

Trip Cancellation/Refund Policy

FAQ

Q: Is there a chance that my registration and deposit are not accepted?

A: While it is unlikely, yes, there's a chance. In rare instances, it may be determined that for health or other reasons, this trip is not a good fit for you. We would notify you as soon as possible if this is the case.

Q: What happens if I have not met payment deadlines?

A: Your spot on the trip may be forfeited. We cannot secure airline tickets or other reservations for you without these payments. Nor will we hold up the rest of the team in making trip arrangements. It is crucial that you meet the payment deadline, as airline tickets are usually purchased shortly after the second deadline date.

Q: What if I need to cancel going on the trip?

A: If you need to cancel after the deposit has been made and application accepted we cannot refund your deposit as it is a tax deductible donation. Your deposit and the balance of your personal trip account can be applied to another trip within two years. It could also be used to scholarship others, applied to support the rest of the group cost, or given directly to the mission. If airline tickets have been purchased and ticketed in your name, we will not be able to refund the amount paid on that ticket, unless the rules on that ticket allow for a cancellation or transfer (which is rare). You will be responsible for the full cost of the ticket. In this case, not only would you not be able to receive a refund, but if the cost of the airline ticket exceeds the amount you have paid to date, you will be responsible for paying the additional difference. We're subject to the rules of the airline tickets. Any financial obligation for your ticket or other expense paid that cannot be reimbursed to us will be passed on to you. So, don't cancel!

Q: If I cancel and paid for my airline ticket, do I get to use it at some other time?

A: Probably. Most airline ticket cancellations allow for you to pay a cancellation fee (usually \$100 for int'l tickets, \$50 for domestic), which then gives you one year to use a voucher for the difference. For example, if your int'l airline ticket was \$800, after your \$100 fee, your flight voucher is worth \$700 to fly anywhere that airline goes within one year of the original ticket purchase date.

Q: What if I need to cancel for good reason, such as sickness, injury, or death in the family?

A: As stated above, we're subject to the rules and obligations of the airlines. If they will reimburse us by accepting a doctor's letter or death certificate, then we'll pass that reimbursement on to you.

Q: Can't someone go in my place if I have to cancel?

A: Usually not. The deeply discounted airline tickets that we usually purchase, typically are not transferrable into someone else's name. If they are, great, and you might need to help us find someone to go. Otherwise, you're still responsible for that airline ticket cost.