



CEP Programs - Cancellation Policy

This document is created to clarify the terms and conditions under which volunteers can cancel their reservation for VEN's CEP Programs and the consequences of cancellation.

VEN understands that unexpected situations can occur and plans may change due to that.

If that happens and the volunteer can't stick to the confirmed program or program dates, the volunteer should let the Volunteer Coordinators know as soon as possible.

VEN will discuss the possibility of rescheduling the program with the volunteer in detail. It's VEN's **priority to reschedule** the program dates.

If it should be not possible to reschedule and the volunteer can not participate in the program, VEN can refund the program fee within one week under following conditions:

- Cancellation at least **30 days before** program start
100% refund (volunteer only pays for transaction costs)
- Cancellation at least **10 days before** program start
50% refund
- Cancellation **less than 3 days before** program start
no refund possible

By transferring the program fee to VEN, the volunteer agrees with this cancellation policy.