



## **CC VOLUNTEER DEPOSIT & REFUND DISCLAIMER**

### **Volunteer Fees**

The balance of the volunteer fee is the total duration fee minus the deposit. This balance fee is due one month before the placement start date.

We charge a mandatory 5% International Banking fee to all participants to cover for all banking and transactional costs, including, but not limited to, transaction fees, exchange rate fees, PayPal fees, etc.

Volunteer fees are not transferrable to other persons.

### **Deposit Fees**

A non-refundable on-time fee of \$ 250 is required within one week after the application is approved and dates confirmed. Later than that it is an automatically cancellation. Payment of this fee allows us to block dates for your placement and accommodation, and is non-refundable under all circumstances.

A volunteer's placement cannot be confirmed until the deposit fee has been paid in full.

### **Early Termination of Placement**

Volunteers are free to leave Colobus Conservation prior to their scheduled completion for any reason whatsoever. However, no portion of the volunteer fee will be refunded for early termination.

### **Refund Policy**

We understand sometimes participants have to cancel their plans for various reasons. It is important to note that when a booking is made (after payment of the deposit fee) it takes away a confirmed spot from our capacity and could potentially limit other future applicants interested in joining the program at the same time.

While the deposit fee is non-refundable (see above), we do offer refunds on the remainder of the volunteer fees for cancellations based on the amount of notice given to us. Our refund will be based on a flat rate percentage of 50% of the total one-time fee paid upon submission of a written notice of not less than 15 days and 75% for a notice submitted of not less 30 days from the arrival date.

All transaction costs, including exchange rate fees and other processing fees, will be deducted from the refund payments.