



# CANCELLATION POLICY

## SUMMER CAMP JAPAN

### DEPOSIT

Once you have selected your preferred stay, please book online and complete the payment of a booking deposit fee of \$300 USD. Upon receipt of your registration request and the booking fee, NACEL will promptly confirm that your request has been received and processed via email. Once your place in the camp has been secured, you will receive an acceptance letter and an invoice.

### BOOKING CANCELLATION

Full payment of the program is required 3 months before it starts. The booking deposit fee of \$300 USD is non-refundable.

Please note that any cancellation requests must be submitted in writing via registered post or email with an acknowledgment of receipt.

In the event of cancellation, if you are eligible for a refund under any of the conditions described below,

- NACEL will retain the booking deposit fee of \$300 USD, and the following policy will apply:
- Up to 90 days before the start of the program, the booking deposit fee will be retained, and the remaining total balance will be reimbursed.
- From 60 to 89 days before the program starts, the booking deposit fee plus 30% of the total balance will be retained.
- From 30 to 59 days before the program starts, the booking deposit fee plus 50% of the total balance will be retained.
- Less than 29 days before the start or once that camp has commenced, no refund is available.

This cancellation policy applies to all cases, including instances of illness, voluntary, medical, or disciplinary departure, as all costs incurred have already been paid to the camp, including those related to transportation, accommodation, staff, and administration. NACEL reserves the right to consider a cancellation in any instance where the customer fails to pay the outstanding balance on time or to provide the documents necessary to finalize the application.

### MODIFICATION OR CANCELLATION OF STAY BY NACEL

The organization of some programs is subject to the number of registered participants. If the minimum number of participants is not reached 21 days before the beginning of the program, NACEL INTERNATIONAL reserves the right to cancel the program and refund all the monies paid by the customer for the program without any extra compensation. NACEL INTERNATIONAL also reserves the right to cancel the application of a participant if the balance of the stay is not paid by the due dates written on the invoice, if the application is incomplete, information is incorrect, or if new information regarding the participant is not compatible with the program.

### LATE REGISTRATION

The remaining balance for the stay must be paid in full at least 90 days before the departure date. Failure to comply will result in the cancellation of the stay, with the participant's parents being held accountable for the costs.

### BALANCE PAYMENT

If registration occurs less than 90 days before the departure date of the stay and it is approved, the required booking deposit fee is 100% of the stay's price. Upon receipt of full payment, the customer will receive a confirmation and associated camp documents.

### DAMAGE AND RESPECT

- Students are responsible for damages caused intentionally or through negligence.
- Violating accommodation rules may result in loss of security deposit or expulsion.
- Serious disciplinary offences or repeated bad behavior may result in expulsion without refund.