

## CSM: CANCELLATION POLICY

We at CSM appreciate the fact that you have booked a trip with us. It is exciting to have people like you willing to participate in God's work in the urban centers of North America.

We understand the difficulties you face when attempting to schedule a trip such as this – predicting student and adult leader availability, fund-raising pressures, and interest – to name just a few.

Once you have received your confirmation letter, your dates have been reserved and, in most cases, we have to turn other groups away that have requested those same dates. Also, approximately half of your entire fee helps to cover the administration costs of your trip and the living expenses of our full-time staff. Based upon the number of groups for which we have received reservations, we make commitments to ministry sites, ethnic restaurants, and our housing sites. Therefore, you can probably imagine how we are negatively impacted when a group cancels.

In the unfortunate event your group would need to cancel its trip, your first payment (as well as your deposit) is not refundable. We would, however, be able to apply your deposit towards your group serving with us at a future date, if you cancel prior to the date of your first payment. If however, you cancel after that date, your deposit is also not transferable.

We trust you understand our policy and will communicate any cancellation you may find necessary to us as soon as possible. In this way we may be able to accommodate other groups, as well as yours, and lessen the impact of such an unfortunate circumstance.



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