

ALL HEARTS FOUNDATION



WOLF & PAW

VOLUNTEERS

Volunteer Terms,

CODE OF CONDUCT & ETHICS AGREEMENT

A respectful, safe and purpose-driven environment — for the animals, the sanctuary, and every volunteer who walks through our gates.

Wolf & Paw Volunteers is the official international volunteer programme of **All Hearts Foundation**, a working wolf and animal sanctuary in the bushveld of Hartbeespoort. This agreement protects the animals in our care, the safety of everyone on site, and the integrity of the sanctuary.

RESCUE • PROTECT • CARE

HARTBEEPOORT • NORTH WEST • SOUTH AFRICA

WELCOME TO THE SANCTUARY

A sanctuary with a soul — not a tourist attraction.

By accepting a volunteer placement with us, you become part of a working animal sanctuary dedicated to the rescue, rehabilitation and lifelong care of animals.

All Hearts Foundation is a registered South African non-profit organisation, founded by Lexi and Ronnie Austen in 2016 and nestled in the bushveld of Hartbeespoort. We are the rescue and rehabilitation home for wolves, exotic animals and domestic rescues — and a quiet lifeline for the community around us. Through **Wolf & Paw**, we invite the world in: you won't watch from a distance, you'll feed, walk, learn and live alongside the team and the animals.

This agreement exists to protect three things above all:

- ✓ **The animals in our care** — many of them rescues carrying real trauma.
- ✓ **The safety of every volunteer and staff member** on site.
- ✓ **The integrity and daily operations** of the sanctuary.

All volunteers are required to read, understand and agree to the following terms **prior to arrival**. These guidelines are not here to restrict you — they are here to protect the animals, the integrity of the sanctuary, and the experience of every volunteer who joins us.

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PART A

VOLUNTEER EXPECTATIONS & ETHICAL GUIDELINES

A respectful, safe and purpose-driven environment.

At All Hearts Foundation, we are a working animal sanctuary — not a tourist attraction. Everything we do is centred around **animal welfare, safety, respect** and **ethical care**. To protect this environment, all volunteers are expected to maintain a high standard of behaviour throughout their stay.

1 OUR CORE EXPECTATIONS

By joining the Wolf & Paw Volunteer Programme, you agree to:

- ✓ Act with **respect** towards animals, staff and fellow volunteers.
- ✓ Follow all **safety instructions** and sanctuary guidelines.
- ✓ Understand that **animal welfare always comes first**.
- ✓ Contribute positively to a **calm and supportive** environment.
- ✓ Represent the foundation **responsibly**, both on site and online.

2 IMPORTANT RULES

To ensure the safety and wellbeing of everyone at the sanctuary, the following rules apply:

- ✗ No illegal drugs or drug use of any kind.
- ✗ No excessive alcohol consumption or disruptive behaviour, during or after working hours.
- ✗ No reckless or unsafe conduct around animals.
- ✗ No entering restricted animal areas without permission.
- ✗ No aggression, harassment or disrespectful behaviour.
- ✗ No actions that may put animals, staff or volunteers at risk.
- ✗ No inappropriate or misleading content shared about the sanctuary online.

A PROFESSIONAL, ETHICAL SPACE

This is a professional, ethical space — and we take that seriously.

3 A NOTE ON RESPONSIBILITY

Working with animals — especially rescues — requires maturity, awareness and accountability. Many of our animals have experienced trauma, and their wellbeing depends on consistency, calm environments and respectful human interaction. **Your behaviour directly impacts their safety and stress levels.**

4 BEFORE YOU ARRIVE

All accepted volunteers will receive a full Volunteer Code of Conduct and Ethics Agreement prior to arrival. This document includes detailed rules and expectations, safety protocols, sanctuary policies and volunteer responsibilities. Volunteers may be required to sign this agreement before joining the programme.

5 OUR RIGHT TO REFUSE OR END A PLACEMENT

All Hearts Foundation reserves the right to refuse placement or end a volunteer stay early if behaviour is deemed unsafe, disruptive, unethical, or harmful to animals, staff or the sanctuary environment.

THE INTENTION

If you are looking for a meaningful, respectful and purpose-driven experience — you will thrive here. These guidelines protect the animals in our care, the integrity of the sanctuary, and the experience of every volunteer.

PART B

REFUND & PLACEMENT POLICY

Important booking and conduct information.

