

## Cancellations/Substitutions/Refunds

If you must cancel your travel plans, the following conditions apply to your cancellation. In planning your travel, Edu-Ventures makes substantial payments and deposits to airlines, hotels and bus/land transport companies far in advance of departure. These advance deposits are not always refundable; therefore your cancellation is subject to penalties.

### **Edu-Ventures Standard Cancellation Policy**

All non-refundable fees incurred by Edu-ventures will be deducted from any refund. In addition, the following fees will apply:

#### **180 days prior to departure**

Full refund less the \$200 cancellation fee

#### **179 to 110 days prior to departure**

Full refund less the \$400 cancellation fee

#### **109 to 30 days prior to departure**

Full refund less 50% of the program cost

#### **29 days or less prior to departure**

No refund will be issued

### **Refunds**

If your program is canceled by Edu-Ventures, you are entitled to a full refund of all program fees paid. If you are due a refund, we will do our best to expedite the process and deliver the refund to you within 2-4 weeks. Refunds for over-payment will be issued only upon written request.

All services, excursions, air and land transportation are sold as a package. Once you have enrolled as a participant, you may not receive reimbursement for items not used during your trip - for example, during your tour, if you decide not to participate in an excursion or go out for one of the meals, there will be no refund for the cost of that unused item/activity. All airline tickets are part of your packaged itinerary. All airline tickets are non-refundable, non-changeable and may not be re-issued for any other trip.

### **How to Cancel**

You are required to cancel in writing by email or letter to Edu-Ventures, P.O. Box 723, Poughquag, NY 12570. No telephone cancellations will be accepted. We recommend that cancellation letters be sent by Certified Mail - Return Receipt Requested. If you are due a refund, we will do our best to expedite the process and deliver the refund to you within two to four weeks. Refunds for over-payment will be issued only upon written request.

### **Automatic Cancellation**

Edu-Ventures will automatically cancel your participation in a program, and no refund will be issued, due to lack of payment. In the case of automatic cancellation by Edu-Ventures, if reinstatement is possible, there will be a reinstatement fee of \$125.

### **Cancellation Due To Lack Of Proper Documentation**

If any participant has not secured, or cannot secure, proper documentation (passports and visas) prior to the group departing, Edu-Ventures' regular cancellation policy will apply. (Please note: all Non-U.S. Citizens are responsible for securing their own visas required for travel abroad on any of Edu-Ventures' itineraries.)

### **Substitution Policy**

Edu-Ventures reserves the right to replace a Group Leader who is unable to travel on their planned program for whatever reason. This possible substitution of Group Leader shall not constitute grounds for refund by participants. For participants who must cancel, you will have lower cancellation penalties if you submit the name of a willing suitable replacement. The substitute/ placement will be subject to the same Terms of Participation outlined in the Participant Enrollment Materials. The request for substitution must be submitted in writing, along with the letter of cancellation. (Together in the same envelope/letter)



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