



# Terms of Service

**Retuno e Maa Organization [REMO]** | P.O. Box 16, Mto wa Mbu, Tanzania,  
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## Terms of Service

Last updated: 14 December 2025

Welcome to the official website of REMO (Retuno E Maa Organization). These Terms of Service ("Terms") govern your use of our website at <https://www.retunoemaa.org> ("the Site").

These Terms shall be governed by and construed in accordance with the laws of the United Republic of Tanzania.

By accessing or using this Site, you agree to comply with and be bound by these Terms. If you do not agree, please do not use the Site.

Information on this Site does not constitute legal, financial, or professional advice.

These Terms apply to all visitors, donors, and volunteers.

### 1. About REMO

REMO (Retuno E Maa Organization) is a registered non-profit organisation based in Tanzania. We focus on sustainable community development through projects in water management, reforestation, ICT education, and other initiatives that empower local communities.

### 2. Use of the Website

- The Site is provided for general informational and educational purposes.

- You agree to use the Site only for lawful purposes and in a way that does not infringe the rights of, restrict, or inhibit anyone else's use and enjoyment.
- You may not copy, distribute, modify, or exploit any part of the Site's content without prior written permission from REMO.
- REMO reserves the right to update, suspend, or discontinue any part of the Site at any time without notice.

### **3. Intellectual Property**

All content on this Site — including text, images, graphics, logos, and other materials — is the property of REMO or its content providers, unless otherwise stated. You may not reproduce or reuse any of this material without written consent, except for personal and non-commercial use with proper attribution.

### **4. Links to Other Websites**

Our Site may contain links to third-party websites or resources. These links are provided for convenience and informational purposes only. REMO is not responsible for the content, policies, or practices of any linked websites.

### **5. Limitation of Liability**

REMO strives to ensure the accuracy and reliability of information provided on the Site. However, we make no guarantees regarding completeness, accuracy, or timeliness.

REMO, its team members, and affiliates shall not be liable for any damages arising from your use or inability to use the Site or its content, except where such liability cannot be excluded under applicable law.

### **6. Donations and Volunteer Participation**

REMO values all forms of support, including financial donations and volunteer participation.

These additional terms apply to individuals and organisations who donate to or volunteer with REMO and supplement the general Terms of Service.

## **6.1 Donations**

### **6.1.1 Nature of Donations**

All donations made to REMO are considered voluntary contributions to support our community projects in Tanzania, including water management, reforestation, ICT education, and youth empowerment initiatives.

### **6.1.2 Use of Funds**

Donations are used solely for REMO's stated charitable objectives. Allocation of funds is determined by REMO's management team to ensure that resources are applied effectively and transparently to our ongoing projects.

### **6.1.3 Refund Policy**

Due to the charitable nature of our organisation, donations are generally non-refundable. However, if a transaction was made in error (for example, a duplicate payment), donors may contact us within 14 days of the donation for review.

### **6.1.4 Receipts**

Upon request, donors will receive an official acknowledgment or receipt for their contribution, which may be used for record-keeping or tax purposes, depending on the donor's jurisdiction.

### **6.1.5 Transparency and Accountability**

REMO maintains accurate financial records and periodically publishes project and financial updates to ensure transparency. Donors may request general information on how funds are utilised.

## **6.2 Volunteer Participation**

### **6.2.1 Eligibility**

Volunteers must be at least 18 years old or have written consent from a parent or guardian. International volunteers must comply with Tanzanian visa and residency requirements.

### **6.2.2 Code of Conduct**

All volunteers are expected to:

- Respect local communities, culture, and traditions
- Abide by REMO's guidelines and safety protocols
- Avoid behaviour that could harm REMO's reputation or mission

### **6.2.3 Responsibilities and Liability**

Nothing in these Terms excludes liability where such exclusion is prohibited by law.

Volunteers participate at their own risk. REMO provides guidance but cannot be held liable for injuries, accidents, or losses that occur during volunteering activities unless caused by proven negligence on REMO's part.

Volunteers may be required to sign an additional Volunteer Agreement outlining specific project responsibilities.

### **6.2.4 Confidentiality**

Volunteers may gain access to sensitive information about REMO's operations or beneficiaries. Such information must not be disclosed or used outside the scope of volunteer activities without REMO's written consent.

### **6.2.5 Termination of Volunteer Involvement**

REMO reserves the right to suspend or terminate any volunteer's participation if their behaviour is inappropriate, unlawful, or disruptive to the organisation's mission.

## **7. Privacy**

Your privacy is important to us. Please review our **Privacy Policy**, which explains how we collect, use, and protect personal information shared through the Site.

## **8. Changes to These Terms**

REMO may update these Terms from time to time to reflect changes in our operations or legal requirements. Updates will be posted on this page with a revised “Last updated” date. Continued use of the Site constitutes acceptance of the updated Terms.

## 9. Contact Us

If you have questions about these Terms, please contact us at:

REMO (Retuno E Maa Organization)

**Email:** [info@retunoemaa.org](mailto:info@retunoemaa.org)

**Phone:** +255 752 067 118

**Address:** P.O. Box 16, Mto wa Mbu, Tanzania