

# Cancellation Policy

By submitting payment of your initial deposit and registration fees to Passages America Israel, Inc. (“Passages”), you agree to this Cancellation Policy (this “Policy”).

1. If you are accepted to the Passages program (the “Program”), a \$200 non-refundable deposit (the “Initial Deposit”) will become due upon acceptance. After payment of your Initial Deposit, if you decide not to or are unable to travel, you must notify the Israel Operations team by emailing [trips@passagesisrael.org](mailto:trips@passagesisrael.org).
2. You are required to submit full payment for the outstanding balance (the “Remaining Balance”) of your registration no later than the published Registration deadline. If you fail to pay the Remaining Balance in a timely manner or cancel your participation in the program prior to paying the Remaining Balance, your Initial Deposit will be forfeited and Passages may revoke your acceptance.
3. If you cancel after payment of the Remaining Balance, but at least 40 days prior to your departure date, a total of \$500 will be forfeited and the remainder will be refunded to you.
4. If you cancel less than 40 days before your departure date, the entire amount (Initial Deposit plus Remaining Balance) will be forfeited.

Exceptions may be made for certain emergency situations (“Emergencies”), in Passages’ sole and absolute discretion. Emergencies may include (a) personal medical emergencies, (b) death of immediate family member, or (c) cancellation or postponement of the Program by Passages, in each case subject to written documentation and approval by Passages. Emergencies do not include decisions by schools, institutions, or organizations to restrict travel or cancel programs. Emergencies that occur on the day of travel should be reported to the Passages Fellows assigned to your trip, Passages at [trips@passagesisrael.org](mailto:trips@passagesisrael.org), and Traveland via text at 203-814-3535.

Any refund issued by Passages will be processed within 4 weeks following approval. Passages will not apply forfeited funds towards future credits. Passages will not refund processing/transaction fees. Please reach out to Passages at [Trips@Passagesisrael.org](mailto:Trips@Passagesisrael.org) with questions before submitting your Initial Deposit or Remaining Balance.

## Domestic Airfare:

Any and all expenses for domestic flights remain your sole cost and expense, and no domestic credit or refunds are available unless you purchase additional travel insurance. Passages will not refund expenses for domestic flights for any reason. In the event that Passages decides to cancel or postpone the Program, Traveland will convert airline tickets to credits if possible. Cancel For Any Reason (“CFAR”) travel insurance may be available to you through Traveland to help protect against this risk. A claim must be filed with your insurance provider by you to receive reimbursement or credit for your domestic flight costs.