



USAG Ansbach ODR Standard Cancellation Policy

Trips have varying sign up and cancellation dates depending on costs that may be incurred to the program. To register for any activity, a **non-refundable deposit** of 25% of the trip cost must be made. Payment in full must be made by the stated deadline, or another participant from the waiting list will fill your space on the trip.

Cancellations 7 calendar days or more prior to trip departure: 75% refund of total trip price, or credit of 100% of total trip price applied to another trip.

Cancellations between 3-6 calendar days prior to departure: 50% refund of total trip price, or credit of 75% of total trip price applied to another trip.

Cancellations less than 3 calendar days prior to departure: no refund is authorized. Credit of 50% applied to another trip.

If the customer is not present at the time of departure, no refund is authorized. A "No Show" is someone who paid for the trip/activity but did not call in advance to notify staff that they will not be participating.

Full refunds may be given to customers who document their approved leave was rescinded due to Official Business or an emergency. A letter signed by the commander stating that unplanned Official Business or an emergency kept them from participating is required to be considered for a refund. Official Business is considered field training, deployments, last-minute duty, or a serious illness and must be documented with a doctor's note. Trips/activities, which incur an external expense, cannot be approved for a full refund (i.e., hotel, contracted bus, tour guide, etc.)

Special cancellation policies may apply to individual trips. When special cancellation policies exist, they be listed on the receipt and in the program information. In this case, the special cancellation will supersede this standard policy.

Cancellations initiated by Ansbach Outdoor Recreation will be fully refunded.