

International Internships – Terms and Conditions

Introduction

1. Please read these **Terms and Conditions** carefully.
2. It is important that you fully understand the **Terms and Conditions**, as they:
 - Formalise your relationship with International Internships
 - Constitute a contract between you and International Internships for the services which will be provided by International Internships, **AND**
 - Provide detailed information about your legal obligations and responsibilities from the time you pay your deposit.

Pricing

3. All prices listed are in Australian dollars (AUD) unless specified otherwise.
4. Prices apply to the specific program and intake of your application.
5. International Internships reserves the right to revise fees, or alter inclusions, due to any reasonable change in cost including, but not limited to, exchange rates and seasonal costs. If such changes occur, International Internships will provide you with written notification as soon as practicable.
6. The program description will contain detailed information about your program including:
 - Program
 - Schedule
 - Inclusions and exclusions
7. International Internships pricing excludes the following expenses, all of which will remain your practical and financial responsibility:
 - Airfares, airport taxes, excess baggage charges
 - Passport fees and visa costs
 - Travel/health insurance (which must meet all requirements required by your Australian university, if applicable)
 - Meals and drinks, unless specifically included in your program description
 - Laundry or any items of a personal nature
 - Extra activities or trips
8. You are responsible for any transaction costs, such as transfer fees and PayPal fees, and will need to make up any underpayment.

Deposit

9. International Internships will request payment of a deposit, which will occur after:
 - You have submitted your completed application
 - International Internships has confirmed your details, **AND**
 - You have participated in an initial consultation with International Internships.
10. An invoice will be generated which will include the amount you need to pay, and the payment deadline.
11. International Internships will commence arranging your program only after your deposit payment has been received. Please see '**Cancellation and refunds**' below, for more details.



Final payment

12. Once your program has been confirmed (including your internship site, where relevant), International Internships will issue an invoice for the final payment.
13. This will be required 14 days from the issue date of the invoice or 14 days prior to program commencement, whichever is earlier.

Program changes

Changes made by International Internships

14. Some program delivery components may have slight variations from what is indicated on the International Internships website, other program materials, or in communications with you, and may be the result of:
 - Force majeure events
 - Weather conditions
 - Unexpected or seasonal changes in opening and closing times
 - Vehicle availability, **OR**
 - Other circumstances beyond the control of International Internships.
15. International Internships will endeavour to replace any varied program components with a similar activity/event wherever practicable. Alternatively, and while International Internships will be under no obligation in such circumstances, a partial refund may be considered at the sole discretion of International Internships.

Changes requested by you

16. All International Internships programs involve a significant amount of work behind the scenes well before a placement, internship, or program commences.
17. Please note that changing your mind about the duration, inclusions, or any other agreed terms of your program is a big decision. Please consider all aspects of your program carefully prior to finalising your preferences and paying your deposit.
18. While International Internships may consider changes to your program or a request for a refund as a result of you changing your mind, this is not guaranteed after your initial application has been accepted and your deposit has been paid. More information about cancellation and refunds is available in the '**Cancellation and refunds**' section.

Cancellation and refunds

Cancellation by International Internships, prior to program commencement

19. If one of the following occurs, International Internships will offer you the choice of either
 - Providing you with a full refund of monies paid, **OR**
 - Transferring monies paid to another program.
20. These options will be available if International Internships is:
 - Forced to cancel your program for any reason
 - Unable to offer you a spot on the program on the dates specified in your application
 - Unable to secure you an internship in the agreed program by the mutually-agreed deadline, **OR**
 - Unable to meet any specific conditions stipulated by you directly in your application (e.g. listed positions, internship dates etc).



Cancellation by you

21. Your initial deposit of **\$200** is not refundable if you choose to cancel
22. Total cancellation fees will be determined by the nature of your program, how far in advance you formally advise us of the cancellation, and how much money you have already paid – see table below.

Program type	Mode	Timing of cancellation	Cancellation fees (less any monies already paid, including the \$200 deposit)
Internship	In-country OR online	Before internship has been confirmed and before mutually agreed deadline for securing your internship	30% of the total program fee
		After your internship has been confirmed, and more than 60 days prior to program commencement	50% of the total program fee
	After your internship has been confirmed, and 60 days or less prior to program commencement	100% of the total program fee	
	Online	After your internship has been confirmed, and more than 30 days prior to program commencement	50% of the total program fee
		After your internship has been confirmed, and 30 days or less prior to program commencement	100% of the total program fee
	Intensives	In-country OR online	More than 75 days prior to program commencement
Between 31-75 days prior to program commencement			50% of the total program fee
30 days or less prior to program commencement			100% of the total program fee

