Impact Global Health Alliance

# Volunteer Program Cancellation, Refund, and Payment Policy

## CANCELLATION

Impact Global Health Alliance (IGHA), at its discretion, reserves the right to cancel any project placement prior to departure. If we cancel an individual's program, we will refund the total amount paid to us by the individual including their application fee **minus any costs already paid for program expenses** (plane tickets, visas, shipping costs for orientation material, or any other expenses incurred to support the volunteer). Impact Global Health Alliance will not be liable for any other refunds, costs, or damages in respects to the cancellation of an applicant's program. Potential reasons IGHA will cancel volunteer placements are:

- U.S. Department of State Travel warning or alert in areas where volunteers will visit or travel through
- Natural disaster affecting project area
- Potential or actual political violence or unrest (local or national elections)
- Project site situation has changed, and it is unsafe to volunteer

If an applicant needs to cancel a program for any reason, they should submit notification of cancellation by email to info@ImpactGlobalHealthAlliance.org.

## PAYMENT SCHEDULE

Impact Global Health Alliance requires all volunteers to adhere to our payment schedule, unless otherwise agreed upon. In coordinating your volunteer experience, plane tickets, hotel reservations, transportation, and cultural activities are planned in advance. Many reservations require a deposit or full payment upon reservation. With this in mind, it is important to follow the payment schedule. This will ensure you receive the most economical prices while also proactively preventing any logistical issues while in country.

| Days before departure | PAYMENT DUE |
|---|---|
| 180 + - 120 days | $500.00 USD deposit |
| 120-90 days | $750.00 or as determined |
| 60-45 days | Balance paid in full |

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**REFUNDS**

If a participant should withdraw from an Impact Global Health Alliance international volunteer expedition for any reason the deposit and payments can be refunded **- minus any costs already paid for program expenses -** at the following rates.

| Days before departure | PAYMENT DUE |
|---|---|
| 90 + days | Full deposit and payments |
| 60 - 31 days | 50% of deposit |
| 30 days | No refund given |

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