is a £10 administration charge for this.

(2) You have the right to opt out of all direct marketing communications either by following the "unsubscribe" procedure as detailed in all our email communications, or by contacting us by post or email.

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The address for all requests is Frontier, 50-52 Rivington Street, London, EC2A 3QP.

### **23.5 Overseas Data Protection Regulations**

Data protection regulations outside the UK or the EU may not be as stringent as those within the UK/EU.

### **23.6 Use of “Cookies”**

Our website uses cookies to track user behaviour and to provide a personalised experience for the user. Without the use of cookies we are unable to provide the functionality that is required for the Volunteer Online Area. By using our website(s), you consent to our use of cookies.

Frontier’s websites may include links to third-party websites. Although we endeavour to only include links to reputable websites, we take no responsibility for the content or operating procedures of any third-party websites.

### **23.7 Monitoring**

For the purposes of service improvement as well as for security and fraud, we may monitor and/or record:

(1) telephone conversations; (2) website visits and activity; (3) social media channels; and (4) transactions carried out through our electronic banking system. Recordings and monitoring data are the property of Frontier.

### **23.8 Security**

Frontier takes all reasonable security measures to ensure that your personal data is protected.

### **23.9 Policy Changes**

**Changes to this policy will be made available on request.**

## **24. TRAVEL ADVICE**

24.1 For all countries in which it operates Frontier follows the travel advice of the British Foreign and Commonwealth Office. It is your responsibility to ensure that you fully research current travel advice for your intended destinations including that of the British Foreign and Commonwealth Office by visiting [www.fco.gov.uk](http://www.fco.gov.uk) and following the links to the travel advice for all the countries which are relevant to your project.

## **25. DIETARY REQUIREMENTS**

25.1 Frontier will consider any request for a special dietary requirement such as vegetarian meals at the time of booking. You will be provided with our decision, which will be taken entirely at Frontier's absolute discretion, at the time of booking time of booking and if we accede to any such request Frontier will notify you of the applicable additional charge. In all cases where a request is granted it is your sole responsibility to ensure that the project field staff or local representative are aware of your specific requirements and if you fail to do so, we will have no liability to you for any cost, loss or damage which you suffer as a result.

## **26. CRIMINAL RECORD BACKGROUND CHECK**

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26.1 If you are participating on a Frontier project which involves working with young children or vulnerable individuals, including but not limited to teaching, orphanage, medical and sports coaching projects, it is essential that you obtain an up to date police/criminal records background check to ensure your suitability for the project and that you provide evidence of this to us prior to your project start date. Frontier reserves the right to delay or postpone your project until the police/criminal record background check has been completed. If you fail to comply with the above requirement to produce a police/criminal record background check for any reason you will be asked to switch your placement to a Frontier project that does not require a police/criminal record background check, or to defer your project start date until a time that you are able to comply and the provisions of clause 6 "Changes by you" will be deemed to apply.

## **27. FELLOW TRAVELLERS**

27.1 By agreeing to Frontier's Terms and Conditions you authorise Frontier to forward the contact details that you have provided to us to your fellow travellers/volunteers who are participating on the same project as you for the same dates. Providing our volunteers with contact details of their fellow travellers enables you to communicate with each other and coordinate travel plans with the wider group should you wish to prior to your departure. If you would prefer not to be included within the group email you should send written confirmation (by post or by email) and we will remove your contact details from the list. Please be aware that we do not forward your contact details on all projects.

## **28. IN COUNTRY SUPPORT**

28.1 Frontier agrees to provide in-country support staff and/or a local representative for both Frontier Group and Frontier Partner projects the number of which will vary from project to project and from country to country. We will generally provide the contact details of the in-country staff or representative not less than seven days prior to the project start date. The project Field Staff or local representatives are responsible for any necessary orientation and for arranging the specifics of your project. As a result the Field Staff or local representative should be seen as your principal point of contact for any support and advice, or in the event of an emergency, or if you would like to raise any issues that you experience with your project. Our Field Staff or local representative will help you to resolve any issues during your placement and provide you with reasonable assistance as necessary. Frontier also provides 24 hour UK based emergency support to all of our customers participating on our projects, the contact details for which are provided within your project Field Brief. The 24 hour emergency contact number is to be used for genuine emergency purposes only.

## **29. UNDER 18's**

29.1 If you are under 18 at the date of booking you will be required to provide written parental consent before it can be confirmed. Failure to make such disclosure will constitute a breach of these Terms and Conditions and result in your being excluded from the project and the cancellation provisions of clause 7 will be deemed to apply.

## **30. TRANSFERS**

30.1 The majority of our programmes include an airport pick-up service and transfer to the project site, however please check your specific booking as this is not always the case. Where an airport pick-up service is not included, or where you are arriving outside of the scheduled project start

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date/time, you will be required to make your own way to the project site and be responsible for covering the cost of those arrangements.

If you fail to advise us of your correct flight arrival details, including in the event of a flight delay whilst you are en-route, you may have to cover the transfer costs.

### **31. INDIVIDUAL TRAVEL DETAILS**

31.1 You agree to provide Frontier with your flight arrival details, travel insurance details, next of kin contact details and any other relevant requested information not less than 28 days prior to your project start date, or for individuals signing up to a project at late notice no later than the payment deadline dates as set out in our written proposal. Where changes are made you must advise your Frontier volunteer coordinator at the earliest possible opportunity and where appropriate liaise directly with the in-country staff or local representative.

Participants signing up to internships and medical and paid work programmes are required to submit their CV/resume to Frontier before a booking can be confirmed and are referred to clause 8.5.

Project specific information, including that regarding the food and accommodation provision of your booking, will be detailed within your project specific Field Brief and on the Frontier website. Food, accommodation and facilities will be of a local standard and living arrangements are typically shared.

