



# CANCELLATION POLICY

## PRIVATE TEACHER PROGRAM

### DEPOSIT

Once you have selected your preferred stay, please proceed to book online. As soon as Nacel receives your registration request and the requisite booking fee, you will receive confirmation via email that your request has been received and processed. Once your place on the camp has been secured, you will receive an acceptance letter and an invoice. Please note that registration to a camp implies immediate payment of a program deposit of 300 USD.

### BOOKING CANCELLATION

Please note that any cancellation requests must be submitted in writing via registered post or email with an acknowledgment of receipt. Please note that any camp started is due in full, regardless of the reason for cancellation (voluntary, medical, or disciplinary departure). In the event of cancellation, the following policy will apply:

- when the cancellation is confirmed more than 45 days before the beginning of the stay, cancellation fees are 300 USD.
- 27 days to 1 week before arrival: 50% of the fees + 300 USD booking deposit.
- Less than a week before the arrival, 100 % of the cost of the stay is due. No refund will be done for a participant who begins a program, and who decides to shorten it.

This cancellation policy applies to all cases, including instances of illness, for which all costs incurred have already been paid, including those related to transportation, accommodation, staff, and administration. Nacel reserves the right to consider a cancellation any instance where the customer fails to pay the outstanding balance on time or fails to communicate the necessary documents.

### DATE CHANGES

- A change of dates 28 days or more before arrival is not subject to an alteration fee.
- A change of dates 27 days or less before arrival is subject to an alteration fee of 300 USD

### MODIFICATION OR CANCELLATION OF STAY BY NACEL

In the case of unforeseen circumstances (personal problems, health issues, etc.), should the host family cancel before arrival or during the stay, a replacement host family will be provided.

Refusal by the participant of this replacement will be considered a cancellation and the relevant cancellation fees will apply (see above).

### LATE REGISTRATION

If registration occurs less than 2 months before the departure date of the stay, the deposit amount increases to 100% of the stay's price. Upon completion, the customer will receive all required camp documents.

### BALANCE PAYMENT

The remaining balance for the stay must be settled at least 2 months before the departure date; failure to do so may result in the cancellation of the stay, with the participant's parents bearing the costs.