COVID-19 refund policy

23. To support students during the ongoing uncertainty surrounding the return to international travel following the COVID-19 pandemic, International Internships has introduced the following additional conditions relating to refunds due to COVID-19 (e.g. border closures, university travel restrictions, government travel advice):
 - a. **Cancellation of a program prior to commencement**
If we are forced to cancel an entire program, due to COVID-19, you will receive a full refund for all International Internships program fees.
 - b. **Cancellation of a program once it has already begun**
If a program has begun, International Internships will attempt to refund any portion of the program fee that has not yet been allocated.
Note: Allocated costs include direct costs (e.g. accommodation, transport, etc.) and labour costs. However, please note that much of the costs and labour are

incurred prior to the commencement of programs, so this will likely comprise the majority, and in some cases all, of the program fee.

General information

24. We always strive to be fair and transparent when dealing with our participants, host organisations, and university partners.
25. In exceptional circumstances, such as serious illness or death of a close family member, International Internships will consider refund requests on compassionate grounds, on a case-by-case basis, for some or all recoverable costs only.
26. Written confirmation from medical or other professionals may be required in support of your claim.
27. Any refunds granted will be for fees originally paid to International Internships only. International Internships cannot provide refunds for any fees originally paid to external parties, including but not limited to insurance, flights, and visa expenses.
28. If your behaviour is in breach of the **Code of Conduct**, and you are removed from a program, you will not be entitled to any refund.

Code of Conduct

29. International Internships provides a safe and enjoyable program for all participants. To support this, you are required to abide by our **Code of Conduct**.
30. If your actions compromise the safety and wellbeing of any individual (yourself, another participant, or an employee of International Internships, a partner university, a host organisation, or any other person), or you breach the **Code of Conduct**, International Internships reserves the right to terminate your involvement in the program immediately.
31. If your internship site makes the decision to terminate your placement prior to the end of your agreement as a result of your actions, and can provide reasonable evidence to support that decision, no refund of fees will be given, and International Internships is under no obligation to provide you with another placement.
32. If you are in-country, you will be required to return to Australia as soon as practicable (any costs associated with your early return will be your responsibility), and you will not be entitled to any refund.

Laws and customs

33. International Internships will not accept responsibility or liability for any participant, or third party, who contravenes the laws or regulations of any country.
34. You must comply with all Australian laws at all times.
35. If you are completing a program in-country, you must also be aware of, and adhere to, all local laws, even if they are for offences which are not illegal in your Australia or your home country. This includes laws, regulations and customs relating to:
 - Drugs and alcohol
 - Child protection and family violence
 - Sexual exploitation, abuse and harassment, **AND**
 - Bullying.



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Authority of the Program Manager

36. Each International Internships program will be led by a Program Manager for its entire duration. This may be an International Internships employee or partner.
37. The Program Manager's decisions – on all matters likely to affect the safety and wellbeing of participants – are final.
38. Failure of a participant to follow any reasonable direction by the Program Manager will be considered a breach of the Code of Conduct.

Equal opportunity and respect

39. International Internships does not discriminate on the basis of age, disability, race, sex, intersex status, gender identity, sexual orientation or religion.
40. By participating in an International Internships program, you agree to embrace this philosophy and not engage in discriminatory behaviour of any kind.

Honesty and disclosure

41. To ensure a safe and enjoyable experience, you must ensure that all information provided to International Internships is true and accurate including, but not limited to, your:
 - Personal details (including any relevant medical history)
 - Academic records
 - Work experience

Conditions overseas

42. International Internships operates in countries where standards of accommodation, transport, safety, hygiene, medical facilities, and other infrastructure may be different to what you are used to in Australia or your home country.
43. You may be exposed to risk of physical or psychological injury or illness, disease, loss or damage to property, inconvenience, or discomfort at levels higher than what may be considered 'normal' in Australia or your home country.
44. You are responsible for:
 - a. Following all advice and guidance provided by the Department of Foreign Affairs and Trade on the [Smartraveller](#) website
 - b. Reading and understanding all pre-departure documentation provided by International Internships, **AND**
 - c. Making an informed decision to travel and stay in the country of your program activity or internship.
45. You must determine your competence and confidence in each situation and make an active choice to participate voluntarily.
46. You accept that there are potential risks which may occur, and which are outside the responsibility and control of International Internships or its program partners.
47. All internship sites are inspected and approved by International Internships. However, they may not always be able to adhere to occupational health and safety standards required in Australian workplaces.



