

## ADANU Volunteer Programs Refund Policy

We understand that circumstances can change, and we aim to provide a fair and transparent refund policy for our valued volunteers. Please review our refund policy carefully to understand the timelines and conditions under which refunds will be processed for our Custom Group Travel programs.

## Refund Deadlines for Custom Group Travel Programs

### 5 Months Prior to Program Start Date

Refund Amount: 100% of paid fund is refundable.

Conditions: Application fee is non-refundable.

Volunteers who notify us of their cancellation at least five months before the program start date will receive a full refund of the program fee paid, excluding the non-refundable application fee.

### 4 Months Prior to Program Start Date

Refund Amount: 75% of program fee paid is refundable.

Conditions: Application fee is non-refundable.

If a cancellation notice is received four months before the program start date, 75% of the program fee paid will be refunded, with the application fee being non-refundable.

### 3 Months Prior to Program Start Date

Refund Amount: 50% of program fee paid is refundable.

Conditions: Application fee is non-refundable.

For cancellations received three months before the program start date, volunteers will receive a 50% refund of the program fee paid, excluding the application fee.

### 2 Months Prior to Program Start Date

Refund Amount: 25% of program fee paid is refundable.

Conditions: Application fee is non-refundable.

If a cancellation notice is received two months before the program start date, 25% of the program fee paid will be refunded, with the application fee remaining non-refundable.

### Less Than 2 Months Prior to Program Start Date

Refund Amount: None of the program or application fees are refundable.

Conditions: No refunds are issued for cancellations received less than two months before the program start date. Both the program and application fees are non-refundable at this point.

## How to Submit a Cancellation Notice

To submit a cancellation notice, please contact our office directly via email at [richard@adanu.org](mailto:richard@adanu.org) . Please ensure you provide your full name, program details, and reason for cancellation. The date of your notice will be determined by the timestamp of your email or the date of your phone call.

## Processing of Refunds

All refunds will be processed within 30 days of receiving the cancellation notice. Refunds will be issued using the original payment method unless otherwise requested and approved by our finance team.