All volunteer placements at All Hearts Foundation are carefully planned in advance, with accommodation, meals, scheduling and sanctuary resources allocated specifically for each participant. For this reason, **all volunteer fees and placement payments are strictly non-refundable**, unless otherwise agreed in writing by All Hearts Foundation.

B BY APPLYING AND MAKING PAYMENT, YOU AGREE

By applying and making payment, volunteers acknowledge and agree that program fees are non-refundable, and payments may not be refunded due to:

- ✗ Change of mind.
- ✗ Early departure.
- ✗ Travel disruptions.
- ✗ Personal circumstances.
- ✗ Failure to attend.
- ✗ Voluntary cancellation.

TERMINATION WITHOUT REFUND

If a volunteer is asked to leave the programme due to a breach of sanctuary rules, unsafe behaviour, misconduct, drug or alcohol-related violations, aggression, harassment or disruption, or actions that place animals, staff or other volunteers at risk – their placement will be **terminated immediately, and no refund will be issued.**

TERMS, CODE OF CONDUCT & ETHICS AGREEMENT

The full agreement — clauses 1 to 15.

1 INTRODUCTION

Welcome to All Hearts Foundation. By accepting a volunteer placement with us, you are agreeing to become part of a working animal sanctuary environment dedicated to the rescue, rehabilitation and lifelong care of animals. This agreement exists to protect the animals in our care, the safety of all volunteers and staff, and the integrity and operations of the sanctuary. All volunteers are required to read, understand and agree to the following terms prior to arrival.

2 NATURE OF THE EXPERIENCE

All Hearts Foundation is not a tourist facility. Volunteering here involves:

- Hands-on physical work.
- Exposure to real rescue and sanctuary conditions.
- Structured routines based on animal needs.
- Emotional awareness and responsibility.

Animal welfare always takes priority over volunteer experience.

3 VOLUNTEER RESPONSIBILITIES

As a volunteer, you agree to:

- Follow all instructions given by sanctuary management and staff.
- Participate in daily tasks as required.
- Conduct yourself respectfully and responsibly at all times.
- Maintain a positive and cooperative attitude.
- Respect all animals, people and property.

4 BEHAVIOUR & CONDUCT EXPECTATIONS

GENERAL CONDUCT — REQUIRED AT ALL TIMES

- ✓ Treat all animals with respect and care.
- ✓ Treat all staff and volunteers respectfully.
- ✓ Follow all safety protocols and instructions.
- ✓ Maintain a calm and responsible presence within the sanctuary.

5 STRICT PROHIBITED CONDUCT

The following are strictly prohibited:

- ✗ Illegal drugs or drug use of any kind.
- ✗ Excessive alcohol consumption or intoxicated behaviour.
- ✗ Aggression, harassment, bullying or disrespectful behaviour.
- ✗ Reckless or unsafe conduct.
- ✗ Entering restricted areas without permission.
- ✗ Any action that may endanger animals, staff or other volunteers.
- ✗ Misrepresentation of the sanctuary on social media.

6 SAFETY & ANIMAL INTERACTION RULES

For your safety and the wellbeing of the animals:

- No volunteer may enter any animal enclosure or restricted area without explicit permission.
- No interaction with animals unless supervised and approved.
- Animals must never be approached, handled or engaged with independently.
- Volunteers must follow all instructions regarding animal safety at all times.

7 NIGHT-TIME & MOVEMENT RESTRICTIONS

For safety and animal welfare reasons, the following rules apply:

- ✗ No walking around the farm or sanctuary after **21:00 (9 PM)**.
- ✗ Volunteers must remain within designated accommodation areas after this time unless otherwise instructed.
- ✗ No access to animal areas at night under any circumstances.

Animals are more alert and defensive at night, and disturbances can cause stress and behavioural changes, and create safety risks for both volunteers and staff.

NON-NEGOTIABLE

These rules are non-negotiable and strictly enforced.

8 BOUNDARIES WITH STAFF

To maintain professionalism, safety and structure within the sanctuary:

- Volunteers are expected to maintain appropriate boundaries with permanent staff.
- No inappropriate mingling, interference or disruption of staff duties.
- Staff areas and operational spaces are to be respected at all times.

This ensures a clear and safe working environment for everyone.

9 SOCIAL MEDIA & REPRESENTATION

Volunteers agree to:

- Represent All Hearts Foundation respectfully online.
- Not post misleading, harmful or inappropriate content.
- Not share content that may compromise animal welfare or sanctuary operations.
- Ask permission before posting.
- Allow us to feature them on our social handles and website.

