

Tour Cancellation & Protection Plan

Tour Cancellation & Refund Policy

Because the operation of international tours requires extensive long-term planning, costs are incurred long before the actual departures. Many of CHA's suppliers require non-refundable deposits in order to secure CHA's low rates. With this in mind, CHA has created the following Tour Cancellation and Refund Policy. Please read it carefully prior to enrolling.

How to Cancel Your Tour

Cancellations must be submitted in writing by the participant (parent/guardian if the participant is a minor) and cannot be accepted in a telephone conversation. We will process cancellations only upon receipt of a cancellation letter, fax or e-mail, and the return of an airline ticket if one has been sent.

Cancellation refunds will be made in the participant's name according to the chart below. A release of claims must be signed prior to the refund being sent. (On custom tours and tours with cruises, supplier penalties may be greater than those listed, therefore CHA reserves the right to assess additional cancellation fees.)

When cancelling with replacement, the replacement participant's enrollment form must be submitted in the same envelope and at the same time as the notification letter of cancellation. Written notification that one enrollment is intended as a replacement for the cancelling participant must be included in the same envelope. Replacements less than 110 days prior to departure are treated as late enrollments and late fees will apply. Refunds for cancellation with replacement will be made according to the guidelines listed below.

Refunds

Refunds, including those for overpayments, will be issued only upon written request in a letter, by fax or by e-mail. Cancellation dates referred to in the chart below pertain to the postmark date or date stamp of your cancellation notice to CHA.

Please note that the inability of a participant to obtain the necessary travel documentation prior to departure does not constitute grounds for cancellation with a full refund. The cancellation fees shown below will apply.

Date of Cancellation	Standard Cancellation	Cancellation with Replacement
140 days or more prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and \$185 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee
139 to 109 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and \$295 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and \$195 Cancellation Fee
108 to 85 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and \$495 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and \$345 Cancellation Fee
84 to 55 days prior to departure	Full refund less 50% of total tour cost and CHA's \$95 non-refundable Registration Fee	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.
54 to 35 days prior to departure	Full refund less 75% of total tour cost and CHA's \$95 non-refundable Registration Fee	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.
34 days or less prior to departure	No refund will be made.	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.

TRAVEL PROTECTION PLAN

NEW! TripAssure Travel Protection Plan

CHA is proud to offer 2019 travelers our new **TripAssure Travel Protection Plan** featuring a wide range of comprehensive coverages and services.

Travelers will have a choice of two excellent, affordably-priced plans, both of which will provide peace of mind in the event of an emergency, sickness or other unexpected situation. Both plans will include Trip Cancellation and Interruption, Trip/Travel Delay, Baggage Delay and Protection, Medical and Accident Expenses, and Emergency Assistance Services. CHA strongly recommends you purchase a TripAssure Travel Protection Plan to ensure greater peace of mind before you travel and during your tour.

To compare the available TripAssure plans, to get a personalized plan quote(s), and to purchase your plan online, please visit:

www.tripassure.com/main/?welcome=CHAE0400PA