48. It is your responsibility to ensure you are comfortable participating in any activity requested by your host organisation, from the perspective of your own wellbeing and safety.
49. If you have any concerns about the specific conditions of your host organisation, you must contact International Internships as outlined in the '**Feedback and complaints**' section below.
50. Under no circumstances will you be forced to work in an environment considered unsafe.

Safety

51. International Internships will endeavour to keep all participants safe at all times.
52. However, International Internships will not be liable for any events which are directly or indirectly out of the control of International Internships, including but not limited to actions by third parties.
53. International Internships, your host organisation or internship site, or any other program partner or third party is not responsible or liable for any accident, sickness, loss, damage, expense, or hazard encountered or incurred by you during your program.
54. You are ultimately responsible for managing your own safety while in-country.

Travel insurance

55. Comprehensive travel insurance is compulsory for all participants of International Internships programs which involve travel to another country.
56. Your travel insurance should cover:
 - a. Accidents
 - b. Medical expenses, including anything related to pre-existing medical conditions
 - c. Emergency repatriation, including helicopter rescue and air ambulance
 - d. Personal liability
 - e. Cancellation
 - f. Curtailment, **AND**
 - g. Loss of luggage and personal effects
57. You are required to provide evidence of your active travel insurance to International Internships prior to the commencement of your program.
58. You are also required to confirm that your travel insurance meets all requirements which may be specified by your home university (if a currently-enrolled student) or your State health authority (if not a student).
59. If you are unable to provide proof of an active insurance policy which meets all the requirements specified above, International Internships reserves the right to cancel your program at any time, including after the commencement of your trip, with no right of refund.

Insurance and COVID-19

60. In addition to the above, it is your responsibility to ensure that your travel and/or health insurance provides adequate cover for COVID-19 related issues, and any costs that you could potentially incur (see also '**COVID-19 disclaimer**').



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Pre-existing medical conditions and disabilities

61. It is your responsibility to advise International Internships, and your insurance provider, of any pre-existing medical conditions or disabilities that might reasonably be expected to increase the risk of you requiring medical attention, or that might affect the normal conduct of a program.
62. International Internships endeavours to be inclusive and supportive as much as is safe and practicable.
63. International Internships encourages all participants to be open about any medical conditions, health concerns and/or disabilities so that we can work constructively to make informed decisions about your program and any additional support which may be required.
64. International Internships reserves the right to cancel your participation at any time, including after the commencement of your program – with no right of refund – if your pre-existing medical condition or disability could potentially impact on your safety, or the safety of others, or reasonably be expected to affect the normal operations of the program for all participants and staff.

Publicity

65. By accepting these **Terms and Conditions**, you agree that International Internships may use your name and images/video taken during the program (whether by staff of International Internships, host organisations, or program participants) without requiring specific permission and without recourse to compensation, for publicity and promotion purposes only, through whatever medium it chooses.
66. If you do not wish your image, video, statement or contact details to be used by us, you must notify us in writing (info@internationalinternships.com.au) prior to the commencement of your program.

Privacy

67. Certain information will be collected by International Internships to provide you with services. Information may be disclosed to, or collected on our behalf by, our service providers to enable the services to be provided – but will not be used by them for any other purpose.
68. We may not be able to provide our products and services without all the requested information. If you do not wish to disclose certain information, then International Internships will need to determine whether the services can still be provided.
69. All information collected by International Internships will be kept confidential and will be accessible only by International Internships staff, or nominated staff from the relevant host organisation/partner university. All information will be stored securely.
70. International Internships may seek to share some of your personal information (e.g. your name and telephone number/email address) with other program participants for the purpose of running the program safely and effectively. If you do not wish for your contact details to be shared with other program participants, you will need to advise us in writing.



71. By agreeing to these **Terms and Conditions**, you authorise us to provide personal information to organisations outside of International Internships who are directly involved in providing services to you, or as required by law.
72. Under no circumstances will International Internships sell or supply information to any other party for marketing or advertising purposes.
73. International Internships may contact you, as a current or past participant of an International Internships program, about additional events, information, products or services which may be of interest. All marketing material will include an option for you to request removal from mailing or contact lists.
74. If you wish to opt out of future communication from International Internships after your program has been completed, then you must inform us in writing at info@internationalinternships.com.au.
75. You may request access to your personal information stored by International Internships and we will assess your request in accordance with the law. We will give you reasons where we deny access. If you have any questions about our privacy policy or with respect to your personal information, please email: info@internationalinternships.com.au.

