

## IVTC Cancellation Policy

Vida is a registered 501(c) (3) non-profit organization. Your program fees are charitable donations and used towards providing low cost veterinary care services to underserved communities in Costa Rica. Participation funds are used to cover logistics, planning, surgical supplies and equipment, teaching staff and administrative expenses needed to provide these services.

A payment schedule has been set up for your convenience, if deposits are not received on time, your participation **will be cancelled** (unless you have a payment arrangement set up with Vida).

We understand that sometimes unexpected things can happen **so if you must cancel, please consider the following:**

- The registration fee is not refundable nor transferable to future trips.
- If you cancel your participation more than 30 calendar days prior to the trip, you can send an e-mail requesting a full refund (minus the non-refundable registration fee), or you can request the amount to be transferred to a future trip (within the next 12 months from your cancellation date) .
- For cancellations received less than 30 days prior to the trip, you can send an e-mail request for us to transfer 100% of the total amount (minus the non-refundable registration fee) to a future IVTC experience (within the next 12 months from your cancellation date). **Vida will not be able to refund any amounts.**
- If you cancel your participation less than 15 calendar days prior to the trip, you can send an e-mail request for us to transfer 60% of the total amount (minus the non-refundable registration fee) to a future IVTC experience (within the next 12 months from your cancellation date). **Vida will not be able to refund any amounts.**
- Please take into consideration that **you are responsible for complying with all travel requirements** and if you are unable to make your flight for any reason, the organization will not be able to fill your spot and your fees will be used to cancel any reserved services. This will be considered to be a cancellation less than 15 calendar days prior to the trip. You can send an e-mail request for us to transfer 60% of the total amount (minus the non-refundable registration fee) to a future IVTC experience (within the next 12 months from your cancellation date). **Vida will not be able to refund any amounts.**
- If Vida cancels an IVTC group, participants can request a full refund or transfer to another date.

If you made a mistake and need to cancel a transaction for any reason, you have two business days from the transaction date to request the cancellation/refund or if you need a payment extension, please contact [financial@vidavolunteer.org](mailto:financial@vidavolunteer.org) or give us a call at +1.888.365.8432 Ext 2.