



Cancellation, Injury and Illness Policy

We understand that unexpected events and illnesses may occur that prevent participants from attending our programs, or that participants may become sick onsite. Therefore, we have established a cancellation and sick policy to address these situations.

Cancellation Policy

If a participant needs to cancel their enrollment in our program, they must notify us as soon as possible. **The following cancellation fees will apply:**

1. More than 15 days prior to the program start date: full refund minus a processing fee.
2. 15-7 days prior to the program start date: 50% refund.
3. Less than 7 days prior to the program start date: No refund

In the event of an emergency, we understand that unforeseen circumstances may arise, and exceptions to our standard cancellation policy can be made on a case-by-case basis.

Please note that any cancellation requests must be submitted to workexchange@envisionfestival.com

Injury & Illness Policy

In the event that a participant becomes injured or falls ill on-site during their scheduled shift, our primary concern is ensuring their health and well-being while also maintaining a fair and consistent policy. To achieve this, we have established the following policy:

-  **Priority on Health and Well-being:** Our top priority is the health and well-being of our participants. We take all necessary measures to ensure that the participant receives proper care and support during their injury/illness, while also considering the impact on the program operations.
-  **Immediate Notification:** We request that participants promptly inform us if they become injured or ill while on-site. This immediate communication is crucial for us to assess the situation and make necessary arrangements. Participants must communicate with a **Coordinator** to report their injury or illness. **If a participant fails to inform us about their illness and misses their scheduled shift without discussing it with us, it will be regarded as an unexcused absence.**
-  **Severity Assessment:** Upon notification, we will assess the severity of the participant's illness. This evaluation helps us determine the appropriate course of action to take. Mild illnesses may allow the participant to continue their shift with reasonable accommodations, while more severe cases may require a different approach.
-  **Flexible Solutions:** Based on the severity of the illness and in consideration of the participant's condition, we will work closely with them to find a solution that works for both parties. **Possible solutions include rescheduling the participant for a different shift or providing a partial refund, which is subject to our discretion.**
-  **Consequences of Unexcused Absence:** In the case of an unexcused absence, the participant may forfeit their deposit. This measure is taken to encourage responsible and transparent communication.

We believe that this approach strikes a balance between the well-being of our participants and the need to maintain a fair and consistent policy. We remain committed to providing a supportive and considerate environment while also upholding the standards of our program.