



Terms & Conditions

Experience Mexico is a true non profit organisation set up to provide an honest and cost effective service to people wishing to travel to Mexico with the organisation. Experience Mexico aims for its volunteers to make a deep impact on the local community while also fitting into the local culture and hope for the experience it provides to make a deep impact on the volunteer.

Experience Mexico expects all applicants to provide accurate information and inform Experience Mexico immediately of any changes in circumstance. If this is not done, Experience Mexico cannot be held responsible for problems caused by inaccurate information provided to them.

All volunteers should meet the specifications required by each project, as failure to do so will lead to disappointment both for the volunteer and community where the volunteer is placed. Volunteers should inform Experience Mexico of any reasons why they may not fulfil the specifications and Experience Mexico will strive to adapt a project or find a more suitable project for applicants in this position.

Experience Mexico strives to process all applications within one month of receiving the completed application form and prefers all applicants to make themselves available for a short interview before acceptance onto any project. A volunteers place on a project will not be guaranteed until the full deposit requested is paid and payment of a deposit will be taken as acceptance of these terms and conditions.

Experience Mexico will issue a payment plan with each letter of acceptance leading to full payment being made by each volunteer by 6 weeks before the project start date. Failure to make payments as arranged without contacting Experience Mexico may result in Experience Mexico cancelling a volunteer's place on a project.

Experience Mexico reserve the right to refuse applications from volunteers they feel are inappropriate for their projects as the company is working in small communities and wish to retain a good reputation. Experience Mexico also reserves the right to terminate a volunteer's project while they are in Mexico if a volunteer's behaviour is seen to clash with Experience Mexico's company image.

Experience Mexico hopes to place each applicant in their first choice project but this is not guaranteed. At any time Experience Mexico may, in consultation with the volunteer, change the project or location if circumstances or availability require. Volunteers may also request a change of project, though acceptance will depend on circumstances and availability.

Experience Mexico works to ensure all its information is accurate and up-to-date but cannot be held responsible if conditions change. We aim to keep volunteers updated with any changes that come to our attention as much as possible.

Should a volunteer wish to cancel before leaving, the full cost of the project, less the non refundable deposit and any non refundable costs Experience Mexico has paid out on behalf of the volunteer, will be refunded to the volunteer. Experience Mexico would ask that volunteers do provide the organisation with an explanation for cancellation so we can continue to provide an excellent service to future volunteers.

Should a volunteer wish to leave Mexico or their project before the end of their project, they should inform the in-country support or the UK office with full reasons. Refunds are unlikely in this case but Experience Mexico will attempt to refund any money unspent.

Experience Mexico will provide each volunteer with a standard flight and level of travel insurance. Should an upgrade be required, the extra costs should be met by the volunteer themselves, though Experience Mexico is happy to help with arrangements for this. Volunteers are also responsible for paying any excess required by the travel insurance company in the event of a claim being made.

Problems and complaints related to flights and travel insurance should be directed to the companies providing the service, not Experience Mexico. Volunteers are responsible for getting the appropriate medical care, such as immunisations, before departure and failure to fulfil this requirement may result in insurance being invalidated.

Experience Mexico strives to fly volunteers out to Mexico to within 3 hours of their final destination. We prefer to fly volunteers out as a group and therefore are generally limited as to departure dates, though other arrangements are possible. All flights are limited to availability and volunteers should be aware that flights may involve changing due to the need to keep costs down.



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Volunteers must possess a full current passport, valid for at least six months after the end of your project. Visas are available upon entry to Mexico and a three month visa is normally presented to new entrants into the country at no cost and volunteers are responsible for their own visa during their time in Mexico. However, Experience Mexico will be happy to help out with any visa problems; though will not meet any costs.

Experience Mexico strives to provide a good level of accommodation in Mexico but volunteers must be aware they may be asked to share with other volunteers or host families and accommodation will be at a standard level for the area in which they are placed and may not be directly comparative to accommodation in Britain.

Experience Mexico will only provide accommodation, travel insurance, food allowance and in country support for the period each volunteer is in Mexico with Experience Mexico. Before and after the project start and end dates, volunteers spend time at their own risk and expense.

Experience Mexico hopes to provide each volunteer with a fantastic and memorable experience. However, volunteers should be aware that their attitude, energy and commitment to the project will effect what they get out of their time in Mexico and Experience Mexico will not be held responsible if your expectations are not met. Volunteers should consider carefully whether they are suitable for their chosen project and location before accepting a place on a project.

Any complaints should be reported to the Mexico in-country support or UK office as soon as possible as Experience Mexico would hope to rectify any problems as soon as they arise.

Experience Mexico hope that volunteers will make themselves available to be contacted by future applicants / volunteers. We also hope to use any information, written or otherwise, and photos in the future publicity of the organisation and will assume permission from volunteers unless otherwise stated so in writing to the UK office.