



Registration & Payment Policy *2020 Mission Trips**

DUE DATE TIMEFRAME	TOTAL TEAM BALANCE DUE	NON-REFUNDABLE AMOUNT*
Initial Registration	Domestic Trip Deposit — \$50/person International Trip Deposit — \$100/person + \$250 Team Registration Fee	Domestic — \$50/person International — \$100/person + \$250 Team Registration Fee
120 Days Before Trip	(no additional amount due)	35% of total balance
90 Days Before Trip	35% of total balance	35% of total balance
75 Days Before Trip	70% of total balance	70% of total balance
30 Days Before Trip	100% OF TOTAL BALANCE	100% OF TOTAL BALANCE

REGISTRATION NOTE

EM is not able to reserve spaces for your team before you Register. There is a maximum number of spaces available per week, and all trip weeks are filled on a “first come, first served” basis based on completion of the registration process.

**Amended 3/25/2020: The only change made to this policy was to temporarily change the due date for payments from 120 days to 90 days. Effective 3/1/2020 - 9/1/2020.*

PAYMENT SCHEDULE & INVOICES

We recommend that you register a conservative team size so you do not over-commit (and over-pay) if a team member drops. As long as there is space available you can increase your team size at any time.

EM’s trip payment schedule for every mission trip is outlined above. Invoices with the exact amount due will be emailed to Team Leaders approximately 10 days prior to each scheduled payment. All emails will be sent exclusively to the team leader email provided.

ALL FUNDS ARE DUE 30 DAYS PRIOR TO THE START OF YOUR TRIP AND ALL PAYMENTS ARE NON-REFUNDABLE.

**Why Non-Refundable Amounts?*

Experience Mission invests real time and financial resources throughout the entire year into making every trip one of excellence both for the receiving community and for the participating teams. Non-refundable fees help cover our costs in servicing your team and the up-front field expenses we have already committed into the community and our in-field partners prior to your teams arrival.

PAYMENT OPTIONS

Your two options for payment are **CREDIT CARD** or **CHECK**.

Payment by CREDIT CARD:

You can make a payment any time by using your Username and Password to sign into your “MyMission” Account, navigating to the Team Leader section and selecting the “Make a Payment” link. **A 3.5% credit card surcharge will be applied to all online payments.**

(continued)

Payment by CHECK:

You can mail your check to "Experience Mission, PO Box 719, Port Hadlock, WA 98339." *Payment is expected within 10 days of receiving your electronic invoice. Please include your 4-Digit Team ID number on your check.*

WITHDRAWALS & TRANSFERS

Our commitment to service guarantees that you will receive personal assistance in making changes to your mission trip plans.

GROUP WITHDRAWALS & TRANSFERS

Should your team cancel and withdraw from a mission trip by your own choice, Experience Mission must be notified in writing by mail, email or fax. All funds paid are non-refundable. However, credits will be made for future EM trips within the same calendar year or the following calendar year. The following amounts will be deducted prior to the credits being made:

- Initial \$50 or \$100 per person deposit (respective to the community)
- Funds already sent or committed to the community (varies by community and date)

NOTE: No credits or refunds will be made within 30 DAYS of your trip start date.

TEAM MEMBER WITHDRAWALS & TRANSFERS

Should any member of your team withdraw from your mission trip for any reason, all mission trip fees are fully transferable to a replacement team member. If you are not able to find a replacement, we will adjust your team size and invoice to reflect the appropriate non-refundable amount applied to the dropping team member(s). This will adjust your total balance due and eliminates the need for most refunds.

**Refunds are limited to extreme situations (e.g. serious injury or illness, death in the family) and are considered on a case-by-case basis. All refunds will be processed after your trip is complete and final balance has been paid in full.*

CANCELLATION BY EXPERIENCE MISSION

EM reserves the right to cancel any group reservation if your group is not a good fit for a particular week or community. If another week or community is a possibility for your group, we will work with you to reschedule your trip. If not, we will issue a full refund of initial registration fees.

In the event a mission trip is canceled (at EM's discretion) due to the minimum team size requirement not being met, to terrorism, civil unrest, natural disaster or man-made disasters, wide spread illness, pandemic or other extraordinary events and your team is not willing or able to transfer to another available location, a credit will be issued for a future mission trip, to be used within 24 months of its issuance.