

TRAVEL CANCELLATION POLICY

Valid for all journeys with departure date between 15 March 2024 and 15th of December 2024

A. I can no longer travel. What happens next?

As an organization we try to be as flexible as possible when it comes to cancellations because we know that it is never fun if you can't tag along, but it gets even worse if you can't recover your registration fee. We advise everyone to take out cancellation insurance at the time of registration. It is not expensive and can save you a lot of money.

Below we explain the rules for cancellation.

#1 – Replacement

Have you found someone who wants to take your spot? Great! Having yourself replaced is completely free of charge, you don't have to have cancellation insurance. Please note, this is only possible for options that are not 'registered' (such as airline tickets).

Conditions

This must be communicated by email at the latest seven (7) days before the departure.

What do I need to do exactly?

You send us an email containing the first name, surname, email address and telephone number of the person replacing you (please CC that person in said email as well). We will make sure that this person is registered and that your payments already made are assigned to this replacement.

If you do have flights that are in your name, and you can no longer come along, please give us a heads-up. We are happy to look for the most suitable solution with you.

How & when do I get my money back?

You arrange the payment among yourselves: the replacement will deposit the registration fee directly to you, your already made payments will simply be assigned to the replacement.

#2 – Cancellation with cancellation insurance

You can no longer attend, can't find a replacement either, but fortunately you chose the optional cancellation insurance when you registered? Then you will be refunded 100% of the total registration fee (minus the cost of the cancellation insurance) if you cancel by the date below at the latest. You do not have to provide a valid reason for this.

- For trips with departure date after or on 1 October 2024: at the latest on 1 August 2024.
- For trips with departure date after or on 1 June 2024: at the latest on 1 April 2024.
- For travel with departure date before 1 June 2024: at the latest on 1 February 2024

If you cancel after that date, you will also be refunded 100% of the total registration amount (minus the cost of the cancellation insurance and the cost of the flight tickets), provided you can submit a valid reason for cancellation (see “cancellation reasons” on the last page). In case you cannot provide a valid cancellation reason (cfr. last page), you will still **get 60%** of the registration amount back (minus the cost for the cancellation insurance and the cost of the flight tickets) provided you cancelled at the latest on the day of departure and the full amount has been paid.

Cancellation during your stay: this is not covered by this cancellation insurance but will be handled by your own or the additional travel assistance insurance.

What do I need to do exactly?

You send us an e-mail containing the reason for cancellation (if needed). This must be done at the latest on the day of departure. You will be asked for proof (a document from the doctor, a points sheet and exam-retake schedule, a new employment contract, etc.).

How & when do I get my money back?

The registration fee will be refunded no later than **60 days after the day of departure**. Refunds will automatically be made to the account number with which the registration amount was paid.

#3 – Cancellation without cancellation insurance

You can no longer go on the trip but didn't take out the optional cancellation insurance when you registered, and you really can't find anyone to replace you? That's a shame!

If you already paid the full travel sum, you will be able to retrieve some money if you cancel early enough. If the total amount has not been paid yet, there will be no refund.

In case you booked a trip and you also booked your flights with Travelbase the price of the flight tickets is excluded from the partial refund and will therefore not be refunded.



B. The trip gets cancelled by us. What happens next?

Will your planned trip be cancelled by us due to force majeure, for example caused by COVID-19? We guarantee you that we will only do this when.

- The government of the country from which you are departing prohibits travel to the destination at the time of departure, or
- When the country (or region) of destination forbids you to travel there.

If you have opted for our Cancellation Insurance when registering, you have the following choice:

- You can reschedule your trip free of charge to another departure date or a later season, or
- You will be refunded your travel sum (minus the cost of the cancellation insurance) if it was paid in full and on time.

Refunds are made automatically to the account number with which the registration amount was paid.

Those who have not opted for the Cancellation Insurance can also rebook free of charge or receive a 2-year valid travel credit from Travelbase in the amount of the travel sum already paid.

Valid cancellation reasons

- Illness, death or accident of the insured person. The impossibility to travel must be demonstrated by a signed doctor's copy. A compliance doctor of the insurer may be called in to verify.
- If the insured person is obliged to re-sit an exam at the time of or within 20 days after the departure date and postponement of the exam is not possible. The caveat is, however, that it must concern a re-sit on completion of multi-year school education.
- Death, illness or life-threatening accident or hospitalisation (minimum 48 hours) of an extended family member (up to the second degree) where your presence is required.
- If an immediate family member of the Insured person urgently needs care from the Insured person due to an accident or a sudden (aggravation of an existing) illness and no one other than the Insured person can provide this care.
- If a non-travelling family member of the insured person unexpectedly has to undergo a medically necessary operation. This event is not insured if the family member in question is on a waiting list for surgery.
- In case of surgery of the insured person in connection with transplantation of a donor organ.
- Cancellation the sole adult travel companion.
- New employment contract of indefinite duration not yet known at the time of registration.
- If the insured has become involuntarily unemployed after an employment contract for an indefinite period of time and the insured person can submit a dismissal permit, issued in connection with business economic reasons.
- In case of permanent breakdown of the marriage of the insured party for which, after booking the trip, divorce proceedings have been initiated. The dissolution of a notarised cohabitation contract valid at the time of the conclusion of the insurance is considered to be the final breakdown of the marriage. The request for divorce or dissolution must be submitted at the latest within 4 weeks after the cancellation.
- In case the insured person unexpectedly gets a rental home of which the rental starts either during the trip or in the period of 60 days before the start of the trip. Caveat being that the insured person can submit an official rental contract, which clearly shows this.
- In case of negative pregnancy developments of the insured person, provided that this has been medically determined by the attending physician/specialist.
- In case the authorities at the destination or in the country of origin prohibit travel to the destination making travel impossible.