

# Cancellation Policy

Executing the program requires Passages to incur irreversible expenses in advance. Passages makes irreversible spending decisions based on the number of participants enrolled in the program and is relying on each participant not cancelling their enrollment. In addition, holding a space for you may result in turning away other participants. For these and other reasons, you agree as follows:

By submitting payment of your registration fee to Passages America Israel, Inc. ("**Passages**"), you agree to this Cancellation Policy (this "**Policy**").

1. If you are accepted to the Passages program (the "**Program**"), you are required to submit full payment of your registration (the "**Registration Fee**") no later than the published registration deadline. If you fail to pay the Registration Fee in a timely manner or cancel your participation in the program prior to paying the Registration Fee, Passages may revoke your acceptance.
2. If you cancel after payment of the Registration Fee, but at least 45 days prior to your departure date, a total of \$250 and any applicable transaction fees will be forfeited, and the remainder will be refunded to you.
3. If you cancel less than 45 days before your departure date, the entire amount of the Registration Fee will be forfeited.

After payment of your Registration Fee, if you decide not to or are unable to travel, you must notify Passages by emailing [trips@passagesisrael.org](mailto:trips@passagesisrael.org).

You should have no expectation of receiving a refund of any amount if you cancel after payment of the Registration Fee with less than 45 days' notice prior to your departure date; however, exceptions may be made for certain emergency situations ("**Emergencies**"), in Passages' sole and absolute discretion. For consideration, any Emergencies must be reported prior to departure and may include (a) personal medical emergencies, (b) death of an immediate family member, or (c) cancellation or postponement of the Program by Passages, in each case subject to written documentation and approval by Passages. Emergencies do not include decisions by schools, institutions, or organizations to restrict travel or cancel programs. Emergencies that occur on the day of travel should be reported to the Passages staff assigned to your trip, Passages at [trips@passagesisrael.org](mailto:trips@passagesisrael.org), and Traveland via WhatsApp at 203-814-3535.

Any refund issued by Passages will be processed within 4 weeks following approval. Passages will not apply forfeited funds towards future credits. Passages will not refund processing/transaction fees.

Please reach out to Passages at [trips@passagesisrael.org](mailto:trips@passagesisrael.org) with questions before submitting your Registration Fee.

## **Domestic Airfare:**

Any and all expenses for domestic flights remain your sole cost and expense, and no domestic credit or refunds are available unless you purchase additional travel insurance. Passages will not refund expenses for domestic flights for any reason. In the event that Passages decides to cancel or postpone the Program, Traveland will convert airline tickets to credits if possible. A claim must be filed with your insurance provider by you to receive reimbursement or credit for your domestic flight costs.