

Volunteer Billing Agreement

Timonium United Methodist Church Appalachia Service Project Team (herein "We", "Our" or "Us") enters into this billing agreement with each volunteer who registers for an account on our website <https://tumcasp.com> (herein "site") and/or any of its sub-domains. A volunteer is considered to have registered for an account once they create a password for the account. We define a volunteer as anyone who registers for an account on our site.

Description of Services: We, as a volunteer organization, offer a volunteer service trip once a year. Any volunteer who meets all financial obligations, completes all required forms and is over the age of 13 at the time of the trip is welcome to attend the trip, given allotted space on the trip. Volunteers will be given a space on the trip in a first come, first serve basis upon successful completion of all trip requirements listed above. Volunteers who are over the age of 25 and will be a "driver" (a person who is expected to drive a vehicle for the trip) will be given priority spaces until safe sanctuary guidelines are met – typically two drivers per each vehicle being taken on the trip.

Cost of Services: The cost of the trip will vary by year, and will be outlined to the volunteers each year before they begin the registration process. Costs will be outlined at <https://tumcasp.com/register>. Costs will also be outlined in the form and details packet that is presented to volunteers upon completion of online registration. This packet may be accessed at any time by a volunteer logging into the myASP portal or using <https://tumcasp.com/myasp/forms>.

Volunteer Obligation: Volunteers are required to keep a valid credit or debit card on file at all times during the trip. Volunteers may update the card kept on file at any time in the myASP portal or by visiting <https://tumcasp.com/myasp/finances>. Volunteers must allow the card on file to be charged any time there is a failure to meet any outlined requirement for the trip, contained here within or otherwise stated outside of this agreement, including payment deadlines. It is the volunteer's obligation to meet or exceed the financial requirements of the trip. Failure to meet these requirements will give us the right to either bill the card on file for the remaining amount and/or drop the volunteer from the trip, and move them to a listed status of "Not Going."

Our Obligation: We will securely store your card via third party "Stripe, Inc." who will meet all security and regulatory obligations. For security reasons, your card information will never pass through our servers or be stored on our servers. Our privacy policy will be applied to the storage and use of all cards that are entered into our website. We will notify volunteers of each upcoming charge twice by email and text to the email address and cellphone number that are on file. If the card on file is not the volunteer's own (e.g. it's a parent's card), it is up to the volunteer to notify the card owner of upcoming charges.

"Not Going" Status: Volunteers whose status is listed as "Not Going" have entered into this billing agreement, but have been dropped from the trip either at their own request or by a failure to meet a regulatory requirement. Having a status of "Not Going" is different from being on the waitlist, which is a list where volunteers are not currently attending the trip, but will be invited and expected to attend the trip should space allow. Those listed as "Not Going" must still adhere to this billing agreement, with minor changes. Those who are listed as "Not Going" will not be automatically billed, but must still keep a valid card on file. The exception to automatic billing is if a volunteer has had a failed payment attempt. Any volunteer who is automatically billed and has a charge that fails will be immediately moved to "Not Going" status for failure to meet the terms of this billing agreement. However, in this case, up to two more attempts by "Stripe, Inc." will be made to collect the due payment. Should either of the future attempts succeed, the volunteer may request to have the "Not Going" status removed. This must be a written request sent to a current trip administrator (herein "admin"), and will be at the discretion of the admin to remove the status. No volunteer will be removed from this status automatically.

Refunds: Under no circumstances are we required to refund any payment collected, regardless of the collection method. In our discretion, under very specific circumstances, we may offer a refund. No refunds are guaranteed. If you believe you are entitled to a refund for a billing mistake or other reason, you may make a formal written request to an admin for review. The admin team will make a final ruling and get back to the volunteer with a decision within 60 days of receiving the request. The refund may take up to another 30 days to process. Dropping from or not attending the trip is not grounds for a refund.

Stipend: Trip stipends that are given are not considered refunds. Volunteers who attend the trip will be given a stipend during the trip that is equal to their non-refundable deposit amount. This stipend is to be used for meals not covered by the trip cost and other additional purchases that a volunteer may need to make during the trip. Any money included in the stipend that is not spent on the trip is the volunteer's money to keep. Volunteers will not be given additional funds should they spend more than their stipend amount. Volunteers who pay the non-refundable deposit but do not attend the trip will not receive the stipend.

Charge Disputes: Starting a charge dispute (herein "dispute") via your credit card company or bank is forbidden by this agreement. All charges billed to your card have been agreed to by your required acceptance of this billing agreement. Volunteers who do not accept this agreement should not create an account on our site. We will respond to all disputes promptly, and the volunteer who initiated that dispute may be, at our discretion, banned from the trip and all future trips.

Agreement Termination: To terminate this agreement, please make a written request to the trip technology coordinator who, at the time of this writing, is Nicholas Myers. Your account will be fully deleted from our system, all funds will be kept and you will be removed from any upcoming trip. At that time, you will be released from this billing agreement. To attend any trip in the future, a new account must be created and this billing agreement reenacted.