### **32. VARIATION AND CONFLICT**

32.1 No employee of Frontier has authority to vary these conditions.

32.2 In the event of any conflict between any of these conditions and any other document issued by, or on behalf of, Frontier these conditions shall prevail, unless otherwise indicated in writing.

### **33. CODE OF CONDUCT**

By accepting your offer of a project with Frontier you are committing at all times to adhere to the Frontier Code of Conduct. The current Code of Conduct in force is included below for your reference and will be provided to you through your online area prior to departure. The Code of Conduct is in place to provide participants with clear guidance on what is acceptable and what is not and to ensure that a participant's behaviour doesn't jeopardise the success of the project and to protect the valuable relationships which Frontier depends on to operate.

## **CODE OF CONDUCT**

Frontier has a commitment to ensuring the enjoyment, health and safety of volunteers and local people and partners alike. Relationships with local organisations have been developed over an extended period of time and we would like to continue working alongside them in the future. Please be aware that you are an ambassador of Frontier while on the project and should act accordingly. Please study the Code as there should be no confusion.

**Minor Offences**

**1st Offence**

**2nd Offence**

**3rd**

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	Offence		
<b>General bad conduct</b>	Verbal Warning	Written Warning	Termination
<b>General negative attitude</b>	Verbal Warning	Written Warning	Termination
<b>Poor punctuality</b>	Verbal Warning	Written Warning	Termination
<b>Dishonesty</b>	Verbal Warning	Written Warning	Termination
<b>Laziness</b>	Verbal Warning	Written Warning	Termination
<b>Failure to read and comply with any of Frontier's relevant briefing material</b>	Verbal Warning	Written Warning	Termination
<b>Failure to attend an activity without just reason or effective communication with project staff</b>	Verbal Warning	Written Warning	Termination
<b>Failure to listen to or follow instructions or advice of in-country staff and project supervisors</b>	Verbal Warning	Written Warning	Termination
<b>Failure to follow project rules</b>	Verbal Warning	Written Warning	Termination
<b>Failure to communicate with in-country staff at any time when on or off project</b>	Verbal Warning	Written Warning	Termination
<b>Failure to maintain adequate standards of hygiene or to keep your personal space clean and tidy or failure to keep your personal possessions safe</b>	Verbal Warning	Written Warning	Termination
<b>Minor breach of health &amp; safety rules</b>	Verbal Warning	Written Warning	Termination
<b>Disrespecting local customs or traditions (particularly regarding dress)</b>	Written Warning	Termination	
<b>Misusing emergency response and support system</b>	Written Warning	Termination	
<b>Uncooperative or inconsiderate behaviour</b>	Written Warning	Termination	
<b>Being rude, unfriendly or disrespectful to any person (Frontier staff, locals, other volunteers)</b>	Written Warning	Termination	
<b>Discrimination in any form</b>	Written Warning	Termination	

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Serious Offences	1st Offence
<b>Drinking on duty (or between activities) where you could endanger yourself or someone else as a result</b>	Suspension and/or Termination
<b>Failure to cover any costs incurred when due/requested</b>	Suspension and/or Termination
<b>Deliberately or recklessly making any verbal or written statement which is untrue and which is not immediately withdrawn</b>	Suspension and/or Termination
<b>Malicious damage to property belonging to any party involved including Frontier</b>	Suspension and/or Termination
<b>Leaving the project without informing project staff in writing of your intentions. (Abandonment)</b>	Suspension and/or Termination
<b>Theft</b>	Suspension and/or Termination
<b>Threatening, violent or verbally abusive behaviour</b>	Suspension and/or Termination
<b>Negligent performance of duties with serious consequences to property or health</b>	Suspension and/or Termination
<b>Serious breach of safety rules</b>	Suspension and/or Termination
<b>Under the influence or in possession of drugs</b>	Termination
<b>Breaking of local laws</b>	Termination
<b>Becoming involved in political protest or action</b>	Termination

## Upholding the good name of Frontier and its partner organisations

We ask that you do not bring yourself or Frontier into disrepute nor involve any other employee or volunteer in any behaviour that might amount to disrepute. If your behaviour is found to be detrimental to the programme that you are involved with, you may be asked to leave immediately without compensation. As well as yourself and Frontier you are also representing your country of origin and we ask you to keep this in mind at all times and act appropriately.

### Drugs

Frontier has a zero-tolerance policy on drugs. If you take any drugs, illegal or otherwise, other than for medical reasons, your placement will be terminated immediately.

### Respecting Others

It is essential to the overall success of the projects as well as the experience of all individuals involved that the appropriate level of respect is accorded to all people and cultures at all times when on a project with Frontier. Failure to accord the appropriate level of respect to any individual or culture whether connected to the project or not will be taken very seriously and your placement may be at risk. What is acceptable and what is not will vary from country to country and even from project to project and you may be given some guidance as to some aspects of cultural differences by your in-country staff or local representative. However, it is the responsibility of individual volunteers to ensure that they are not disrespectful of another culture or act inappropriately at any time. This includes but is not limited to: dress code, manner of communication, offensive language, personal/sexual relationships, alcohol and drug use and inviting guests to your accommodation.

### Suspension of Placement

In the event that your placement is suspended due to your failure to abide by the code of conduct laid out above, you will be required to leave the project site whilst Frontier London and associated personnel investigate the incident and decide on the best course of action whether this is

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termination of placement or returning to the placement. The review could take between 5 – 10 day working days and you will be required to pay for any costs incurred during the suspension period.

### **Termination of Placement**

In the event that your placement is terminated due to your failure to abide by the code of conduct laid out above, you will be required to pay for any costs incurred in your return home from the placement and you will not be entitled to any refund of project fees or other compensation.

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