

Welcome to our SOS Children's Village!

We are happy to introduce you to life at the SOS Children's Village. During your visit you'll learn about the activities of the children, their families and the different areas of our work. Our family houses are built to accommodate families on a long-term basis with few renovation needs.

A member of our staff will guide you and is happy to answer all your questions. Please note that we may not always have an English speaking person at the village. Thank you for your interest in our work.



Our focus is the best interest of the child, in accordance with the United Nations Convention on the Rights of the Child (UNCRC) and our organisation's Child Protection Policy. We want to give children a safe, caring and protective environment and everyone in contact with children has to keep them from neglect, exploitation and all forms of abuse and violation of their privacy.

To make the visit a good experience for all parties, there are some guidelines to follow, which help to protect the children and their family life. **We ask you to**

- ✔ respect the home, privacy, dignity and integrity of the child and the SOS family
- ✔ visit the SOS Children's Village only accompanied by a member of our staff
- ✔ make sure you are dressed culturally appropriate for a special occasion
- ✔ interact with children and staff in a respectful and culturally appropriate way

We ask you to treat all children equally. If you consider bringing gifts, please choose something that can be shared among the children.

Refrain from doing or saying anything which might make them feel humiliated or treated as objects for pity. Hug, kiss or get in direct contact with the children only in a way appropriate in the local culture.

- ✔ handle any information you receive about the children confidentially

We ask you not to make details about a child public or pass information on to third parties outside your immediate circle of family or friends. Also, in social networks, only use first names or initials in texts, picture captions, on audio and video tracks etc.

Please don't ask children to speak about their past, background or other potentially embarrassing or discriminatory personal data (e.g. health condition or negative behaviour).

- ✔ ask for permission before taking photos or videos

For children, obtain permission by a SOS Children's Villages co-worker (director, SOS mother or another educational co-worker).

Please ask adults, including SOS Children's Villages co-workers, directly.

Do not create any kind of material featuring children or staff against their will, even if you got permission by a SOS Children's Villages co-worker.

✔ You are welcome to visit one day per year

As much as visits are appreciated, they remain extraordinary events. The SOS families need time for their daily life and routines to make the children feel at home and belonging.

You cannot stay overnight on the SOS Children's Village premises; however, our staff can advise you on how to find accommodation in the vicinity.

SOS Children's Village is a private home for families, not a touristic sight. To make your visit a moment well-remembered, please

- 🚫 Do not spend time with a child on your own or invite children alone to take part in activities outside the village
- 🚫 Do not exchange your home or email address or telephone number with children or SOS mothers
- 🚫 Do not invite children for a visit to your accommodation or home country
- 🚫 Do not choose a particular child for sponsorship

The child may already be fully sponsored or not be part of the sponsorship programme. We are happy to sign you up for a sponsorship for a child in need in this SOS Children's Village and to forward your name and address to our colleagues in your home country.

- 🚫 Do not distribute personal money gifts or expensive presents (for example mobile phone, laptop, etc). You will get a receipt for all donations.

Let us know if you have any questions or need clarification of the points above!

Thank you for your support and interest in our work. We hope that you will share the experience of your visit back in your home country. This will help us to give more children a loving home.

After the visit, we would be happy to hear back from you about your impressions. Please direct your feedback to (insert name). Thank you very much in advance!

Confirmation of compliance with the Guide for Visitors to SOS Children's Villages

I confirm that I have been informed of the Guide for Visitors to SOS Children's Villages and will comply with the recommendations for the time of my visit at the SOS Children's Village.

APPLICABLE LAW: This agreement cannot be modified except by written instrument signed by the parties hereto. This agreement shall be governed by and interpreted in accordance with the national laws. For violations of the Child Protection Policy we reserve the right to take further action.

Name and address of the visitor:

Location, country, date and time of visit:

Place and date

Signature by visitor

*Signature by
SOS Children's Villages*