



## **TERMS AND CONDITIONS**

The following conditions apply for the arrangement and your stay during your program participation.

### **Requirements for the Working Holiday Program:**

Requirements differ depending on the opening. Generally, the minimum age is 18 and good knowledge of the English language is required. Spanish knowledge is a plus, sometimes even a needed in order to be able to communicate with guests or colleagues. That's why ContactChile recommends all participants an intensive Spanish course in Chile before starting their *working holiday program*.

There is no legal right to obtain a certain *working holiday position*, if the company or institution doesn't accept the application and/or if the applicant doesn't fulfill the requirements for the indicated *working holiday opening*.

### **Inscription deadline:**

Most *working holiday openings* are bound to certain dates. This should be considered when applying.

First come, first served: The earlier the application, the better is the chance that the desired job will be obtained.

### **Our service includes:**

- Arrangement of the *working holiday job*
- Pre-arrival information about Chile, the *working holiday position* and practical questions about the stay
- Support of travel preparations
- Transfer from the airport to the office and arrival orientation in our office, if requested
- Organization of inland traveling to the *working holiday job* (travel is on participant's expense)
- Support during the entire stay
- Bi-monthly meetings with all participants (only in Santiago)

Optional:

- preparatory Spanish course with accommodation in a shared apartment in Santiago (at an additional cost)



The **program fee** for the participation in the *working holiday program* is **495 USD** (irrespective of the length of the stay).

**Application process and payments:**

The official application is combined with the signed acceptance of these terms and conditions and the deposit of the registration fee of 200 USD. This fee is a down payment for the program fee and will be offset against it when the job is arranged. After receiving the deposit ContactChile will start the arrangement process.

The deposit can be made 1) **by credit card** or 2) **via Western Union**.

- 1) In this case, there will be a surcharge of 3% to cover the credit card costs. The following information must be provided: type of credit card, credit card number, name of card holder, expiration date. For safety reasons, we recommend to send this information split between two emails or by fax during our business hours.

Our Fax-number: +56-2-2641719

Our business hours: Mo-Fr 9 – 17 hrs, Sat. 10 – 14 hrs. local time

As soon as we receive the deposit, we will send a confirmation email.

- 2) If the participant prefers to transfer the money by **Western Union**, our address is:

Roxana del Carmen Sarmiento Castillo  
ContactChile Ltda.  
Rafael Cañas 174  
Providencia  
Santiago  
Chile

The transfer costs will be charged directly at Western Union.

ContactChile strives to arrange adequate *working holiday positions* for their participants. The participant agrees to inform ContactChile immediately, if he does not want to use the arrangement service anymore.

ContactChile submits one offer to the participant according to his indicated preferred options and qualifications. There will be no more than one offer at the time. The participant has the right to refuse an offer. Before sending an alternative offer, there is a second deposit fee of 120 USD due.

This amount counts also as a down payment for the total program fee. ContactChile is submitting max. three offers in total.



As soon as a job offer is accepted and confirmed by the participant, the *working holiday opening* will be bindingly reserved and the participant will receive an invoice with the remaining program fee. The invoice has to be paid within 10 days of reception, but at the latest until 14 days before starting the *working holiday program*.

#### **Course of Program:**

The participant is responsible for the contextual design of his *working holiday program*. He should take any opportunity to gain working experience, skills and abilities. The participant has to work carefully on given tasks; carry out instructions from the employer; respect work rules and accident prevention regulations; deal diligently with the equipment and all products; observe the working hours; preserve the interests of the *working holiday position*; and maintain silence regarding all business procedures, if required. In case of circumvention caused by illness or suchlike, the employer has to be informed. Requests for vacation or extended weekends must be discussed with the employer.

#### **Program termination:**

ContactChile is responsible for arranging the *working holiday position*, but not for the individual success of the program. If the position is not started - or ended ahead of time, there is no reimbursement. In case of problems, not caused by the participant, which make it impossible to continue working at the *working holiday position*, ContactChile will one-time try to find an alternative position.

#### **Insurance and Visa:**

The participant is responsible for taking out insurance against damages, accidents and illness for the extension of his stay. This also includes the arrival and departure. For all damages, accidents, illnesses, loss, social or political unrest occurring during the participant's stay including arrival and departure, ContactChile or the *working holiday employer* assume no liability. It is the responsibility of the participant to take care of all necessary preparations as visa, insurances or vaccinations, but in case if needed, ContactChile will try to help.



I declare that I have read all terms and conditions carefully and that I accept them. Herewith my application is binding.

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Place, date

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Signature