



## **CANCELLATION POLICY FROM WITHIN THE T&C OF BOOKING**

### **Cancellation by United Synagogue**

10.1. If the Programme is cancelled by the US for reasons beyond its control (including as a result of Covid-19 or other pandemic) the United Synagogue will use reasonable efforts to refund all monies paid to it less the Booking Fee.

10.2. The Applicant acknowledges that US will be making bookings with third party providers and that the amount of the refund will depend on refunds which US receives from the third-party providers.

10.3. The US reserves the right to cancel the programme at any time prior to the Programme start date without prior notice. In the event of cancellation, the Applicant will either be offered an alternative programme for the Participant to attend or a full refund. The US will not be liable for any other associated losses arising out of the cancellation.

### **Cancellation by the Applicant/Participant**

10.4. If the Applicant wishes to withdraw from a Programme for any reason, they must inform US in writing immediately. The cancellation will take effect from the date the written notification is received by US, and the following cancellation charges will apply;

10.4.1 The Booking Fee/deposit is non-refundable.

10.4.2 A full refund minus an administrative fee will be given when written cancellation is sent to the US- 6 months prior to departure of the trip.

10.4.3 A 50% refund minus an administrative fee will be given when written cancellation is sent to the US- between 3 and 5 months prior to departure of the trip.

10.4.4 No refund will be given any time prior to 2 months before departure.