

Travel Brazil Tours - Cancellation Policy

1. Registration Payments

Registration fees are due in full in **a single payment**. The Registration Payment, plus applicable taxes, must be made in full in order to confirm a trip booking. We will confirm with you via email within three business days of receiving your Registration Payment.

All prices are in Canadian dollars. Registration Payments must be made in Canadian dollars, including credit card transactions. Travel Brazil Tours is not responsible for any billing discrepancies related to exchange rates or transaction fees.

- **Local Registration Payments (within Canada):** Payments can be made by our PAYPAL or STRIPE account on this website or by bank draft or certified cheque. If paying by bank draft or certified cheque, please mail or courier to **1095 East 39th Ave, Vancouver, British Columbia, V5W 1K9, Canada** or deliver in person to the Capoeira Aché Brasil Office located at 341 East Broadway, Vancouver, BC. Payment in cash is only accepted in person as a payment receipt will be issued.
- **Foreign Registration Payments:** Payments can be made by our PAYPAL or STRIPE account on this website or by bank transfer. Payments made by bank draft or certified cheque should be delivered to 1095 East 39th Ave, Vancouver, British Columbia, V5W 1K9, Canada.

2. Cancellation and Refunds

A). Cancellation by Travel Brazil Tours

Travel Brazil Tours reserves the right to reschedule or cancel a trip due to insufficient registration or due to unforeseen circumstances.

Insufficient Registration:

Minimum registrant requirements vary. If a trip is cancelled due to insufficient registration, we strive to inform registrants a minimum of six (6) weeks prior to the scheduled departure date. If Travel Brazil Tours cancels a trip for this reason, each registrant will be reimbursed **in full** for the amount of the Registration Payment. **Taxes are non-refundable.**

Unforeseen Circumstances:

In the event of unforeseen circumstances beyond our control (including, but not limited to, natural disasters, acts of God, disease outbreak, civil unrest, war, incidents or threats of terrorism), Travel Brazil Tours reserves the right to cancel or modify a trip up to and including the scheduled departure date and during the period of the trip. The decision to cancel or modify the trip is made at the discretion of Travel Brazil Tours.

In the event that Travel Brazil Tours cancels a trip due to unforeseen circumstances, full or partial refunds of Registration Payments will be processed according to the schedule below. **Please note that taxes are non-refundable.**

Date of Cancellation	Refunded Portion of Registration Payment
Minimum of six (6) months prior to scheduled departure date	100% refund, less an administrative fee of \$25 per person
Less than six (6) months but a minimum of five (5) months prior to scheduled departure date	70% refund
Less than five (5) months but a minimum of four (4) months prior to scheduled departure date	60% refund
Less than four (4) months but a minimum of thirty (30) calendar days prior to scheduled departure date	40% refund
Less than thirty (30) calendar days prior to scheduled departure date	30% refund

In the event that Travel Brazil Tours modifies a trip due to unforeseen circumstances, **no refunds** of Registration Payments will be offered.

In the event that a trip is cancelled by Travel Brazil Tours, registrants will be notified via telephone and email using the contact information provided at the time of registration.

Refunds will be processed via certified cheque sent by mail using the contact information provided at the time of registration. A letter from Travel Brazil Tours will be included, setting out the reason for the cancellation.

It is the responsibility of the registrant to provide Travel Brazil Tours with correct contact information (telephone number, email address, and mailing address) at the time of registration. It is also the responsibility of the registrant to provide Travel Brazil Tours with updated contact information on an ongoing basis should the registrant's contact information change prior to the scheduled departure date.

Travel Brazil Tours accepts no responsibility for any expenses incurred by registrants beyond the Registration Payment. We recommend that registrants purchase Travel Insurance, including insurance for trip cancellation, upon registering for a trip with Travel Brazil Tours.

B). Cancellation by Registrant

In the event that a registrant cancels his or her registration with Travel Brazil Tours, full or partial refunds of Registration Payments will be processed according to the schedule below. **Please note that taxes are non-refundable.**

Date of Cancellation*	Refunded Portion of Registration Payment
Minimum of six (6) months prior to scheduled departure date	100% refund, less an administrative fee of \$25 per person
Less than six (6) months but a minimum of five (5) months prior to scheduled departure date	70% refund
Less than five (5) months but a minimum of four (4) months prior to scheduled departure date	60% refund
Less than four (4) months but a minimum of thirty (30) calendar days prior to scheduled departure date	40% refund
Less than thirty (30) calendar days but a minimum of fifteen (15) calendar days prior to scheduled departure date	30% refund
Less than fifteen (15) calendar days but a minimum of seven (7) calendar days prior to a scheduled departure date	20% refund
Less than seven (7) calendar days prior to a scheduled departure date	No refund

Please note that the schedule above applies to ***all cancellations by registrants.***

In extenuating circumstances, registrants may receive an additional refund (to be determined at the discretion of Travel Brazil Tours). In the event that a registrant requests consideration for extenuating circumstances, Travel Brazil Tours reserves the right to request supporting documentation for proof of the event or events that led to the cancellation.

Refunds, if applicable, will be processed via certified cheque sent by mail using the contact information provided at the time of registration.

It is the responsibility of the registrant to provide Travel Brazil Tours with correct contact information (telephone number, email address, and mailing address) at the time of registration. It is also the responsibility of the registrant to provide Travel Brazil Tours with updated contact information on an ongoing basis should the registrant's contact information change prior to the scheduled departure date.

Travel Brazil Tours accepts no responsibility for any expenses incurred by registrants beyond the Registration Payment. We recommend that registrants purchase Travel Insurance, including insurance for trip cancellation, upon registering for a trip with Travel Brazil Tours.

* The Date of Cancellation is the date on which Travel Brazil Tours receives a registrant's completed Cancellation Request Form. The Form is available online and may be downloaded here: **(INSERT LINK HERE).**

Requesting Cancellation:

Cancellation Request Forms must be sent directly to Travel Brazil Tours via email or via mail or courier, along with supporting documentation (if applicable), to the following address:

Email: chris@travelbraziltours.com

Mail or courier: 1095 East 39th Ave, Vancouver, BC, V5W 1K9.

Travel Brazil Tours is not responsible for delays in processing Cancellation Requests that are due to the handling of mail. Please contact us if you do not hear from Travel Brazil Tours within 7 days after submitting your Cancellation Request.

Travel Brazil Tours is not responsible for delays to the processing of Cancellation Requests that result from incomplete or incorrect information provided on the Cancellation Request Form.

Travel Brazil Tours reserves the right to contact registrants, using the contact information provided at the time of registration, to obtain more information regarding the reason for the Cancellation Request.

Requests for cancellation that are made by telephone or voice mail will NOT be accepted.

C). Missed Activities

Any registrant who joins the tour late, regardless of circumstances, **will not be refunded** for any activities which took place prior to his or her arrival.

Any registrant who chooses not to participate in one or more activities of the tour, regardless of circumstances, **will not be refunded** for those activities.

D). Upgrades

Any registrant who requests and pays for upgraded accommodation **cannot be refunded** for the upgrade, regardless of circumstances.

3. Travel Insurance

Travel Brazil Tours accepts no responsibility for any expenses incurred by registrants beyond the Registration Payment. This includes, but is not limited to, incidental expenses such as: flights, vaccinations, visas, or any expenses related to comfort or enjoyment while participating in the trip or related activities.

We recommend that registrants purchase Travel Insurance, including insurance for trip cancellation, upon registering for a trip with Travel Brazil Tours.

4. Contact

Please direct any questions about our cancellation policy to: 778 838 9801 or email: chris@travelbraziltours.com