10 HEALTH & SAFETY

Volunteers acknowledge that:

- Working with animals carries inherent risks.
- They participate at their own risk.
- They must follow all safety guidelines and instructions.
- They must inform the team of any injuries, concerns or incidents immediately.

11 PAYMENT & REFUND POLICY

All volunteer fees are strictly non-refundable. This includes, but is not limited to, cancellations, early departure, failure to attend, personal circumstances and travel disruptions.

TERMINATION OF PLACEMENT

If a volunteer is asked to leave due to rule violations, unsafe behaviour, misconduct, drug or alcohol violations, or disruptive or inappropriate behaviour, their placement will be terminated immediately and no refund will be issued.

12 RIGHT TO REFUSE OR REMOVE

All Hearts Foundation reserves the right to refuse a volunteer placement, or remove a volunteer from the programme at any time, if behaviour is deemed unsafe, disruptive, unethical, or harmful to animals, staff or the sanctuary environment.

13 ACKNOWLEDGEMENT OF RESPONSIBILITY

By agreeing to this document, you confirm that you understand the nature of sanctuary work, agree to follow all rules and guidelines, accept responsibility for your behaviour and actions, and will respect the structure and safety of the sanctuary.

14 FINAL AGREEMENT

This agreement is in place to ensure the safety and wellbeing of all animals, a respectful and professional environment, and a meaningful and positive experience for all volunteers.

DOCUMENTATION, TRAVEL & INSURANCE

What you need in place before you travel.

D1 REQUIRED DOCUMENTATION

All accepted volunteers are required to provide valid identification prior to arrival. This includes:

- A copy of a valid passport or national ID.
- Any additional documentation required for travel or visa purposes.

Failure to provide valid identification may result in the inability to confirm or proceed with your placement.

D2 INVITATION LETTERS

Where required, All Hearts Foundation may provide an official invitation letter to support visa applications, travel documentation and entry requirements. Please note:

- Invitation letters are issued at the discretion of the foundation.
- Processing times may apply.
- Volunteers remain fully responsible for their own visa applications and approvals.

D3 MEDICAL & TRAVEL INSURANCE — MANDATORY

All volunteers are required to have valid travel insurance and medical & health cover. This must be valid for the full duration of your stay in South Africa, and must cover medical emergencies, accidents and repatriation.

PROOF REQUIRED

Volunteers must provide **proof of insurance before travel**. Failure to provide proof may result in delay of placement or refusal of participation upon arrival.

D4 RESPONSIBILITY DISCLAIMER

By participating in the volunteer programme, you acknowledge that All Hearts Foundation is not responsible for medical expenses, travel disruptions, or loss, theft or damage of personal belongings. You are responsible for ensuring all travel, visa and insurance requirements are met prior to arrival.

PART E

INDEMNITY FORM

To be completed and signed by the volunteer.

INDEMNITY & ACKNOWLEDGEMENT OF RISK

All Hearts Foundation · Wolf & Paw Volunteers

Date: _____

I, _____, confirm that I am volunteering with All Hearts Foundation of my own free will and understand that my participation is undertaken at my own risk.

I acknowledge that:

- I am responsible for my own health, wellbeing and personal safety during my stay.
- I will maintain valid medical insurance for the full duration of my time in South Africa.
- All Hearts Foundation will provide guidance and support where reasonably possible, but cannot be held responsible for unforeseen incidents.

I agree that All Hearts Foundation, its directors, staff and volunteers shall not be held liable for any loss, injury, illness or damage that may occur during my stay, except where required by law. This acknowledgement applies for the entire duration of my volunteer placement, including any approved extension.

VOLUNTEER SIGNATURE

SIGNED AT (PLACE)

DATE

PART F

VOLUNTEER DECLARATION

Final confirmation of agreement.

DECLARATION OF AGREEMENT

Read, understood and agreed

I confirm that I have read, understood, and agree to abide by the All Hearts Foundation Volunteer Terms, Code of Conduct & Ethics Agreement.

PLEASE NOTE

I understand that failure to comply may result in **termination of my placement without refund.**

FULL NAME

SIGNATURE

DATE

ALL HEARTS FOUNDATION RESERVES THE RIGHT TO REMOVE ANY VOLUNTEER WHOSE CONDUCT IS DEEMED HARMFUL, UNSAFE, UNETHICAL OR INCOMPATIBLE WITH THE SANCTUARY ENVIRONMENT.

RESCUE · PROTECT · CARE | PRICES ARE SUBJECT TO CHANGE · TERMS & CONDITIONS APPLY