



## Trip Payment Protection

*A guaranteed refund in case of cancellation!*



**Cancellation PROTECTION**

*is optional, but unexpected events are always a possibility... and without **Cancellation Protection**, you may lose up to 100% of your payments.*

**Protect Your Trip Payments! For just a fraction of your tour cost, *Cancellation Protection (CP)* guarantees you a refund if you have to cancel your trip!**

### **Guaranteed Refund For Cancelled Trips**

Unplanned events such as illness, family commitments, and countless other situations sometimes force Participants to cancel their travel plans. This not only means big disappointment, but can also mean lost payments and cancellation fees. Enrolling in **CP** guarantees you a refund if you have to cancel your trip (less any non-refundable items\*).

### **Convenient And Cost Effective Trip Payment Protection**

Lost payments are frustrating and avoidable! For just a fraction of your trip costs, enrolling in **CP** allows you to register and make trip payments with complete confidence that your investment is protected if you are unable to travel. For invaluable peace of mind, just chose **"YES!"** on your Registration Form and submit a separate check payable to Gerber Tours.

\*Non-refundable items include **CP** cost, booking deposit, and any applicable returned check fees.

Keep this flyer for your records so you'll know what to do if you need to cancel your trip.

#CPGB1A

## **Cancellation Protection FAQ's**

### **What are the benefits of enrolling in *Cancellation Protection (CP)*?**

- For just a fraction of your tour cost, enrolling in *CP* guarantees you a refund if you have to cancel your trip for any reason (less any non-refundable items\*). *CP* is a Convenient, Cost Effective Program that protects your investment.

### **How do I enroll in *Cancellation Protection*?**

- Simply choose **YES!** On your registration form and submit a separate check to your Tour Organizer made payable to Gerber Tours, Inc.

### **I've enrolled in *Cancellation Protection* and need to cancel my tour, how should I apply for my refund?**

- If you are certain that you have to cancel your trip, your first step is to notify both your Tour Organizer and Gerber Tours as soon as possible. All cancellation notices and requests for refunds must be submitted in writing to Gerber Tours by the participant or the participant's parent/legal guardian no later than the tour departure date. All correspondence should be emailed to support@gerbertours.com or mailed to our office using the address located below. Please include the Participant's Name, Group Name and tour departure date. Refunds will be issued at the direction of the Tour Organizer. If cancellation occurs prior to final payment being received by Gerber Tours, the School/Sponsoring Organization will be responsible for issuing the refund directly to you. If cancellation occurs after final payment is received, the refund will be issued by Gerber Tours. A refund will not be issued if notification occurs after the tour departure date.

### **I've enrolled in *Cancellation Protection* and need to cancel my tour, what will my refund include?**

- If an unexpected situation causes you to cancel your tour, *CP* guarantees you a refund of your trip payments (less any non-refundable items\*). Refunds will be based on the Tour Price (as contracted between Gerber Tours and the School/Sponsoring Organization) and the total amount received by Gerber Tours for the Participant at the time of cancellation (less any non-refundable items\*).

### **What if I do not enroll in *Cancellation Protection* but find that I need to cancel my tour?**

- If you do not enroll in *CP*, the Standard Cancellation Policy will apply, and you may lose up to 100% of your trip payments. Cancellations and refund requests should be directed to your Tour Organizer.

### **Is there anything else I should know about *Cancellation Protection*?**

- Refunds take approximately 4-6 weeks to process.
- *CP* does not apply in the unlikely event that the Sponsoring Organization cancels the entire tour or in the event or threat of acts of government, epidemics, force majeure events or acts of terrorism.
- *CP* is only available at the time of Registration but is not available if Registration occurs within 60 days of the tour departure date.
- Participants are only eligible for refunds if Gerber Tours has received a completed Registration Form and *CP* payment for the participant.

\*Non-refundable items include *CP* cost, booking deposit, and any applicable returned check fees.

If you have any further questions regarding Cancellation Policies or Procedures, ***Cancellation Protection*** and/or Refunds, please contact Gerber Tours at 800.645.9145 or email support@gerbertours.com

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