

Visit Terms & Conditions



Visits are structured to create meaningful connections between Sponsors and children while offering a firsthand view of how the ministry operates in its local context, all within a limited time frame.

By booking your Standard Visit arrangements with Compassion, you ("Supporter") are agreeing to be bound by the following terms and conditions together with any additional documentation we provide to you (collectively, the "Agreement") and any terms and conditions of vendors that are applicable to your visit arrangements. The Agreement describes what Supporters are legally entitled to expect when booking a Standard Visit through Compassion, in addition to important obligations Supporters have that each Supporter/Visitor should be aware of and acknowledge. Therefore, it is of vital importance to read the following terms and conditions in their entirety.

VISIT GUIDELINES

- A Standard Visit is a Compassion-facilitated meeting for a Sponsor who has *planned their own international trip*.
- Visits are arranged for a single day, Monday through Friday, during regular business hours.
- Visit requests require a *minimum* of 3 months' notice and a maximum of 8 months' notice.
- Each adult visitor (18 and older) must complete a background check.
- Every visitor, both adult and minor, must sign a visit release form.
- Compassion will coordinate the visit with your Compassion child for the designated day. You will be responsible for organizing all other aspects of your trip, including flights, accommodations, travel documentation (such as passports and visas), insurance, and any required immunizations.
- Visits are planned by our Compassion Field Experience team, and after you have requested a visit, a Field Experience Specialist will contact you.
- Visit duration:
 - Sponsors desiring a visit with one child:
 - Visit takes place on one day
 - 2-6 hours
 - On weekdays, only during business and daylight hours
 - No evening visits
 - Sponsors desiring a visit with multiple children may be allowed to add 1 extra day (up to 3 children per day) and all the above criteria applies.

EXPENSES

- Visitors are responsible for covering all expenses related to the planning and hosting of their visit. Since each visit is unique, we are unable to provide cost estimates in advance, as expenses will vary based on the specific logistics involved.
- Every visit will involve both up-front and in-country expenses. The Compassion Field Experience Specialist will inform you in advance of the costs that need to be paid prior to the visit, as well as those that must be covered on-site in the local currency.
- Visit costs can include:
 - **Transportation** for everyone involved in the visit - in country Compassion staff, sponsored children, and their family members as well as costs for transporting the Sponsor to the visit location.
 - **Lodging (when necessary) and Meals** for everyone supporting the visit - in country Compassion staff, sponsored children, and their family members, and the visitors' costs for meals day of the visit.
 - **Compassion Host/Translator** fees.
 - **Administrative Fees:** \$250 for the main Sponsor; \$75 for any additional adult guest; and \$25 for minors attending the visit. The administrative fee covers background checks. If two or more Sponsors attend a visit together and are visiting their own Participant(s), each Sponsor must pay the full \$250 administrative fee.

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CANCELLATIONS

We ask that visitors carefully consider any decision to cancel a visit, as a sponsored child may already be aware of the visit plans and be extremely disappointed if a visit is canceled.

However, we know there are circumstances where it becomes necessary for you to cancel your visit. In that case, please contact us immediately so that we may communicate with our Field Office. In the event of a cancellation, visitors are responsible for paying administrative fees as well as any expenses that the Field Office has already incurred to arrange the visit.

CHILD PROTECTION POLICY

Concern for the well-being of children is the cornerstone of our ministry. We do everything within our power to ensure that no harm comes to any child registered in our program and to protect our children from any form of child abuse or exploitation. We believe most of our Supporters share our values of respecting and caring for children. However, it's possible that some people may seek to use our Child Sponsorship Program to gain access to children for inappropriate reasons, which is why we require a background check for everyone 18 and older who interacts with any beneficiary of our program.

- Please read our Field Experience [Child Protection Policy](#) if you are considering traveling with us, as it guides interactions between Sponsors and the children occurring on our Sponsor Trips and Standard Visits. It is meant to protect children in our Child Development Centers from abuse as well as protect visitors from any wrongful allegations.
- In accordance with our commitment to child protection, Compassion requires a background check for all adult visitors (18 years and older) who are meeting any child within Compassion's programs. This includes arrangements to meet any Compassion child or student, to visit a Child Development Center, or to visit a Child Intervention Program. Instructions for the background check will be provided upon registration for each visit. Each adult visitor will be responsible for the costs of this background check (see *Expenses section above*).
- Each visitor must sign a visit release form (a parent/guardian must sign the form for any minor attending the visit). Instructions for electronically signing a visit release form will be provided upon registration for a visit.

