



CANCELLATION POLICY & COVID REFUND PROTECTION

Please read this carefully...

Your partnership and commitment to all aspects of your Mission Trip Contract, including this Cancellation Policy, provides you with year-round support. But it can be hard to see that support from a distance. So, this policy has been restructured to outline five areas of support that this Cancellation Policy helps create for you:

1. You Have Our Commitment to a COVID Refund Protection
2. You Are Free to Do What You Do Best
3. You Allow Us to Go Before You and to Follow After You
4. You Make Affordable and Meaningful Service Experiences Possible
5. You Have Our Support in Unlikely Scenarios

If at any point you need additional clarification, reach out to the Service Center at **800-968-8504** or by email at servicecenter@youthworks.com

1. You Have Our Commitment to a COVID Refund Protection

Qualifying groups can receive a full refund of all money paid to YouthWorks for summer 2021 mission trips if they have to cancel their registration before May 3, 2021 due to the impact of COVID-19.

Here are a few key things that make this COVID Refund Protection possible:

- To qualify for COVID Refund Protection, your group needs to register and pay at least your mid-payment + an additional \$50 per person—which equals a total of \$200 per person paid toward your trip—by December 31st, 2020.
- All groups that qualify for the COVID Refund Protection have until May 3, 2021 to cancel their registration due to COVID-19 and begin the refund process. If individuals in your group need to cancel, any money paid toward their spot in your summer 2021 registration can be applied to the remaining total balance of your group's registration. It is critical to note that your partnership with YouthWorks still includes an expectation that you will register conservatively. Your commitment to register for an accurate number of spots, and provide any adjustments to that number as soon as possible, will help conserve precious ministry resources.
- If your original registration is impacted in any way by COVID-19, YouthWorks is committed to exploring all possible options for your group. If, after all options are exhausted, you still decide to cancel your registration due to the impact of COVID-19, your registration would qualify for this COVID Refund Protection.
- For groups with credits from previous cancelled trips, those credits can be carried over to future trips without expiration, into perpetuity. The distinction between credits and money paid toward summer 2021 mission trips is important, as the COVID Refund Protection covers only the money paid toward your summer 2021 mission trips and not any credits on file with YouthWorks.

- NOTE: If your group is unable to register or make the required payment amounts by December 31st as outlined above, your registration will not qualify for this COVID Refund Protection. In that instance, any cancellation of your registration regardless of the reason could result in the loss of money related to non-refundable and non-transferrable payments or credits.
- Be sure to review the [FAQ page](#) for even further clarification.

2. You Are Free to Do What You Do Best

Your partnership with YouthWorks is designed to help you focus on doing what you do best—connecting with, mentoring and discipling your teenagers.

Mission trips are a unique environment for that to happen. But creating service experiences for thousands of teenagers through the lens of our Respectful Service Value, which is drawn out of the intersection of Christian ethics and missiology, is no easy task. It takes year-round effort to provide the ongoing support and resources necessary to care for your church, your students, our community partners and our summer staff.

The costs associated with that year-round support is what drives the financial need of our ministry outside of the summer. Your payments go to all the planning and preparation of your trip, including:



COMMUNITY RELATIONSHIPS



HOUSING PARTNERSHIPS



SERVICE & MATERIALS



HEALTH & SAFETY PROTOCOLS



PROGRAMMING



FOOD PLANNING & PREP



STAFF RECRUITMENT & TRAINING



ONGOING MINISTRY SUPPORT

Your on-time payments and commitment to your registration are what help protect your ministry and all others that we serve from any interruption to these elements of support.

3. You Allow Us to Go Before You and Follow After You

Your mission trip doesn't begin when you show up on site. As your mission partner, we go before you, we support you during your trip, and we follow after you to ensure that the work you do is a part of the bigger picture of the Gospel coming together across every community.

Your partnership is what allows that to happen for your ministry and every other church, organization or community that we serve.

Any cancellation or violation of your Terms and Conditions adversely affects our commitments to and relationships with churches, schools, service organizations, ministries and business in the communities we serve. When we receive a late notice of cancellation there usually isn't time for another group to register in their place, which creates a new need for our community partners who are relying on that group to continue the functions of their ministry.

4. You Make Affordable and Meaningful Service Experiences Possible

Your financial commitment to your trip and this Cancellation Policy, and paying in a timely manner, allows us to offer affordable and meaningful service experiences.

As a non-profit, we work diligently to keep all overhead and costs low. The combination of that careful work and your commitment to the terms in this policy help provide meaningful service experiences that are as affordable as possible—both in the price per person and the payment plan which helps alleviate the burden of large one-time payments.

Things can change in your ministry, but it's important to know that if you forfeit your registration (by not paying according to your payment timeline, or being in violation of your Terms and Conditions) or if you decide to cancel your registration for any reason, it can have a significant negative impact beyond just the financial realities. Your payment plan is intentionally designed to be manageable for your ministry and timed appropriately with the costs accrued by the planning and preparation of your trip.

5. You Have Our Support in Unlikely Scenarios

By committing to all aspects of your Mission Trip Contract, including this Cancellation Policy, you equip us with the ability to pivot in every feasible way and explore new options for you in the most unlikely situations.

If it is necessary for YouthWorks to close a mission site due to the regional spread of COVID-19/other infectious diseases (only impacting a few of our sites) or simply insufficient registrations, groups will be transferred to another site if space is available. If alternative space is not available or the site is not within a feasible travel distance and registration has not been previously cancelled by the church or organization, we will do everything possible to extend refunds and/or credits to churches or organizations registered for the closed site.

While it is extremely unlikely, if we do experience another nation-wide shutdown related to COVID-19 impacting the majority of our sites, it is important for you to know that particular scenario would result in significant financial hardship for the ministry of YouthWorks. With the cancellation of all traditional summer 2020 trips, it truly was by the grace of God that our ministry was able to survive. However, another consecutive summer without mission trips could end our 27 years of ministry.

Thank you for your committed partnership.

Your support is what makes the ministry of YouthWorks possible. By fulfilling all aspects of your Mission Trip Contract, you're helping ensure that your group, along with thousands of others, have access to Christ-centered service experiences that empower teenagers and celebrate communities.