

Refund & Cancellation Policy — Student/Private Travel Programs

At EPXCURSIONS, we strive to provide safe, organized, and memorable educational travel experiences. Because our programs require early reservations and long-term vendor commitments, the following refund and cancellation terms apply to all participants.

1. Non-Refundable Deposit

Upon enrollment, travelers must pay a **\$200 non-refundable deposit**. This deposit secures a participant's spot on the trip and is **never refundable**, regardless of when or why a traveler cancels.

2. General Policy

Enrollment in any trip signifies agreement with all payment deadlines and refund policies. All cancellations must be submitted **in writing** by the traveler or parent/guardian.

3. Refund Eligibility Before Trip Is Booked

Before flights, hotels, and ground transportation are officially booked:

- Cancellations within **14 days of enrollment** →
Refund of all payments **except**:
 - The **\$200 non-refundable deposit**
 - **Credit card processing fees** (these are not refundable under any circumstances)
 - Registration or administrative fees
- Cancellations after 14 days but **before trip booking begins** →
Refund of payments made **minus**:
 - The **\$200 non-refundable deposit**
 - **Credit card processing fees**
 - Any registration/processing fees
 - Any optional add-ons already purchased
 - Administrative fees (if applicable)

Note: Credit card companies do not return processing fees to us when a refund is issued. Therefore, **all refunds will be issued minus the original processing fees**, even if the cancellation occurs shortly after payment.

4. No Refunds After Flights and Hotels Are Booked

Once flights, hotels, or major accommodations are booked, *no refunds are available under any circumstances.*

This includes cancellations due to:

- Schedule changes
- Loss of interest
- Academic/athletic conflicts
- Withdrawal from school
- Illness (unless covered by optional insurance)
- Family schedule conflicts
- Financial hardship

Vendor reservations at this stage are non-refundable and often non-transferable. All payments made up to and after this point—including the initial deposit—are fully non-refundable.

5. Travel Protection (Optional but Strongly Recommended)

Participants are encouraged to purchase travel protection or trip insurance that may cover:

- Major medical emergencies
- Serious injury
- Family emergency
- Extreme unforeseen circumstances

Coverage depends on the policy purchased and is not managed by EPXCURSIONS.

6. Transfer of Enrollment

Before flights are booked, a participant may request to transfer their spot to another eligible traveler.

Transfers are **not guaranteed** and may require administrative fees.

After booking begins, **transfers are not permitted.**

7. Missed Payments or Failure to Stay on Schedule

Participants who fall behind on payments may lose their spot.
All payments made up to that time—including the **\$200 deposit**—remain **non-refundable**.

Late fees may apply.

8. Trip Cancellation by the Company

If EPXCURSIONS cancels a trip **before flights/hotels are booked**, travelers will receive a refund of all payments **except the \$200 deposit**, which covers administrative and planning costs already incurred.

If a trip is canceled **after flights/hotels are booked** due to external circumstances (natural disasters, international restrictions, political issues), refunds will be limited to whatever vendors return. Non-refundable vendor costs cannot be reimbursed.

9. Behavior & Dismissal

Participants removed from a trip due to misconduct, safety violations, or breaking program rules:

- Receive **no refund**, including the deposit
 - Are responsible for all additional travel expenses required for early return
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10. Contact for Cancellations

All cancellations must be submitted **in writing** to:

EPXCURSIONS.COM

Email: julio@epxcursions.com