



# Refund Policy

## \*Groups & Individuals\*

### **Groups (Applies to Service Group, Corporate Service Group, and Impactful Travel Programs)**

Due to our status as a 501(c)3 non-profit organization, all deposits and payments made to Long Way Home are considered donations and are therefore refundable only under the following circumstances.

Canceling your program close to your departure date causes additional stress on our staff and host communities who have been preparing for your arrival.

More information about our cancellation policy appears below, which we urge you to read carefully. Should your original group start date no longer work for you, please also review the information below regarding transferring fees to future trips.

As a general note, we strongly recommend that you have comprehensive travel insurance for every traveler within your group that includes cancellation coverage so that everyone is protected financially in case anything comes up that prevents them from joining the trip.

As a reminder, we ask that all groups pay their deposit (the cost of one person's trip fee) as soon as possible after confirming their participation in the Long Way Home group volunteer program.

The remainder of the group fees are due one week before the group's arrival in Guatemala. The deposit is not refundable nor transferable to future trips.

For all of the remaining group costs, the refund policy is as follows:

#### **For entire group cancellation -**

- If you cancel your participation more than 60 calendar days prior to the trip, you can send an e-mail requesting a full refund (minus the non-refundable deposit), or you can request the amount to be transferred to a future trip.
- For cancellations received less than 60 days prior to the trip, 50% of the total amount (minus the non-refundable deposit) can be refunded or applied to a future trip.

- For cancellations received less than 30 days prior to the trip, Long Way Home will not be able to refund, but can transfer any amounts to any future trips.
- There will be no refund of any sort, once the group has arrived in Guatemala.
- If Long Way Home cancels a group, groups will be offered a full refund.

**In cases of unexpected illness of a group participant** - If a participant must cancel their participation in the group trip before arriving in Guatemala, due to an illness or emergency, Long Way Home will refund 75% of the participant's fee. The participant cancelling must provide a doctor's note to receive this refund. There will be no refund for illness or emergency once an individual arrives in Guatemala.

**In cases of Guatemalan National Security** - In situations where the U.S. State Department classifies Guatemala as a Level 3 or 4 security risk, Long Way Home will refund fees (minus the non-refundable deposit) if requested before 15 days of arrival. If requested within 15 days of arrival, we can move the payment made over to your next group trip with us. Again, Long Way Home does not ask for full payment until one week before arrival.

You can see the travel advisories for Guatemala [here](#). Note that Long Way Home is located in San Juan Comalapa, a town in the Chimaltenango Department.

### **Individuals (applies to Volunteer, Internship, and Green Building Academy programs)**

Due to our status as a 501(c)3 non-profit organization, all deposits and payments made to Long Way Home are considered donations and are therefore refundable only under the following circumstances.

Canceling your program close to your departure date causes additional stress on our staff and host communities who have been preparing for your arrival.

More information about our cancellation policy appears below, which we urge you to read carefully. Should your original group start date no longer work for you, please also review the information below regarding transferring fees to future trips.

As a general note, we strongly recommend that you have comprehensive travel insurance that includes cancellation coverage, so that you are protected financially in case anything comes up that prevents you from joining the trip.

As a reminder, we ask that all individuals pay their deposit (for interns and volunteers, the cost of one week's stay and for Academy students, \$500) as soon as possible after confirming their participation in the Long Way Home program.

The remainder of the individual's fee is due two weeks before their arrival in Guatemala. The deposit is not refundable nor transferable to future trips.

**For entire program cancellation -**

- If you cancel your participation more than 60 calendar days prior to the trip, you can send an e-mail requesting a full refund (minus the non-refundable deposit), or you can request the amount to be transferred to a future trip.
- For cancellations received less than 60 days prior to the trip, 50% of the total amount (minus the non-refundable deposit) can be refunded or applied to a future trip.
- For cancellations received less than 30 days prior to the trip, Long Way Home will not be able to refund, but can transfer any amounts to any future trips.
- There will be no refund of any sort, once the individual has arrived in Guatemala.
- If Long Way Home cancels an individual's trip, that individual will be offered a full refund.

**In cases of unexpected illness** - If an individual must cancel their participation in the program before arriving in Guatemala, due to an illness or emergency, Long Way Home will refund 75% of the participant's fee (minus the non-refundable deposit). The individual cancelling must provide a doctor's note to receive this refund. There will be no refund for illness or emergency once an individual arrives in Guatemala. The remaining 25% can be applied to a future trip.

**In cases of Guatemalan National Security** - In situations where the U.S. State Department classifies Guatemala as a Level 3 or 4 security risk, Long Way Home will refund fees (minus the non-refundable deposit) if requested before 15 days of arrival. If requested within 15 days of arrival, Long Way Home will not be able to offer a refund, but can transfer any amounts to a future trip. Again, Long Way Home does not ask for full payment until 2 weeks before arrival. You can see the travel advisories for Guatemala [here](#). Note that Long Way Home is located in San Juan Comalapa, a town in the Chimaltenango Department.