

Discipleship Travel LLC Cancellation Policy

Summary (Non-Binding Overview).

This policy explains (i) who has authority to cancel a tour, (ii) how voluntary cancellations by participants are handled, and (iii) when Discipleship Travel LLC may cancel a participant's registration for non-payment. If a tour remains active, participant withdrawals are treated as voluntary and are subject to the applicable group's cancellation policy. Refunds typically follow the original form of payment, exclude non-refundable processing/late fees, and, for airline amounts, may be issued as airline vouchers subject to airline terms. The detailed numbered terms below control.

1. Scope; Agreement to Policy

1.1 **Scope.** This Cancellation Policy applies to all participants who register for tours facilitated by Discipleship Travel LLC (hereafter, "**DT**").

1.2 **Agreement.** By registering for a tour, participants acknowledge and agree to be bound by the cancellation terms applicable to their specific group and this policy.

2. Definitions

2.1 "**Active Tour**" means a tour that has **not** been canceled by (a) a relevant government authority, (b) a vendor/supplier, or (c) the Designated Group Leader.

2.2 "**Designated Group Leader**" means the individual identified by the group (typically a pastor and/or named teacher) who is authorized to act for the group regarding tour status.

2.3 "**Voluntary Cancellation**" means a participant's decision to withdraw from an Active Tour.

2.4 "**Involuntary Cancellation**" means DT's cancellation of a participant's registration due to non-payment or failure to satisfy payment obligations.

3. Tours Canceled Due to Circumstances Outside DT's Control

3.1 **DT as Agent.** DT acts solely as an agent for third-party suppliers of travel-related services (including air/ground transportation, hotel accommodations, meals, tours, and cruises) and does not directly provide those services. Accordingly, DT does **not** unilaterally cancel tours.

3.2 **Authority to Cancel.** A tour may be canceled only by:

- (a) Relevant government authorities;
- (b) Vendors or other suppliers; or
- (c) The Designated Group Leader.

3.3 Viability. Tours may be canceled for lack of viability (e.g., insufficient enrollment). In such cases, refunds will be issued in accordance with the cancellation policy designated for that specific tour.

3.4 Conflict/Volatility. International travel involves inherent risks, and regional conditions may change without notice. In the event of hostility, conflict, or war, tours are **not** automatically canceled or refunded. Unless canceled under §3.2, the tour remains an **Active Tour** and participant withdrawals are treated as **Voluntary Cancellations** subject to §4.

4. Voluntary Cancellation of Participant Registration

4.1 Insurance Recommendation. DT recommends that participants purchase travel insurance that provides benefits for non-refundable payments.

4.2 Group-Specific Policies; Uniform Application.

(a) Each group's cancellation policy is specific to that group; and

(b) The established policy is applied consistently to all group members, regardless of the reason for cancellation.

4.3 Method and Effective Date of Cancellation.

(a) **Written Notice Required.** Cancellation requests must be submitted in writing (email is acceptable).

(b) **Authority to Cancel.** Each *adult* registrant is required to submit their own cancellation. The only exceptions are (1) a spouse canceling on behalf of their spouse, or (2) a parent or legal guardian canceling on behalf of a *minor* child. NOTE: Neither group leaders nor roommates may cancel another person's registration.

(c) **Effective Date.** The effective date of cancellation is the date DT **receives** the written request.

(d) **Delivery Risk.** Any delay or failure in delivery, by any means, is the registrant's responsibility; the registrant may seek recourse directly from the carrier.

4.4 Form of Refund.

(a) **Original Form Preferred.** Refunds will typically be issued in the original form of payment.

(b) **Alternative Form Permitted.** If issuing a refund in the original form is not practicable, DT may, in its discretion, issue the refund in another lawful form.

4.5 Non-Refundable Charges. Refunds will **not** include non-refundable amounts such as credit card processing fees, e-Check fees, or late payment fees.

4.6 Airline Amounts; Vouchers. Refunds for amounts remitted to airlines may, depending on the applicable airline contract(s), be issued as travel vouchers by the airline. All such vouchers are subject to the airline's terms and conditions.

5. Involuntary Cancellation of Participant Registration (Non-Payment)

5.1 Grounds for Involuntary Cancellation. DT may cancel a participant's registration if the registrant fails to make any designated payment by the stated deadline and/or if payment for all

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required services has not been received prior to the scheduled departure.

5.2 Notice; Opportunity to Cure.

(a) DT may provide written notice of delinquency and a cure period, where feasible; however, DT has no obligation to extend deadlines tied to supplier payment schedules or ticketing cutoffs.

(b) If the registrant fails to cure within the stated period (if any), DT may proceed with Involuntary Cancellation.

5.3 Effect of Involuntary Cancellation.

(a) The cancellation will be treated in accordance with the group-specific cancellation policy then in effect.

(b) Any non-refundable amounts (including, without limitation, credit card/e-Check processing fees, late fees, ticketing penalties, and supplier deposits) will not be refunded.

(c) If airline tickets or other supplier services have been issued, any refunds or credits may be limited to those permitted by the applicable supplier contracts and may take the form of travel vouchers subject to supplier terms.

5.4 Reinstatement. Reinstatement after Involuntary Cancellation is at DT's sole discretion and may require full payment of all outstanding amounts, payment of any additional supplier costs or fare differences, and availability confirmation from suppliers.

5.5 No Liability for Consequential Loss. DT is not responsible for any additional costs, losses, or damages arising from an Involuntary Cancellation due to non-payment, including increased fares or loss of promotional pricing if reinstatement is later approved.

6. General Provisions

6.1 Consistency With Group Terms. In the event of any conflict between this policy and a group-specific cancellation policy, the express terms of the group-specific policy govern for that group.

6.2 No Waiver. DT's failure to enforce any provision of this policy does not constitute a waiver of that provision or any other provision.

6.3 Severability. If any provision of this policy is found invalid or unenforceable, the remaining provisions will remain in full force and effect.

6.4 Amendments. DT may amend this policy from time to time. The version in effect on the date DT receives a written cancellation request, or in the case of Involuntary Cancellation, the date of DT's cancellation notice, will govern.

6.5 Effective Date. *March 13, 2026*