

nacel.  
australasia

# CHAPERONE AGREEMENT & APPLICATION 2018



# Nacel Australasia Chaperone Agreement and Application Form

## 1. Recitals

Nacel Australia Pty Ltd ACN 140 608 653 (**Nacel**) chaperones (**Chaperone/Chaperones**) facilitate international trips for students and act as a support person. Although providing support to students is the primary role of a chaperone, chaperones are also afforded the opportunity to enjoy the culture and language of the host country.

Chaperones are encouraged to share in Nacel's spirit of friendship and adventure with their respective host family whilst maintaining regular contact with and constant support of the students.

Chaperones should enjoy and have some experience working with young people and be assertive in assuming responsibility of a group of students. They should be willing to listen patiently and carefully to students and show understanding and empathy in respect to their needs or concerns.

Furthermore, chaperones must possess sufficient command of the language of the host country to communicate effectively with host families and local Nacel representatives.

The Nacel Australasia Chaperone Agreement and Application Form will be referred to as "**the Agreement**".

## 2. Nacel Chaperone Fee (Fee): \$1500

- A. The Fee is payable to Nacel by each Chaperone upon written confirmation of acceptance by each Chaperone of the role of Chaperone.
- B. An invoice will be issued by Nacel to each Chaperone for payment (**Invoice**).
- C. The Invoice lists the acceptable methods of payment.
- D. Payment of the Invoice is required to be made by each Chaperone by 14 days.
- E. If the Chaperone is provided with an Invoice by Nacel within 30 days of departure, payment is required within 48 hours.
- F. The Chaperone acknowledges that payment of their individual Invoice is required in order to undertake the role of Chaperone.
- G. The Chaperone acknowledges that Nacel reserves the right to refuse an individual to act as a Chaperone for any reason, including but not limited to if payment is not made by the prescribed due date on the Invoice.



### 3. Fee Inclusions

The Fee includes the following:

- A per diem payment of \$1000 AUD in the week of arrival in your host country. This is for any associated costs while communicating with students as per the Nacel Australasia Chaperone Responsibilities above. i.e. phone calls, public transport, internet cafes.
- Comprehensive travel insurance policy for the duration of the trip. (provided by DUAL Pty Ltd - PDS available on Nacel Australia website [www.nacel.com.au](http://www.nacel.com.au))
- International airfares and taxes.
- Airport pick-up and domestic transfer to host family and return for departure.
- Placement in a host family including meals.
- 24-hour monitored phone support in country and assistance throughout the program.
- A mobile phone SIM card will be issued prior to departure for use on the program with initial credit supplied (mobile recharge costs are to be covered by the chaperone using money from the \$1000 per diem payment).

### 4. Fee Exclusions

The Fee does not include (the Fee Exclusions):

- Spending money.
- An allowance for personal items including but not limited to toiletries and medication.
- An allowance for entertainment and other personal travel expenditure.
- Domestic travel when such travel is not related to the care of the students and pre-approved by Nacel in writing.
- The Chaperone acknowledges their obligation to ensure that they have sufficient money available for the duration of the trip to cover all Fee Exclusions.

### 5. The Chaperone's obligations

#### A. General

Commit to a complete 6-week program supervising Australian students on a Nacel program in Europe.



## B. Pre-departure

- Attend the pre-departure meeting arranged by Nacel for students and their parents.
- Assist the attending Nacel coordinator with the check-in of the Australian students at the airport on the day of departure

## C. During the trip

- Speak with all students individually during the flight, especially pay attention to students joining the group from other departure cities
- Supervise students during transit stopovers and check in to their next flight
- Ensure contact is made via SMS or phone call to Nacel on completion of the stopover, before departing on the next flight, to advise that all students have boarded
- Ensure contact is made via SMS or phone call to Nacel on arrival in the host country to advise that all students have arrived safely
- Assist Nacel representatives in the host country as needed in the supervision and transportation of students to their host families.
- Obtain reports from the airline of any lost luggage if required and report to the Nacel representatives
- Assist Nacel representatives as needed in supervision of groups of students during tours.
- Telephone each student allocated to the respective chaperone within the week following their arrival, to ensure that the student is settled.
- Telephone all students every 14 days throughout the program to assess their progress and report to the Nacel representatives in country.
- Telephone all students 3-4 days prior to departure to check that all students have their travel documents ready for departure.
- Check students have spoken with the host families and ask them to make sure they are prepared for their departure with packing, presents, baggage limits and transfer/flight times.



