STEP Africa - Terms and Conditions

These terms and conditions apply to all participants in the STEP Africa program. By registering, you agree to these terms.

STEP Africa Mission Statement

STEP Africa is a social enterprise that brings international volunteers to Tanzania to engage in meaningful, respectful cultural exchange while supporting carefully selected local initiatives. Rather than operating as a charity, we create fairly paid local employment and act as a bridge between engaged volunteers and sustainable community projects. Backed by our qualified social workers and pedagogues, we provide safe accommodation, dedicated guidance, and structured placements that ensure volunteers are well-supported, learn respectfully and contribute effectively. Above all, our mission is to foster ethical collaboration that strengthens local communities, protects individual dignity, and empowers volunteers to learn responsibly from our projects and the people of Tanzania.

1. Registration and Contract

- Register online at (http://www.step-africa.com/apply-now/), via the Volunteerworld platform or one of our trusted agents.
- After STEP reviews your application, you will receive a confirmation from us within 2 working days.
- The contract becomes legally binding with the payment of the application (registration) fee. Minors require the consent of their parents (a form will be provided by us).

2. Fees & Payments

- The registration fee is payable within 14 days after receiving the confirmation/offer.
- The program fee is due 6 weeks before arrival.
- You can make payments by bank transfer or via online payment link.
- Fees already paid are non-refundable.
- The program fee varies depending on the type of room chosen.
- There is an additional medical fee for medical volunteers which is forwarded by STEP in full to the hospital as a supervisor and department fee.

3. Donations

- Program fees cover accommodation, meals as stated, and placement support at STEP Africa Village / the host family only, and do not include donations.
- STEP does not accept or manage donations; any financial or material support must be arranged directly with the relevant project (or its European partner).
- To protect community dignity and prevent inequality, volunteers must never give money, gifts, or clothing directly to individuals or families. Approved in-kind donations must be coordinated in advance and handed over solely to the partner project.
- Volunteers may not publish photos or videos showing the handover of money or goods to individuals, and any media involving projects or children requires prior project approval and informed consent.
- There is a mandatory donation for the animal shelter ($25 / week) which is paid on site and not included in our fees.
- Donations for any other projects are not mandatory – volunteers are welcome regardless of whether they donate or not.

4. Additional Costs

- The transport to and from the project is not included in the fees. The transport costs vary depending on mode of transport. More information is available in the project descriptions published in the online volunteer area.

- Trips and free-time activities are optional and not included in the fees.
- Flights, travel insurance and visa are to be paid by the participant.

5. Accommodation & Support

- Accommodation is provided in the STEP Volunteer Village or, upon request, with a host family. Breakfast and dinner are included from Monday to Friday.
- If you have a specific room request (e.g. wheelchair accessible, 2nd floor), please contact us early.
- You should observe the house rules.
- You will receive a detailed introduction on-site and will be supervised by our team throughout your stay.
- Our team of pedagogues and social workers provides support and supervision to volunteers and projects.
- STEP can accommodate official internships and will issue certificates, confirmations and can be in touch with the school / university if required.

6. Project & Assignment Time

- Projects are arranged according to your wishes and the needs of the projects.
- Responsible, reliable work is required as well as the understanding that learning and listening always comes first.
- Working hours: Monday to Friday, 4-8 hours daily by arrangement. Work in the Animal Shelter may require weekend shifts.
- In case of illness, you should inform us in good time, as well as in case of absences due to travel.
- A current police clearance certificate is mandatory.

7. Arrival and Departure Dates

- Arrivals are always on Thursdays, departures always on Wednesdays.
- Airport pick-ups are only included in the fees on Thursdays and airport drop-offs are only included on Wednesdays. Aiport transfers on other days are to be paid by the participants.

8. Visa & Health

- You will receive information about your passport, visa, and vaccinations from us, but the responsibility lies with the participant.
- You are responsible for obtaining the visa yourself (we recommend visa-on-arrival and will provide you with an invitation letter).
- A good travel health insurance (including emergency repatriation) is recommended.
- Please inform us in advance of any health restrictions.

9. Liability & Legal Matters

- Services are provided punctually and as booked.
- STEP is not liable for physical injuries or loss of valuables.
- In the event of force majeure (e.g., natural disasters, conflicts), refunds are excluded, and services can be made up for at a later date.
- In the event of breach of contract, you can be excluded from the program.
- In the event of cancellation or premature termination, there is no right to reimbursement, unless you have taken out travel cancellation insurance - in this case, we will issue a letter for the insurance company. Services already paid for can be made up for at a later date.

Legal Status: Tanzania

Last updated and valid from: 14. November 2026