



CHA Tour Cancellation & Refunds

Because the operation of CHA tours requires extensive long-term planning, CHA incurs costs long before the actual tours take place. Many of CHA's suppliers require non-refundable deposits in order to secure discounted group rates. With this in mind, CHA has created the following [Tour Cancellation & Refund Policy](#):

How to Cancel Your Tour

Cancellations must be submitted in writing by the participant (or a parent or legal guardian if the participant is a minor), preferably by email to info@cha-tours.com. Cancellations cannot be accepted over the telephone. Upon receipt of a cancellation, CHA will send the cancelling participant a [Tour Cancellation Release Form](#) which must be signed and returned to us before the refund can be issued.

If you are cancelling and you have a replacement, your written notification of cancellation must be submitted at the same time/on the same day as your replacement's enrollment. Replacements received less than 110 days prior to departure are treated as late enrollments and late fees will apply.

Cancellation refunds will be made by company check in the participant's name according to the chart below. The dates shown on the chart refer to the postmark date of your cancellation letter or the date stamp on your cancellation email or fax.

Date of Cancellation	Standard Cancellation	Cancellation with Replacement
140 days or more prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and a \$200 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee
139 to 109 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and a \$300 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and a \$200 Cancellation Fee
108 to 85 days prior to departure	Full refund less CHA's \$95 non-refundable Registration Fee and a \$500 Cancellation Fee	Full refund less CHA's \$95 non-refundable Registration Fee and a \$300 Cancellation Fee
84 to 55 days prior to departure	Full refund less 50% of total tour cost and CHA's \$95 non-refundable Registration Fee	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.
54 to 35 days prior to departure	Full refund less 75% of total tour cost and CHA's \$95 non-refundable Registration Fee	CHA will no longer accept replacements at this time; CHA's standard cancellation refund policy will apply.
34 days or less prior to departure	No refund will be made except in cases where a participant is cancelling due to documented personal sickness or injury. In these cases, CHA will provide a refund up to a maximum of \$500.	CHA will no longer accept replacements at this time. CHA's standard cancellation refund policy will apply.

Please note: The inability of a participant to obtain the necessary travel or health documentation prior to departure does not constitute grounds for cancellation with a full refund. • On custom tours and tours with cruises, supplier penalties may be greater than those listed. Therefore, CHA reserves the right to assess additional cancellation fees. • Refunds unrelated to cancellation, such as those for overpayments, will be issued only upon written request in an email, letter or fax.