



Truffula EdVentures Refund & Cancellation Policy

Purpose

The purpose of this policy is to provide clear and transparent guidelines regarding refunds and cancellations for participants in Truffula EdVentures programs. Our goal is to ensure fairness for both participants and Truffula EdVentures, while covering the necessary logistical costs associated with program preparation.

Overview

Truffula EdVentures is committed to offering inclusive and immersive educational experiences that foster global citizenship and cultural understanding. To ensure the smooth coordination of each program, we incur costs for program materials, travel arrangements, accommodations, and other logistical expenses prior to the program. These pre-arranged items require financial commitments in advance, which is why we have established this policy to protect the organization's financial stability and to minimize losses. This policy also ensures that participants understand the terms and conditions regarding refunds and cancellations.

General Refund Policy

To ensure a smooth and enjoyable experience for all participants, we've outlined the following refund guidelines:

- **Full Refunds:** Refund requests will be considered only when made **90 days prior to departure**.
- **Refund Requests:** All refund requests must be submitted in writing through our official refund request form. If approved, refunds will be processed within **14 days**.

Please note: Refunds will not be issued for any cancellations due to circumstances beyond our control, such as weather, natural disasters, or government restrictions.



Non-Refundable Fees

Certain fees are non-refundable, including:

- **Deposit:** \$500 deposit is required to register and is non-refundable
- **State Taxes & Transaction Fees:** Any state taxes, transaction fees, or processing fees associated with your payment are non-refundable.
- **Travel insurance:** Insurance provided by Truffula Edventure

Prorated Refunds

If you need to cancel within 90 days of departure, prorated refunds may apply. The refund will be based on the daily or session rate of the program and calculated by the number of remaining days or sessions. In the event of a prorated refund, the \$500 deposit remains non-refundable and will not be included in this rate.

Cancellation Policy

If you need to cancel your trip, refunds will be issued according to the following schedule:

- **90+ days before departure:** Full refund (minus non-refundable deposit)
- **60–89 days before departure:** 50% refund
- **30–59 days before departure:** 25% refund
- **Less than 30 days before departure:** No refund

Medical or Emergency Cancellations

In the event of a medical emergency or other unforeseen circumstances, we may offer a **partial refund** or **credit for future travel** based on the documentation provided (such as a doctor's note or emergency documentation).

Force Majeure Events

In the case of a **force majeure** event (e.g., natural disasters, pandemics, or government restrictions), Truffula EdVentures is not liable for providing refunds. In such cases, we will work with participants to reschedule the trip, offer a credit for future travel, or provide a prorated refund based on the portion of the trip completed.



General Information

Deposit Requirement

A **non-refundable deposit of \$500** is required to secure your spot in any Truffula EdVentures program. This deposit is paid at the time of registration.

Optional Travel Insurance

Participants are encouraged, but not required, to purchase travel insurance to protect against unexpected cancellations, delays, or other travel disruptions. Travel insurance may cover trip cancellations, medical emergencies, lost luggage, and other unforeseen circumstances. We recommend reviewing coverage options to ensure they meet your needs.

Remaining Balance

The remaining balance for your trip is due **90 days before departure**. Failure to pay the balance by the due date may result in forfeiting your spot.

Late Payments

Late payments will incur a fee:

- **2 weeks late:** 5% late fee
- **4 weeks late:** 10% late fee
- **6+ weeks late:** Registration may be canceled without a refund.

Payment Plans

To make it easier for participants to manage payments, we offer a flexible **4-payment plan** with assigned due dates. Here's how it works:

1. **Registration Deposit:** A non-refundable deposit of \$500 is due at the time of registration to secure your spot.
 2. **Payment Dates:**
 - **Registration:** 50% of the trip due (\$500 non-refundable deposit)
 - **Date 2** (approx. 5 mon. before departure): **25%** of the trip due.
 - **Date 3** (approx. 3 mon. before departure): **25%** of the trip due.
- ★ *Participants will receive reminders as each payment date approaches to ensure they stay on track.*



Payment Reminders

Participants will receive email reminders 7 days before each payment is due. If you miss a payment or need assistance, please contact our team immediately.

Payment Methods: Payments can be made via:

- **Venmo - @truffulaedventures**
- **PayPal - @TruffulaEdVentures**

Contact Us

If you have any questions or need assistance with cancellations or refunds, please reach out to our team at Lindsey.Smaka@truffulaedventures.com. We are happy to assist and ensure you have all the information you need for your journey with Truffula EdVentures.