

## Trip Refund Policy

At Autumn Hope Ministries we realize that committing to a Foreign Missions Adventure is a major decision. We also realize that most of these decisions are made a year or more in advance and personal circumstances can change during that time. Because of this it is our desire to work with any team member in securing a refund when possible. It is critical however, that each team member understand that funds are requested by certain dates for a reason and often the refund process is out of our hands. Because of this, the following refund policy will apply to all trips departing after January 1, 2011.

1. Initial deposits are non-refundable. The amount of the initial deposit will be determined by Autumn Hope and may vary depending on certain trip factors. This amount will be clearly designated on the "Missions Adventure" Flyer. No spot will be held without this deposit being paid to Autumn Hope by the designated due date.
2. Airline Tickets - Airline refunds are not controlled by Autumn Hope, but rather by the airlines. Most all tickets purchased by Autumn Hope are purchased using a non-refundable fare. While the airlines claim they are non-refundable, often they will refund a portion. Autumn Hope however, does not guarantee any refund from airline tickets. Autumn Hope will work for you to recover any portion allowable by the airlines, but please understand it may take as long as six months to receive these refunds if at all. Often people wish for us to tell the airlines of their special situations, or they wish to speak to the airlines themselves. In most cases this is not possible as the tickets are purchased under contract by Autumn Hope and they will only speak to us regarding the tickets. The problem is the airlines do not care about your problems, only their money. It is best to assume nothing from the airlines and feel blessed if you receive something.
3. Final payments will be refunded in most cases with a few exceptions. Refunds resulting from cancellation within the final 30 days before departure are not guaranteed. These funds are often sent to make deposits at your destination. Many of the hotels etc. there have a no refund policy.

Autumn Hope will do everything possible to work with anyone who must cancel for any reason. It must be understood however, that we cannot guarantee anything other than that which is stated above. In many cases moneys paid for one individual can be applied to another either new or existing team member. (Airline rules vary on this. Fees may apply) Mainly it is important to note that any refunds, may take considerable time to process. We are not dealing with the local Holiday Inn, but rather with other cultures half way around the world. If you must cancel, be patient.

By signing this document and submitting your deposit you state that you understand and agree to the above policy.