



TANDER TRAVELS

Participant Agreement- Au Pair 2023-2024

This Program has established rules and standards of conduct for all Participants. It is the responsibility of the Participant to review the Program rules and standards of conduct. This program agreement must be signed and returned to the agency.

This agreement is made on the _____ day of _____, 2024 and is effective from this date. The contract represents the agreement between _____ hereon represented as “participant” of _____ (address) and Tander Travels located at 8 Mountain View Avenue, Kingston Jamaica hereon represented as “agency”. This contract also involves a third party “Sponsor” which is an organization contracted with the agency.

IMPORTANT: THIS IS A LEGALLY BINDING AGREEMENT. PLEASE READ THOROUGHLY! ADD YOUR INITIALS WHERE APPLICABLE AND SIGN YOUR NAME AT THE END OF THE AGREEMENT.

If you have any questions, please ask your agency before you sign these Terms & Conditions. Voluntary or willful ignorance of the content of this document will not release you from your responsibilities.

Scope

The participant agrees to obtain the services and the agency agrees to provide the services of facilitating the placement of the participant in the J1 Bridge USA Au Pair program, to be placed with a host family in the USA for a period of 12 months.

Eligibility/ Requirements

Participants must fulfil the criteria for the list of requirements necessary for their desired program in the list below in order to be considered for placement by the agency:

- Between the ages 18-27 years old
- High School Diploma or above
- At least 200 hours of childcare or infant care experience (not including family)
- Clean Police Record
- At least 1 year of driving experience
- Fluent in English

Fees

The list of fees due to the agency are as follows:

- Registration Fee- \$2,500.00 JMD
- Program Fee \$500.00 USD

Program fees include the following costs:

- Administrative and processing fees
- Job Fair/ Orientation and interview fees

Additional costs to consider:

The following are costs the participant will expect to incur that are excluded from fees paid to the agency:

- Embassy Fee- \$185.00 USD (subject to change by will of the embassy)
- Pocket money to travel with (at least \$300 USD)

Fees Covered by the Sponsor and host family:

- DS- 2019/ work permit
- SEVIS
- Air Fare
- Health Insurance
- \$500 USD of tuition of course of your choice while in the USA

Documents

- 2 Passport sized photos (1 smiling, 1 non-smiling)
- Passport (must be valid over 1 year)
- Driver's license with at least 1 year of experience
- High School Diploma and any other educational qualifications
- Resume
- US Visas including expired passports with previous US Visas
- Police Record
- 1 Character reference
- 2 Reference letters from previous employer/ voluntary service showing up to 200 hours of child care and/ or infant care
- Medical report
- All documents must be provided along with your program fee of \$500.00 USD and registration fee payment for your application to be processed. Failure to provide these requirements may result in delay of processing.

Cancellation

Our cancellation policy follows a progressive system. This means cancellation fees apply based on where you are in the process. This section outlines all fees charged and timelines for cancellation:

- Cancellation Policy
 - Cancellation requests made before the applicant's account is created in the Sponsor's system will be processed 20 business days after the request is made.
 - Applicants whose accounts have been created in the Sponsor's system or have been job matched or pre- placed or "placed" which means a job offer has been assigned to you, are only eligible for refunds at the end of Season for the Summer work and travel period. This includes all applicants regardless of which program they are a part of. The Summer Work and Travel season ends thirty (30) days after September 7th of each year.
- Visa Denial Policy
 - If you are denied the visa you must contact our office on the day of denial to let the agency know. You must then return the DS2019 form to our office within 2 business days.
- Refundable Fees
 - Cancellation requests made before an account is created in the Sponsor's system- \$200 USD will be deducted from the total amount paid
 - Cancellation requests made prior to a "pre- placed" status- \$250 USD is deducted from the total amount paid
 - Cancellation requests made prior to a "placed" status- \$300 USD is deducted from the total paid

○ Refund Policy

- The registrations fee is non- refundable and non- transferrable. It can therefore not be transferred to another season or another person and is due upon registration of each new season and each new program
- Refunds will only be processed upon submission of a cancellation form. Cancellation forms must be requested via email and returned to our office as instructed in the Cancellation Form.
- Refund payments are made via wire transfer or Zelle transfer. Any corresponding charges associated with these methods of payment will be passed on to the applicant and deducted from the refund amount.
- Refunds are paid in the order that cancellations are received. This means that though the company honours our refund date, due to banking regulations all former applicants may not be able to receive their payments on the date listed above. Applicants will be contacted by our office via email and given a proposed date of disbursement.
- Our office will not be held liable for delays based on the applicant's banking system or any delays with any financial institutions.
- Our office will not be held accountable if the funds were sent to an incorrect bank account, if in fact we can prove that the applicant provided this incorrect banking information to us.
- Tander Travels reserves the right to process any refund it deems as emergency before the stipulated date of reimbursement.

Participant Commitment

- I understand that as a condition for participating in the Program I must comply with the Program's rules and standards of conduct.
- I understand that I must follow all reasonable direction of the Program Staff.
- I understand that if I fail to follow the Program's rules and standards of conduct it may result in my being dismissed from the Program.
- I understand that if I fail to follow the reasonable direction of Program Staff may result in my dismissal from the Program.

Sponsorship/ international requirements

- I understand that the agency works with a third party agency which is referred to as the Sponsor. The Sponsor provides job placement and assists with housing, orientation, health insurance, etc.
- I understand that through the agency, I will sign a separate contract for the Sponsor with their criteria and regulations for which I will abide by in conjunction with the current contract I have signed with the agency for the duration of my program.
- I understand that the agency and Sponsor are separate organisations working together on my behalf for the duration of this contract.
- I understand that before the commencement of my program my primary point of contact is the agency.
- I understand that once I have arrived on the programme my primary point of contact is the Sponsor and secondary point of contact is the agency. In cases where I may need assistance, I would contact both entities.