- It is the responsibility of each chaperone to supply a mobile phone for the duration of the program and have it available 24/7.
- Communicate any problems from the students or host family to the Nacel representative in the host country. If directed by the Nacel representative, you will be required to make a personal visit to a student. Any associated travel costs will be reimbursed upon the provision of receipts to the Nacel representative in the host country. The chaperone's input is essential in the problem solving process, however the Nacel representative in the host country will take responsibility for final decisions including probationary status, medical attention and/or repatriation.
- Be available for the students and host families at all times. Limited travel plans are permitted within your region however, such plans must be agreed upon in advance with the Nacel representative and/or Nacel Australasia. It is also necessary to be flexible in such cases where personal plans may need to be altered/cancelled because of unforeseen events with the students.
- Accompany students on their domestic transfer from the host family to the airport for the return international flight to Australia. Chaperones international flights will be booked by Nacel Australasia to provide needed supervision to the students. This may mean that chaperones have longer stopovers or fly indirect routes to their own home destinations. ie. Adelaide via Perth.



## 6. Chaperone Accommodation

- Host families invite chaperones to stay with them, without any compensation other than the hope that the experience will be mutually rewarding.
- Chaperones should also consider themselves part of the family, sharing in family activities and responsibilities and not treating the home as a base from which to come and go for tours.
- The families we invite to host are all voluntary and are very excited to have an Australian live and interact with them. This sharing of cultural differences and understanding is core to Nacel Australasia programs.
- Chaperones will be asked to complete additional information about their interests, hobbies and relevant medical history. This information is sent to Nacel in order to find a host family. This process can take time as host families apply approximately 2-3 months prior to the groups arrival whereas the chaperones and students have been preparing for much longer.
- The host family provides the use of their home phone for contacting students.
- Nacel in the host country reimburses the host family for the cost of calls related to the chaperone's duties and responsibilities and personal mobile with Nacel Australasia SIM card.
- Chaperones may also choose to arrange their own accommodation, at their own expense. If you arrange your own accommodation it will need to be in the same region as the students are hosted.

**If you intend to arrange your own accommodation, please tick this box:**

**If you have ticked the box above, please provide the address of your accommodation:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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## 7. Cancellation and Refund Policy

If the Chaperone cancels after acceptance into the program, Nacel will deduct the following from the Fee and refund the balance:

- Up to 60 days prior to departure, a \$500 Nacel cancellation fee plus any airline cancellation fees
- Within 60 and 8 days prior to departure, a \$750 cancellation fee plus any airline cancellation fees
- Within 7 days of departure, no refund will be given
- No refund will be given if the chaperone fails to fulfill the terms of this agreement and is repatriated to Australia as a result

The program is dependent upon minimum numbers of participants. If the required number of program participants is not met 60 days prior to departure, Nacel retains the right to cancel the program and the applicant will receive a full refund.

Airfares included in the Fee are for return travel and no refunds will be made for unused portions.

## 8. Indemnity

- Nacel is not liable for personal injury, property damage or losses of any kind caused by the air carrier or other suppliers of any of the services being offered in connection with this program.
- Nacel limits all liability to the Chaperone and is not liable for any loss or damage suffered except where due to the negligence of Nacel.
- Nacel reserves the right, to alter or omit any part of the program or adjust program costs if events beyond Nacel's reasonable control occur.

## 9. Nacel's rights

- Nacel reserves the right to terminate this Agreement with the Chaperone if the Chaperone fails to uphold its obligations at Clause 5.
- Nacel also reserves the right to terminate this Agreement in its absolute discretion if it deems that there has been a loss of trust or that the working relationship between Nacel and the Chaperone has otherwise become untenable.
- If Nacel terminates this Agreement pursuant to Clause 9, no refund is payable to the Chaperone.



### **Nacel Australasia Chaperone Agreement**

I have read and understood the description of the program as well as The Agreement. I have read and understood the Student Program Rules. I undertake to monitor and report to the Nacel representatives in country on any potential or actual breaches of the Student Program Rules.

