

## 6. Cancellation Policy

- 6.1 If an Applicant wishes to cancel their place on the Programme, the Applicant must contact FZY in writing.
- 6.2 An Applicant who cancels a place prior to the 2<sup>nd</sup> October 2024 will be entitled to a refund less the Administration Fee. If FZY informs an Applicant that their Application has been unsuccessful or that their place has been withdrawn prior to 2<sup>nd</sup> October 2024, the Applicant will be entitled to a full refund less the Administration Fee. Full details of deposit and balance payment deadlines can be found in the Booklet.
- 6.3 Any Applicant who cancels on or after the 2<sup>nd</sup> October 2024 will be entitled to a refund on the basis set out in clauses 6.3.1 to 6.3.4 below or liable for an outstanding balance if amounts remain due and owing to FZY.
  - 6.3.1 2<sup>nd</sup> October 2024 – 29<sup>th</sup> October 2024: 100% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.2 30<sup>th</sup> October 2024 – 28<sup>th</sup> November 2024: 50% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.3 From 29<sup>th</sup> November 2024 – 12<sup>th</sup> December 2024: 20% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.4 From 13<sup>th</sup> December 2024: 0% of amount paid (or payable).

For the avoidance of doubt, if any monies are still outstanding at the time of cancellation, the Participant will be liable for these costs subject to the terms of the Cancellation Policy.

If an Applicant cancels their application or place on the Programme, a re-application will only be accepted by FZY at its sole discretion.

- 6.4 If an application is rejected by FZY as advised by the Organisers for reasons relating to medical, welfare, operational and/or suitability for the programme then the Applicant will be entitled to a full refund less the Administration Fee.
- 6.5 However, for the avoidance of doubt if a Participant and/or the Parent/Guardian cancels the Participant's place on the Programme whether for medical and/or welfare reasons and/or any other reasons, the Cancellation Policy will apply and it is the responsibility of the Parent/Guardian to file an insurance claim through their own insurance policy.
- 6.6 If the Applicant fails to complete the Application Form or fails to provide subsequent information requested of the Applicant by FZY and/or the Organisers and/or fails to pay the balance as required, FZY as advised by the Organisers reserves the right to cancel the application for the Programme and it will be considered that the Applicant has cancelled the application for the FZY Israel Winter Volunteering trip and the Applicant will be liable under the terms of the Cancellation Policy.
- 6.7 If a cancellation is due to the illness or death of the Participant or an immediate family relative of the Participant or is due to other exceptional circumstances as determined by FZY and provided that the Participant provides FZY with a valid medical or death certificate or independent verification of the exceptional circumstance (if requested) then FZY shall

refund the monies paid less the Administration Fee and any third party cancellation costs or charges incurred by FZY and the Organisers as at the date of the cancellation.

- 6.8 If the Participant fails to check in for their flight from the UK, and has failed to contact FZY to explain why circumstances have delayed the Participant's outbound travel and to obtain approval for a change of date for outbound travel, then FZY retains the right to cancel any other arrangements booked with FZY; the Participant will therefore be unable to use any connecting or return flights to the UK. No refund will be made for any unused arrangements in these circumstances.
- 6.9 If the Organisers choose to cancel the Programme (for example, if insufficient numbers of participants apply), you will receive a full refund of any costs you have paid to FZY.
- 6.10 If the Organisers have to cancel the Programme, or feels it is prudent to cancel the Programme in the interests of the Organisers (including in the interests of the health and safety of the Participants attending the Programme), as a result of an event outside of its control (for example, changes to (or uncertainty as to the status of) official travel advice or guidance, acts of God, war, riot, civil commotion, compliance with any law or governmental order, rule, regulation, guidance or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination), you will receive a refund of the costs you have paid to FZY for the Programme only to the extent that FZY has been able to recover such costs from its third party suppliers or insurers.