Media consent

I give permission for my likeness, image, or voice to be used in photographic, video, digital, or other recording forms. I give my permission for the program to use those recordings or works produced by myself for promotional, commercial, information, and educational purposes in any and all media (including the internet) now existing or hereafter devised, for any purpose whatsoever, as deemed appropriate by the agency. This consent includes the unrestricted right and permission to copyright and use, reuse, publish, republish, edit, alter, exhibit and/or distribute any images of me or in which I may be included intact or in part, composite or distorted in character or form, without restriction as to changes or transformations. I understand that the image may be readily accessible by the general public. I further acknowledge and agree that the agency and its employees shall not be responsible for any use of the image by any third party accessing the image through the internet or any other manner. I understand that I will not have an opportunity to review or approve uses of the recordings or works, and I hereby waive any right to inspect or approve the same. I understand that I will not receive payment or any other compensation for the taking or use of any recordings or works created as a result of my participation in the program

Program rules and standard of conduct

- The agency has a zero tolerance policy for loud, rude, and inappropriate behaviour, whether at our office, seminars, and overseas on the job. Such actions will result in participants being immediately cancelled. We are always open to hearing your concerns, but this will only be done in a respectful and professional manner.
- Payments made to the bank must be done in my name (participant's name). Failure to accurately have my name placed on the receipt will result in my account not being updated and my spot on the programme not being guaranteed.
- I agree that all payment receipts must be emailed or brought to the agency's office. Failure to do so will result in your program fees not being updated and processing delayed or unsecured.
- I agree that the agency will only divulge information regarding my program status to me and not to any third party who may call or visit the office, as this is a direct violation of Agent/Client privilege.
- All webinar sessions and seminars are mandatory. I also understand and agree to watch all video presentations that have been provided by the agency.
- I agree that if there are any job-related issues, it is my responsibility to notify the agency and my Sponsor of the issue and to allow them a minimum 48 hours to have the issue addressed, depending on the severity. During this time, I will not walk off the job or take any actions that may place my position with that company at risk.
- I understand that quitting a job or getting fired can result in my visa being cancelled.
- I am aware that the agency's primary means of contacting students and disseminating information is via email, text messages, the agency's website and social media pages. I will not hold the agency accountable for moments when I do not have access to the information provided.
- I agree that the agency does not guarantee jobs in any specific area. Participants should therefore be willing to choose from the list of jobs provided.
- I agree to arrive in the US, prepared with sufficient funds of \$300 USD minimum) to cover all expenses prior to earning an hourly wage.
- I will return to my home country at the end of the program
- I will report to my pre-assigned job and full fill my work commitment to the employer. I also understand that if I do not follow this rule, I will place my program sponsorship and visa at risk of being cancelled
- I understand and agree that if I am involved in any legal matter that I will be responsible for any necessary legal actions as well as any and all expenses incurred.
- I am aware that the United States Embassy has total power to grant or deny visas. I therefore will not hold the agency responsible if I'm denied a visa.
- I am aware that the granting of a US Visa does not guarantee entry to the US. I can be refused entry by US Immigration if they deem it fit to do so.
- I understand and agree that the agency reserves the right to share my information with the participating universities, police, other agencies and the Ministry of Labour or any other body the agency sees fit.
- I understand and agree that I will not under any circumstance, be allowed to bring shame or disrepute to the agency or any of its partners by posting negative comments on social media or within any media outlet, that will result in defamation against the program and partnering agencies involved.
- I declare that all information and documents provided are true and accurate, and that misinformation of any kind provided to the agency by me can result in actions such as dismissal, up to or leading to prosecution.
- I understand that due to the nature of the business, unforeseen events may occur during the season that can impact or lead to new policies being incorporated in the program. Such changes will be communicated to me via any of the agency's means of communication listed above. It is therefore my responsibility to check all medium to ensure I stay up to date with our policies.
- I understand that as a condition for participating in the Program I must comply with the Program's rules and standards of conduct and follow all reasonable direction of the Program Staff. Failure to comply with the Program's rules and standards of conduct or failure to comply with the reasonable direction of Program Staff may result in my being dismissed from the Program. I further understand that my violation of the rules and standards of conduct or failure to comply with the reasonable direction of Program Staff may result in my dismissal from the Program. I accept responsibility for all costs associated with removing me from the Program, including but not limited to transportation costs to return the Participant home.
- I understand and agree that all documents submitted in office become the property of the agency and will not be returned to me under any circumstance.

I understand and agree that I am not eligible for a refund once I have entered the U.S. This includes but is not limited to the changing of jobs, termination of employment and/or early departure from the U.S. back to my home country.

I understand and agree that I cannot participate in the Work and Travel Program if I become pregnant, or is diagnosed with an illness that may require surgery, or that would otherwise make it difficult for me to successfully complete the program.

Force Majeure

In the event that the agency is not able to perform its obligations under this Agreement or the delivery of the Program is delayed or interrupted as a result of events outside of the agency's control, including, without limitation, because of strikes, pandemics, disease outbreak, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or Acts of God, and interruptions, loss or malfunction of utilities, communications or computer (software and hardware) services, the agency will not be considered in breach of this Agreement by reason of such delays or non-performance and shall not be liable to the participant or his or her parents/guardians/ legal representatives for any loss, injury or expense caused by or arising out of such delays, interruptions or non-performance. In such circumstances, the agency will provide participants with prompt notice of the intervening event, and shall use reasonable efforts to resume the Program as soon as it is legally permissible and the agency acting reasonably, is practically able to do so. In such circumstances, the agency may, at its discretion, resume the Program when it deems it suitable to do so.

Participant Signature

Date