Trip Cancellation Policy - Guatemala 2027

Cancellation Deadlines and Refunds:

Cancellation 90+ Days Before Departure:

- If you cancel your participation 90 or more days before the trip departure date, you will receive a refund minus the non-refundable deposit and any associated processing fees.

Cancellation 51-89 Days Before Departure:

- If you cancel your participation between 51 to 89 days before the trip departure date, you will receive a 50% refund of the total trip cost.

Cancellation Less Than 50 Days Before Departure:

- If you cancel your participation 50 days or less before the trip departure date, no refund will be issued.

Cancellation with a flight:

- If we have booked your flight for you, we will most likely **not** be able to refund the flight cost. If booking your own flight, you will have to contact the airline directly.

Non-Refundable Deposit:

- A non-refundable deposit is required to secure your spot on the trip. This deposit covers administrative and operational costs and will not be refunded under any circumstances.

Cancellation by Ethan or the orphanage:

- In the unlikely event that Ethan or the orphanage needs to cancel the trip due to unforeseen circumstances (e.g., natural disasters, political unrest, low enrollment), you will receive a full refund of all payments made, including the non-refundable deposit. Ethan Renoe is not responsible for any additional expenses incurred by participants (e.g., airfare, visa fees).

Transfer of Booking:

- If you are unable to participate in the trip, you may transfer your booking to another person, provided you notify Ethan at least 30 days before the departure date. The new participant must meet all trip requirements and agree to the terms and conditions. A transfer fee of $75 may apply.

Travel Insurance:

- We will purchase some basic travel insurance to cover emergencies and potential medical expenses. You are welcome to purchase additional travel insurance to protect against unexpected cancellations, other medical emergencies, and other travel-related issues. Please ensure your policy covers trip cancellations.

Unforeseen Circumstances:

- In the event of unforeseen circumstances (e.g., personal emergencies, illness), we will review cancellation requests on a case-by-case basis. Partial refunds or travel credits may be issued at the discretion of Ethan and the team.

How to Cancel:

- To cancel your participation, please notify Ethan in writing via email to ethanrenoe@gmail.com. The cancellation date will be considered the date we receive your written notification. Any other form of communication will not be accepted as a cancellation.

By booking a trip with Ethan Renoe LLC via WeTravel, you agree to this cancellation policy.