



Thina Rewards and Cancellation Policy

Points and Rewards Policy

At Thina, we use a points system to encourage and reward participation in volunteering activities. Our goal is to foster community engagement and incentivize positive actions. Here's how our points and rewards system works:

1. Points System

- **Earning Points:** Every time you participate in an activity or event through the Thina platform, you earn points. The more you engage, the more points you collect.
- **Incentive-Based:** Currently, points are an incentive to encourage participation and engagement. As you collect points, you'll see your progress and contributions grow within the app.

2. Future Versions

- **In-App Features:** In future updates, points will be redeemable for additional in-app features, offering users more functionality and engagement tools.
- **Partnerships and Benefits:** We are actively working on partnerships with brands that will allow you to spend points on discounts, benefits, and other rewards through a premium version of the app.
- **Badges:** We will also be introducing a badge system to recognize and celebrate users' contributions and achievements.

3. Important Note

- **Points Are Incentive-Based Only:** At this time, points cannot be used for purchases or exchanged for physical goods or services. Stay tuned for future updates where we will expand on how your points can be redeemed!

Cancellation Policy

We understand that life can sometimes get in the way of volunteering commitments. That's why we've designed a cancellation policy that offers flexibility while also ensuring organizations can rely on volunteer attendance.

1. Cancelling a Volunteering Event

- **How to Cancel:** If you're unable to attend an event you've signed up for, you can easily cancel your attendance directly through the Thina platform.
- **Timeframe for Cancellation:** Cancellations must be made **at least 2 hours prior** to the event start time. This gives organizations time to adjust accordingly.



2. Impact on Points

- **Review and Consequences:** If you fail to cancel within the required timeframe or don't attend without notice, it may impact your points. We review all no-shows, and repeat occurrences could result in the loss of points.

3. Future Ratings System

- We are working on a future feature that will include a **ratings policy for both organizations and individuals**, allowing users to build a reputation within the Thina community based on reliability and engagement.

Liability Disclaimer

While we strive to provide a seamless and beneficial platform for both volunteers and organizations, Thina is not liable for:

- Any financial, physical, or emotional harm incurred during or related to volunteering events.
- Issues related to the cancellation of events, changes in event details, or points loss due to user cancellations or no-shows.
- Any third-party offerings or partnerships that may arise in future versions of the platform.

By using the Thina app, users acknowledge that the points system and any potential rewards are subject to change in future updates. We are not responsible for the availability of rewards, and points cannot be exchanged for cash or other guaranteed benefits at this time.