

Terms and Conditions

Booking Conditions

1. When you apply for any activity on this website you will be asked to make a full & final payment. If your payment is successful you will receive an email confirming receipt. Neither your payment, nor the email guarantees you a place on the activity. Your place will be confirmed by the activity organiser once the application period has closed.
2. If you are unsuccessful and you do not receive a place on the pilgrimage your payment will be refunded in full within 7 working days of notification that your application was unsuccessful.

Refund Policy

- If you withdraw your application up to 6 weeks before the activity you will receive a full refund.
- If you withdraw your application between 6 weeks and 1 month before the activity, you will receive a 50% refund.
- If you withdraw your application between 1 month and 2 weeks before the activity, you will receive a 25% refund.
- If you withdraw your application within 2 weeks of the activity, you will not be refunded.
- In extraordinary circumstances a full refund will be considered up to the day before the pilgrimage. This is at the committee's discretion.
- The prerequisites for each pilgrimage are legal requirements and if you do not complete them then you will not be refunded.

Code of Conduct

The core purpose of a volunteer on an OMV activity is to provide care for people with disabilities. The principles of the OMV code of conduct stem from this purpose:

- As a volunteer you will be responsible for the wellbeing of other people. We therefore expect you to take responsibility for yourself and your actions and act in accordance with the trust we and our disabled guests are placing in you.
- If you do anything which puts one of our disabled guests, or another member of the activity at risk, whether deliberately or through negligence, you will be asked to leave the activity immediately.

The Chairman's decision on all disciplinary matters is **final** and he/she has discretion to make whatever decision he/she sees fit.

In addition, please be aware

- The OMV expects all volunteers to treat every member of the pilgrimage with respect, regardless of age, race, gender, religion or sexuality. You can expect the same from us.
- Illegal drugs will not be tolerated on any OMV activity. If you are found with drugs on your person you will be asked to leave the activity immediately.
- OMV activities often take place in very religious surroundings. Volunteers are expected to behave and dress appropriately at all times, with sensitivity to their environment.

- The OMV is a Catholic organisation and we expect our volunteers to act and interact accordingly whilst on our activities.
- You will not be refunded any costs incurred as a result of having to leave the activity early.

Photo Policy

On an OMV Activity we may take your photograph. If we do and you have given us permission (on the application form) to use your photograph, it may be used in any of the following places:

- Across the OMV's online presence: www.omv.org.uk, www.omvactivities.org.uk, www.whiteknightball.org.uk
- On our social media channels: www.facebook.com/orderofmaltavolunteers, Instagram-@OMVUK
- In hard copy publications, e.g. the yearly magazine 'The Malteaser', the White Knights Ball programme
- In promotional materials like powerpoint presentations and PDF documents made available for recruitment purposes.