

PACK LIGHT GLOBAL ITINERARIES CANCELLATION AND REFUND POLICY

This Cancellation and Refund Policy applies to all trips, programs, and travel services offered by **Pack Light Global Itineraries (“PLG”)**. By registering for a Trip and submitting payment, Participant acknowledges that they have read, understand, and agree to be legally bound by this Policy. This Policy works in conjunction with the Participant Agreement and all Trip-specific materials.

Cancellation Requirement

All cancellations must be submitted in writing to PLG. Cancellation becomes effective immediately upon receipt by PLG. Once cancellation is received, it is final. Participation rights are forfeited, Participant may not reverse cancellation, and Participant may not rejoin the Trip.

24-Hour Cancellation Window

If cancellation occurs within twenty-four (24) hours of submitting payment, Participant may request a refund in writing. Approved refunds may be subject to deduction of payment processing fees and any applicable administrative fees.

Non-Refundable Payment Structure

All payments become non-refundable after twenty-four (24) hours from the time payment is submitted. This applies to deposits, installment payments, final payments, supplemental payments, optional excursions, add-on services, administrative fees, and processing fees.

Installment Payment Cancellation

Payments are processed on the 15th or 30th of each month according to the selected payment schedule. If two (2) or more scheduled payments are missed or payment authorization fails repeatedly, PLG reserves the right to cancel registration, release Participant space, and reassign the space to another traveler. All payments remain non-refundable.

Final Payment Deadline and Release of Space

All Trips must be paid in full no later than sixty (60) days prior to departure. If the balance remains unpaid, PLG reserves the right to release Participant space and reassign it to another traveler. All payments remain non-refundable.

Required Travel Insurance

Comprehensive travel insurance is required and must include Trip Cancellation, Trip Interruption, Travel Delay, Medical Coverage, Emergency Evacuation, and Repatriation. Participants without qualifying coverage will not be permitted to travel and will not receive refunds.

Participant Cancellation After 24 Hours

No refunds will be issued for cancellations occurring more than twenty-four (24) hours after payment. This includes cancellations resulting from personal scheduling conflicts, financial hardship, work obligations, family obligations, passport or visa issues, medical conditions not covered by insurance, airline delays or cancellations, missed connections, weather concerns, or personal emergencies.

If Pack Light Global Itineraries Cancels a Trip

PLG reserves the right to cancel a Trip due to insufficient enrollment, safety concerns, government restrictions, vendor failure, natural disasters, public health emergencies, civil unrest, or other force majeure events. If PLG cancels a Trip due to low enrollment, Participants will be offered either a transfer of payments to a future PLG Trip or a refund of recoverable funds less non-recoverable vendor costs. If PLG cancels due to safety, operational conditions, or force majeure, refunds, if any, depend on recoverable funds from vendors and suppliers.

Itinerary Modifications and Refund Limitations

PLG reserves the right to modify Trip itineraries, including accommodations, vendors, schedules, routes, and activities. Comparable substitutions and itinerary adjustments do not constitute Trip cancellation and do not entitle Participants to a refund.

Travel Advisory Withdrawal

If a Participant declines to travel to a destination that remains operational and is subject to a U.S. Department of State Level 2 advisory or lower, no refund will be issued.

Unused Services

No refunds will be issued for missed activities, late arrival, early departure, voluntary withdrawal, unused accommodations, unused transportation, or unused meals.

Payment Processing Fees

Electronic payment processing fees are non-refundable. Credit card payments incur a 3% processing fee. ACH transfers and electronic check payments incur a 0.8% processing fee. Mailed paper checks sent to the designated PLG Post Office Box are not assessed any processing fees.

Refund Processing Timeframe

If a refund is approved within the allowable window, refunds will be processed within fourteen (14) to thirty (30) business days using the original payment method whenever possible.

Non-Covered Expenses

PLG is not responsible for reimbursement of airline tickets, passport fees, visa fees, vaccinations, travel gear, pre- or post-trip lodging, currency exchange losses, or other personal expenses.

Policy Acknowledgment

By registering for a PLG Trip, Participant acknowledges that they have read this Policy, understand all refund limitations, understand that payments become non-refundable after twenty-four (24) hours, accept responsibility for securing travel insurance, and agree to comply with all cancellation requirements.