



## Refund Policy

Squads Abroad is a program of Global Brigades, Inc. All contributions and donations are made to Global Brigades, Inc., a 501(c)(3) organization in the United States. As agreed to by all volunteers upon sign-up and by all donors upon donation, **ALL CONTRIBUTIONS AND DONATIONS MADE TO GLOBAL BRIGADES TO SUPPORT THE SQUADS ABROAD PROGRAM ARE NON-REFUNDABLE.**\* All contributions and donations raised will be used to further Squads Abroad's mission, regardless of an individual or squad participation. Contributions and donations made to Squads Abroad are not made to specific squads nor individuals. If a volunteer or squad elects not to participate in a program, or if their squad is cancelled the funds raised to meet their squad will continue to be utilized for their intended purpose to further Squads Abroad' mission.

Global Brigades demonstrates accountability to donors in publishing an [annual audit](http://www.globalbrigades.org/about-us/financials/) ([www.globalbrigades.org/about-us/financials/](http://www.globalbrigades.org/about-us/financials/)) from an independent accounting firm, which can be found online.

\*This policy is effective November 1st, 2018, and applies to all contributions and donations made on or after this date.

## Cancellations

Squads Abroad strongly encourages volunteers wishing to cancel their squad participation to find a replacement volunteer so their original commitment to the squad implementation may be fulfilled.

A volunteer must communicate the cancellation of their program participation to Squads Abroad. Within 1 month after their cancellation, the volunteer must email Squads Abroad Program Director if they plan to apply the funds raised toward their squad for a future squad, which will be reserved for a future squad for up to 12 months upon time of cancellation. If a volunteer cancels their participation within 14 days of their squad start date, the funds available for application toward a future squad will be reduced by \$150. This \$150 will be utilized to cover the costs already expended to prepare for their squad participation which was cancelled on short notice.

*\*If the volunteer doesn't email Squads Abroad Program Director within the 1 month period, the funds raised toward the volunteer's squad program will be utilized to further Squads Abroad's mission and no longer available to meet a future designated squad.*

*\*\*If the volunteer reserves the funds raised for a future squad, but does not sign-up for a new squad within 12 months, the funds raised toward the volunteer's program will be utilized to further Squads Abroad's mission*

### **Flight Cancellations**

If Squads Abroad has already booked a volunteer's flight at the time the volunteer cancels their participation, Squads Abroad' travel team will work with the airline to cancel the flight. If the airline provides a cash refund back to Squads Abroad for the flight, we will utilize those funds to further Squads Abroad's mission. If the airline provides a flight voucher back to Squads Abroad in the name of the volunteer, the volunteer can utilize the flight voucher for a future squad flight.\*

\*Typically, most flight vouchers expire 1 year after the date the original ticket was issued.

### **Squad Cancellations**

A Squad may have to cancel for various reasons. Examples include not meeting the volunteer group minimum, or not having administrative support to travel abroad. When a squad cancels their scheduled program, ideally they work with their volunteers to schedule a new squad that works for everyone.

In some cases, the new scheduled squad may no longer work for an individual volunteer and they may have to cancel their squad participation. If this happens to you, please contact Squads Abroad Program Director to find out if we can add you to another squad that is scheduled for dates that work better for your schedule.

If you are unable to sign-up for a new squad, you can email the Squads Abroad Program Director to reserve the funds raised toward your current squad for a future squad for up to 12 months upon time of cancellation.\*

*\*If the volunteer doesn't email Squads Abroad Program Director within 1 month of their cancellation, the funds raised toward the volunteer's squad program will be utilized to further Squads Abroad's mission and will no longer be available to meet a future squad.*

### **Squad Cancellations Made by Squads Abroad**

Squads Abroad's number one priority is volunteer safety. In rare scenarios, Squads Abroad may have to cancel squads in a country due to events beyond our control, which may include, but are not limited to natural disasters, endemic and pandemic disease, and political unrest.

If your squad is canceled by Squads Abroad, we will do our best to help reschedule your squad to possibly a new date and/or different country. If you are unable to participate in the rescheduled squad, you can elect to reserve the funds raised toward your squad for a future squad.\*

*\*If the volunteer decides to not utilize the funds raised toward the volunteer's squad for a future squad, the funds will be utilized to further Squads Abroad's mission.*