



Once you've signed up for a Family Missions Company mission trip, our staff immediately starts planning for your journey. Should you wish to cancel your trip, please consult the following refund policy:

### **Non-Refundable Deposit**

Upon cancellation at any time, FMC will retain the full amount of the non-refundable deposit.

### **Trip Fee**

Upon cancellation 60 days or more prior to the trip, you will receive a 75% refund of any Trip Fees paid in excess of the non-refundable deposit amount..

Upon cancellation between 60 days and 30 days prior to the trip, you will receive a 50% refund of any Trip Fees paid in excess of the non-refundable deposit amount.

Upon cancellation between 30 days and 14 days prior to the trip, you will receive a 20% refund of any Trip Fees paid in excess of the non-refundable deposit amount.

**Upon cancellation less than 14 days from the trip start date, we will be unable to provide any refunds for Trip Fees paid in excess of the non-refundable deposit amount.**

### **"Prime Time" Refunds**

Our most popular times for mission trips typically occur during popular vacation times. We refer to these times as "Prime Time" slots. These times include the Spring break months of March and April, the summer months of June, July, and August, the Thanksgiving breaks in November, and the Christmas season (trips overlapping with the last week of December and first week of January). Because your booking and subsequent cancellation in most cases will prevent us from being able to send other people on mission in these slots, a refund will be given for Prime Time trip cancellations in the amount of 25% of any Trip Fees paid in excess of the non-refundable deposit amount, regardless of the cancellation date's proximity to the trip departure date.

### **Other funds retained**

In addition to the percentages retained by Family Missions Company, any additional expenses incurred while planning for your trip will be retained. For example: any travel deposits, flight bookings for orientation, T-shirts, etc.