

Paradise Bound Cancellation/Refund Policy

We have developed the following policies regarding trip cancellations and refunds. We want your team to know that we understand flexibility is important and provide you with confidence that PBM is utilizing your team's finances with integrity.

Paradise Bound Initiated Cancellation

- In the event that Paradise Bound cancels a mission trip, all payments designated for the team will be transferred to a future mission date.
- Paradise Bound will make cancellations no later than 45 days before a team's departure, except in the case of unpredictable or extenuating circumstances.

Group/Organization Initiated Cancellation

In the event that a group or individual decides to cancel or postpone their mission trip, we will credit or transfer your payments to a future date based on the following criteria:

- Cancellation with 6-month advance notice to PBM will result in 100% of your group's (or individuals) payments being transferred to a future mission date.
- Teams that cancel with less than a 6-month notice will forfeit the team deposit, but the remaining payments may be applied toward a future trip with PBM. If airline tickets have already been purchased by PBM, the cost of the airfare will be deducted from the amount of the credit applied to a future date. Team members will receive a voucher from the airline equal to the cost of the ticket, minus the change fees charged by the airline for rescheduling.
- Groups/individuals must notify Paradise Bound of a decision to cancel 60 days before departure. After this point, we cannot guarantee any re-application of funds.
- Penalty fees charged by the airline for late notice reduction of tickets (for groups) will be the responsibility of the team. PBM will confirm the number of participants with the team leader approximately 120 days before travel. The participant names on tickets booked under the group rate (not individual tickets) can be transferred to another team member without penalty up to 48 hours before travel. We will make every effort to work with you to accommodate last-minute changes to your team.

How are my payments used?

Paradise Bound is a 365-day ministry utilizing mission funds to sustain our outreaches and ongoing ministry. Your payments to PBM are invested into making your trip effective well before you arrive in Guatemala. We have over 35 full-time Guatemalan missionaries working year-round, and when your team arrives at our mission base, you will be entering ongoing ministry. Our missionaries are dedicated to working with you

before, during, and after your team's mission trip to ensure that your week with Paradise Bound is a positive, impactful experience.

We can assure you that we will work hand in hand with you to find solutions that reflect our shared goal of Kingdom building in the event that your team, or individuals, are unable to join us on the date you have reserved.

What happens if the total donations for my trip exceed the cost of the mission experience? Can I receive a refund?

Paradise Bound Ministries is a 501© 3 non-profit organization. Funds received on behalf of a team member are considered a tax-deductible donation to the ministry, and overages cannot be refunded to a team member. Team members can designate the use of the additional funds for a specific outreach within the PBM.