Applicant's Signature: \_\_\_\_\_

Applicant's Full Name: \_\_\_\_\_

Date: \_\_\_\_\_



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Nacel Australasia Chaperone Application – Part 1					
Program:		FRANCE			
Departure Date:		<input type="checkbox"/> 24/11/2018			
<b>Chaperone Applicants Details</b>					
Complete all names as shown on your passport					
First Name		Middle Name		Surname	
Gender:		<input type="checkbox"/> Male		<input type="checkbox"/> Female	
Date of Birth		DD/MM/YY			
Type of Passport:		<input type="checkbox"/> Australian		<input type="checkbox"/> Other (Specify Country)	
Street Address:					
Suburb:		State:		Postcode:	
Mob. Phone:		Home Phone:			
Email:					
Employer:		Occupation:			
Employer Phone:					
Languages Spoken:					
Proficiency:		<input type="checkbox"/> Beginner		<input type="checkbox"/> Intermediate	
		<input type="checkbox"/> Advanced		<input type="checkbox"/> Fluent	
List the countries you have travelled to:					



## Nacel Australasia Chaperone Application – Part 2

Please describe your experience as a group leader of young people:

Please explain your reasons for wanting to be a chaperone for a Nacel Australasia program:

Reference 1: (Not Relatives)					
Street Address:					
Suburb:		State:		Postcode:	
Mob. Phone:			Home Phone:		
Email:					
Reference 2: (Not Relatives)					
Street Address:					
Suburb:		State:		Postcode:	
Mob. Phone:			Home Phone:		
Email:					



Nacel Australasia Chaperone Application – Part 3		
1. Have you ever had major surgery, serious accident or serious illness that may affect your ability to participate fully in the program?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		
2. Have you ever had any psychological condition or eating disorder that may affect your ability to participate fully in the program?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		
3. Do you have any conditions such as allergies, diabetes, enuresis, epilepsy that may affect your ability to participate fully in the program?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		
4. Will you be taking any prescription medication during your stay?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		
5. Are you on a restricted diet for health or religious reasons?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		
6. Do you object to being placed with a family who smoke?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		
7. Are any activities or sports discouraged for medical reasons?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If Yes – provide details:</i>		



## Nacel Australasia Outbound Student Program Rules

Below is a summary of the program rules concerning students participating in Nacel programs that the Nacel chaperone will monitor and maintain. Students must abide by the laws of the host country and Australia.

- Students may only use prescribed drugs.
- Students are not permitted to drink alcohol.
- Students are not permitted to drive any motor vehicle.
- Students must not participate in any sexual conduct or activity.

**Any infraction of the above will result in immediate dismissal from the program and return home at the parents' expense.**

- Students are not permitted to smoke.
- Students must always be aware of their responsibility as exchange students and make a determined effort in their school, host family and host community to consistently participate in the principles of the program.
- Students must attend school on all scheduled days.
- Students are not permitted to get any piercings or tattoos during their stay.
- Students must show respect for their host families and act as a member of the family.
- Students are not permitted to participate in any parachute jumping, bungee jumping or any other dangerous activities, as detailed in your travel insurance.
- Students must obey family rules and must voluntarily help with household chores.
- Students are not permitted to talk to others about their host families' private affairs or include pictures or specific details of their host family on social networking sites such as Facebook.
- Students cannot change families or schools at will.
- Students are not permitted to go on trips by themselves without the prior approval of Nacel, host country organisation, consent from the host family and consent by the parents.



- Students must respect and abide by the directions from chaperones and Nacel coordinators and the coordinators of the host organization.
- Students should adopt at all times appropriate behavior, in accordance with their host country's culture.
- Students must show their respect for their host school and teachers.
- Students should limit contacts with other exchange students during the program and make all necessary effort to integrate with their host community.
- Students should limit international phone calls to parents or friends and are to pay for calls. No student may enter into any contractual agreements, be it business, marital or religious.
- Parents and friends may not visit the student during the program and may not disturb the host family life.

### **Warning / Probation Policy**

Any breach of the Nacel program rules will result in a warning letter being issued to the student and parent/guardian with a timeframe for improvement. If the student breaches the program rules for a second time, a second warning letter is issued to the student and parent/ guardian and arrangements will be immediately made for the students' return to Australia. Any expense incurred with this termination of the program is the responsibility of the parent/guardian.

Students and the parent/guardian should understand that, by following this policy, the students' integration in the host country, community, school and host family is enhanced. Please remember that what Nacel offers is a homestay experience, not a tour. No guarantee is given or implied that Nacel is able to meet specific requests for placement in a particular region or city, or to meet any other special requests.