Feedback and complaints

76. If you have any feedback or complaints about your program at any time, you must make them known to the Program Manager (or other International Internships staff member) at the earliest possible opportunity, so they can take any necessary action, as appropriate.
77. If you are not satisfied with the response and feel that your overall program experience is likely to be/has been significantly impacted in a negative way, you should contact the International Internships Australian office team in writing (send an email to Australia@internationalinternships.com.au with the subject line: COMPLAINT), outlining the details of your complaint, so the issue can be investigated and followed-up as appropriate to resolve the issue to everyone's satisfaction. Any complaint must be received within 14 days of the end of your program.

Governing law

78. This contract and all matters arising from it are subject to the laws of Victoria, Australia and Victorian courts only will have jurisdiction over any dispute arising under this contract.

Parties to the contract

79. This contract is between yourself and International Internships only. Any reference to third parties in International Internships program materials, website, or social media is for information only and does not constitute formal endorsement or arrangement of any kind.

General disclaimer

80. International Internships will aim to arrange a suitable host organisation/internship site on your behalf and will do its best to support you during your time participating in our program.
81. The actual working agreement is between you and your internship site and International Internships does not take responsibility for anything that happens while you are at your internship site.



COVID-19 disclaimer

82. The content of the COVID-19 disclaimer is likely to change at short notice, in which case you may be asked to review and sign the **Terms and Conditions** again prior to departing Australia, or to sign a separate agreement.
83. To participate in an International Internships program (excluding virtual programs) you are required to have received vaccinations against COVID-19 as approved by your university (if a currently-enrolled student) or State health authority (if not a student)
84. You will be required to provide evidence of your vaccination status at least 14 days prior to your program commencement date, unless you have written notification from International Internships stating otherwise.
85. Please read the '**Conditions overseas**' section of these **Terms and Conditions** carefully as the points raised are especially relevant during the COVID-19 pandemic.
86. It is your responsibility to monitor the COVID-19 situation, including the laws, rules, regulations, and risks of travel in both Australia and your destination country.
87. You must read the Australian government's Smart Traveller website carefully.
88. By taking part in an International Internships program, you confirm that you understand the inherent risks of travelling, and especially the risks of travelling during the COVID-19 pandemic, including the possibility of severe illness or death.
89. You also understand that the treatment options and level of care for COVID-19 and related illnesses in International Internships' destination countries may not be equivalent to that in your home country.
90. International Internships is not responsible for costs arising from travel restrictions, flight cancellations or any similar such events. This includes any costs associated with quarantine requirements, either on arrival in the host country or upon returning home at the end of the program, unless explicitly stated in writing by International Internships.
91. If a program is cancelled while you are in-country, International Internships is not under any obligation to assist you with travel or accommodation bookings.
92. International Internships may deem it unsafe to run certain events or activities during your program, in which case we reserve the right to cancel these events or move them to a virtual delivery format.
93. By joining an International Internships program, you agree to abide by any rules given and follow any conduct required by International Internships, at their discretion. This may include, but is not limited to:
 - a. Social distancing
 - b. Wearing a mask
 - c. Avoiding certain areas, events, or transport options
 - d. Limiting gathering sizes
 - e. Complying with quarantine or isolation requirements, **AND**
 - f. Taking COVID-19 and antibody tests.
94. You may be excluded from certain events if International Internships deems it unsafe for you to attend.
95. The items covered in this COVID-19 disclaimer support International Internships to provide a safe and enjoyable experience for all participants.



96. International Internships reserves the right to expel participants who do not comply with these requirements from the program.

Exceptions to Terms and Conditions

97. To the extent permitted by law, any condition or warranty which would otherwise be implied into these conditions is hereby excluded.
98. These **Terms and Conditions** do not attempt or purport to exclude, restrict or modify liability arising under statute if, and to the extent that, such liability cannot be lawfully excluded.
99. Where legislation implies any condition or warranty, and that legislation prohibits us from excluding or modifying the application of, or our liability under, any such condition or warranty, that condition or warranty will be deemed included but our liability will be limited for a breach of that condition or warranty to one or more of the following:
- a. If the breach relates to goods:
 - i. The replacement of the goods or the supply of equivalent goods
 - ii. The repair of the goods
 - iii. The payment of the cost of replacing the goods or of acquiring equivalent goods, OR
 - iv. The payment of the cost of having the goods repaired
 - b. If the breach relates to services:
 - i. Supplying the services again, OR
 - ii. The payment of the cost of having the services supplied again.

Participant declaration

By submitting an application for a program delivered by International Internships, all participants must:

- Acknowledge that they have read and understood all the **Terms and Conditions** as outlined in this document
- Make an informed decision to continue with their application
- Understand their responsibilities and obligations, **AND**
- Agree that they will comply with these **Terms and Conditions**, and any associated policies or procedures as advised by International Internships.

