



YOUTHLINC FRIENDS AND FAMILY POLICIES

Important: This is a legal document. Please read and understand this document before signing Signature page.

A. PARTICIPANT RESPONSIBILITIES

Participants interested in a Friends and Family (F&F) program can create their social fundraising accounts with Youthline upon acceptance by the program leader. Payment schedules will be tailored to when a participant is accepted into the program. Program payment schedules will be broken down into monthly installments and will start between December 1st to April 1st.

A \$500 non-refundable and non-transferable deposit is due to Youthline from each participant. This deposit holds your spot on that team and will go toward your program cost. Participants who do not make this deposit will be dropped from the program. An applicant from the waiting list will be invited to participate on the team.

If a participant drops from the program after any deposits, payments, or if any non-renegotiable contracts are made to coordinators or agencies facilitating our international program, including airlines, those deposits or payments are also not refundable. If a participant drops from the program 45 days or less from departure, all payments are non-refundable.

Youthline reserves the right to cancel or postpone international programs, and change international sites, at its sole discretion when it deems it necessary or advisable due to local conditions or world events. In the event of any such change, \$500 deposits remain non-refundable. Youthline may also be required to forfeit nonrefundable payments for airfare and hotel deposits. Any such forfeiture will be charged against participant payments on an equitable basis, as determined by Youthline. In such cases, a participant who wishes to serve on an alternate or postponed Friends and Family program, or a trip to an international site that has been changed, would be required to make up the shortfall.

In addition, as described above, amounts transferred to subsequent program trips will be reduced by an allocable portion of any forfeiture of deposits or payments that result from participant or Youthline initiated cancellations, postponements, or changes in response to the world events or local conditions.

Personal donations made which are matched by corporate giving programs are not eligible for a refund up to the amount that was matched by the company. No unrestricted or general charitable donations are refundable under any circumstances.

Youthline will notify participants if they are eligible for a refund by June 1st. Participants must confirm how they'd like to allocate any eligible refund (refund, donation to project funds, or sponsorship). Any donations toward a participant's international experience received after June 1st are non-refundable, and will be allocated to project funds or sponsorships for the current or following Friends & Family program.

Youthline makes every effort to contact participants about their refunds. Any allowable refund that is not collected by a participant after July 31 of any calendar year will be allocated to project funds or sponsorships. After July 31, our Year-End, a participant can no longer collect an unclaimed refund.

B. INTERNATIONAL PROGRAM COSTS

In the participant's Youthline Account, participants will view their program costs and donation schedules for the program they have been accepted into. Each Friends and Family Program will have its own donation schedule. These schedules will be based on when the participant is accepted into the program. Program costs will vary based on Friends and Family program needs/locations. These costs do not include any required travel documentation (e.g. passport, visa), international airfare, or any recommended vaccinations. Participants are also responsible for their personal expenses in -country, such as toiletries, souvenirs, extra food or beverages other than water.

Some Friends and Family participants may be able to apply for financial aid support for their Friends and Family trip costs. Recipients of financial aid will be notified by or before March.

Due to the increased administration involved when payments are late, a \$25 late fee will be added to a participant's costs whenever any payment is late.

C. YOUTHLINC ROSTERS AND THE SOLICITATION OF FUNDS

Youthline rosters and the information contained therein are confidential Youthline property and are not to be used for the solicitation of funds for any cause, however worthy, without the direct permission of the Youthline Executive Director. If a Youthline participant, past or present, would like to ask past or present program participants to contribute to any cause, please contact office@youthline.org and ask for the Executive Director.

From time to time, Youthline participants will receive a request to contribute to a cause that has been investigated by Youthline and verified to be legitimate and beneficial to the whole international site. If this request does not come on Youthline stationery, or from the Youthline office (verified through caller ID), or is not sent from a youthline.org email, the request is not sanctioned by Youthline and has not been verified by Youthline to be legitimate or beneficial.

D. DISMISSAL FROM THE PROGRAM

Participants must be in good standing with the hosting institution that is partnered with Youthline to be accepted into the program. If the hosting institution dismisses a participant from the program, they are not accepted on the Youthline side of the program.

In addition, the discretion of team leadership and Youthline staff, a participant who is in non-compliance with program requirements can be dismissed from the Friends and Family Program. In such a situation, Youthline is under no obligation to refund any program payments.

E. MEDIA RELEASE AND USE OF LIKENESS

By participating in the Friends and Family program, participants grant Youthline and its partners the right to photograph, video record, and otherwise capture their likeness and activities. These materials may be used in promotional, educational, or fundraising materials, including social media, websites, reports, and print publications. Participants waive any right to inspect or approve the finished materials or their eventual use. Participants who do not consent to this use must notify Youthline in writing prior to participation.

F. INFORMATION ABOUT TAX DEDUCTIONS

Youthline is a non-profit organization as described by section 501(c)(3) of the Internal Revenue Code. Donations made to support a specific participant may not be tax-deductible under IRS regulations. Participants should consult their personal tax advisor to understand the deductibility of such contributions. Participants acknowledge that Youthline does not issue tax-deductible receipts for donations earmarked for individual participant travel costs.

Friends and Family Program costs such as transportation to and from the international site and directly associated Friends and Family Program trip expenses are probably tax deductible. We suggest participants consult their personal tax adviser regarding their personal tax situation.

G. YOUTHLINC REFUND POLICY FOR PARTICIPANTS

Within 15 days of being accepted into the Friends and Family Program, a \$500 non-refundable and non-transferable deposit is due from each participant. This deposit holds your spot on that team. Participants who do not make this deposit within 15 days of being accepted into the program will be dropped from the program. An applicant from the waiting list will be invited to participate on the team.

If a participant drops from the program after any deposits, payments, or non-renegotiable contracts are made to coordinators or agencies facilitating our international program experience, including airlines, those deposits or payments are also not refundable.

No Friends and Family Program payments through donations from individuals or businesses are refundable, except those made directly by the Friends and Family Program participant or by the parent of a participant. In the case that a refund is possible and the participant has received financial aid or sponsorship from Youthline, the amount donated by Youthline sponsors will be subtracted from the amount for which the individual participant is eligible.

If a participant drops from the program 45 days or less from departure, all payments are non-refundable.

Youthline reserves the right to cancel or postpone service trips, and change international service sites, at its sole discretion when it deems it necessary or advisable due to local conditions or world events. In the event of any such change, \$500 deposits remain non-refundable. Youthline may also be required to forfeit nonrefundable payments for airfare and hotel deposits. Any such forfeiture will be charged against participant payments on an equitable basis, as determined by Youthline. In such cases, a participant who wishes to serve on an alternate or postponed service trip, or a service trip to an international service site that has been changed, would be required to make up the shortfall.

In addition, as described above, amounts transferred to subsequent service trips will be reduced by an allocable portion of any forfeiture of deposits or payments that result from participant or Youthline initiated cancellations, postponements, or changes in response to world events or local conditions.

Personal donations made which are matched by corporate giving programs are not eligible for refund up to the amount that was matched by the company. No unrestricted or general charitable donations are refundable under any circumstances.

Any allowable refund must be requested by participants within 30 days of the trip or before June 1st. No refunds will be issued until two weeks before departure. Any donations toward a participant's international experience received after these deadlines will not be refundable and will be allocated to project funds or sponsorships for the current or following Friends and Family program. Youthline makes every effort to contact participants about their refunds. Any allowable refund that is not collected by a participant after August 31 of any calendar year will be

allocated to project funds or sponsorships. After August 31, our Year End, a participant can no longer collect an unclaimed refund.