BACKGROUND CHECK

To protect Compassion program participants (i.e. the people who we serve through our work at Compassion), all travelers 18 and older are required to complete a criminal background check to confirm eligibility to attend. Compassion uses a third-party vendor – Sterling – to process all background checks. The results of a background check are confidential, and all personal information is encrypted and secure. Compassion reserves the right to rescind eligibility at any time even if a traveler's background check was preliminarily approved.

CODE OF CONDUCT & VISIT RELEASE FORM

All travelers, regardless of age, are required to sign and abide by all Compassion policies and instructions and uphold culturally appropriate behaviors as provided and communicated to the traveler by Compassion. Appropriate behavior applies to fellow travelers, all staff, contractors, and children. Trip Leaders have the authority to send home any attendee who violates instructions, safety measures, and policies at any time, and with no recourse, at the traveler's personal expense.

If Compassion determines that any of these guidelines have been violated, whether deliberately, or inadvertently, we may, in our sole and exclusive discretion, cancel or immediately terminate a visit. All visitors will be asked to sign a Travel Release and Code of Conduct during the background check process.

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- Visitors may not seek or accept accommodations at the Compassion Child Development Center or church partner, with the family of any Compassion child or student, at a staff member's home, or with a member of the community. Overnight stays are strictly prohibited.
- A Compassion representative must always accompany visitors during the visit. This person will act as an interpreter, or a contracted translator will be hired to facilitate the visit. Visitors will not, at any time, meet the Compassion child or student without the presence of a Compassion staff member or assigned host.
- Visitors must show respect to Compassion staff, children, students, families, and communities that they meet and take into consideration the cultural sensitivities of the country. Specifically, visitors must not engage in any behavior which could reasonably be interpreted as flirtatious, unwelcome, or sexual in any manner.
- Visitors must understand that the Compassion child or student they meet has family/parents/guardians of his/her own. Visitors will respect and adhere to the boundaries of the relationship with the child and not interfere with parenting matters that do not impact the health, safety, or welfare of the child.
- Visitors may not give any personal contact information to a Compassion child or student and may not ask for or record a child or student's contact information.
- Visitors agree to comply with Compassion's regular correspondence process and channel all communication through the ministry.
- Visitors should not, under any circumstances, pursue or respond to communications with a Compassion child or student through Facebook or other social networking sites.
- All gifts intended for a Compassion child or student, their family, or the community will be in accordance with Compassion's policies. Visitors may not give cash directly to the Child Development Center staff, Compassion staff, the child or student, or their family members.

RESPONSIBILITIES

- Visitors are responsible for determining the best ways to make your travel safe and enjoyable. This includes planning what you would do in the event of emergencies or natural disasters and informing trusted friends or family members of your travel plans. You are the best judge of whether you feel comfortable and capable of traveling internationally on your own, particularly in more challenging contexts.
- Compassion cannot assist you with emergencies or natural disasters outside of your scheduled visit with your Compassion child. If an emergency occurs during your scheduled Compassion visit and you are unable to reach your designated emergency contact, we will make reasonable efforts to reach your designated emergency contact. You are solely responsible for any emergency that arises outside of the time of your Compassion visit. We recommend registering your trip with the [United States Government](#) and signing up for their travel notifications.

IMPORTANT NOTICE

- Compassion reserves the right to cancel, adjust, or alter any visit itinerary at its sole discretion, including, but not limited to, when necessary or desirable for the protection, safety, or improvement of said visit program, or when local conditions do not permit operation as published. Compassion reserves the right to accept or deny a Supporter's application to take part in a trip at its sole discretion.
- Compassion decides with hotels and other independent parties to provide Supporters with the services purchased. These parties are independent suppliers over whom Compassion has no direct control.
- As such, acknowledges and agrees that Compassion is not responsible for any claims, losses, damages, costs, or expenses arising out of injury, accident, or death; damage, loss, or delay of baggage or other property; or delay, inconvenience, loss of enjoyment, upset, disappointment, distress, or frustration, whether physical or mental, resulting from the following: (1) mechanical

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breakdown, government actions, weather, or other factors beyond Compassion's control; (2) Supporter's failure to obtain documents, passports, visas, and health certificates valid through the date of reentry, when required – in which case a cancellation charge to be paid by traveler will be assessed; (3) Supporter's failure to follow instructions including but not limited to check-in and checkout times and baggage handling – in which case a cancellation charge to be paid by Supporter will be assessed; (4) cancellation or change for any reason in the visit services offered; and/or (5) Supporter's medical or health problems or physical disabilities.