



## Supporting Humanity Refund and Cancellation Policy

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<b>Change Log</b>	

## Refund and Cancellations

Supporting Humanity may require purchase of a ticket and payment by attendees to secure their place on any trips/events/campaigns or other activity organised as relevant (these will be referred to throughout the rest of this document as Event(s)).

The policy below relates to the circumstances in which any tickets will or will not be refunded and the process for attendees to claim or be repaid their tickets.

### Substitution requests:

If you are unable to attend an event, tickets cannot be passed onto another (replacement / substitute) attendee but must be returned to Supporting Humanity to reissue. This is to ensure fairness in booking as there is a reserve list kept in order of contact with the charity.

### Cancellation policy:

Cancellations by attendees must be received in writing (via email to [trips@supportinghumanity.org](mailto:trips@supportinghumanity.org)) in advance of the event setting out:

1. Name of attendee(s)
2. Date of booking
3. Sum of payment
4. Any relevant reference numbers
5. Confirmation of payment method used (to be refunded to same card)

The following cancellations charges apply:

- a. 2+ weeks' prior to event: Full refund minus administrative costs/booking fee
- b. 2 weeks or less prior to event: No refund
- c. Failure to attend: No refund

## Amendments/Cancellation by Supporting Humanity

1. **Amendments:** Supporting Humanity reserves the right to modify the programme up to the day of the event. Supporting Humanity puts programmes together through extensive and on-going research in order to provide the most up-to-date and relevant information. This means that occasionally the programme may change up to the day of the event due to unforeseen circumstances, to alter the programme, venue and/or itinerary. No refunds will be given as a result of any changes in the programme.
2. **Cancellation:** If Supporting Humanity need to cancel an event due to unforeseen circumstances all attendees will be informed as soon as possible and the ticket(s) will be transferred to the rearranged date / event.
3. **Cancellation:** If, for any reason, Supporting Humanity has to cancel an event, Supporting Humanity accepts no responsibility for covering travel, hotel or other costs incurred by delegates and guests.
4. **Cancellation:** Supporting Humanity reserves the right to cancel any bookings that do not meet the eligibility criteria for any given trip. Here the booking will not be refunded so all criteria must be checked before booking.
5. Refunds will be processed as soon as possible but please allow a minimum of 7 Business days.