



SOL Work Group Pricing, Deposit, and Cancellation Policies

Payment Deadlines:

- **\$500 Deposit submitted with SOL Work Group Application**
- **Balance of Work Group Program Fee and Airfare (where applicable) due no later than 45 days before departure.**

SOL Work Group Prices:

- **Program Fee:** \$1,500 (price may differ for some groups depending on duration)
- **Late Fees:** A \$100 charge will be added to any late payments made after the 45-day deadline. An additional \$100 late fee will be added to the total balance due for any payments, which are outstanding before trip departure.
- **Airfare payment** – While we can estimate airfare cost well before groups leave, we cannot guarantee the exact cost of the taxes for the airline tickets, until the tickets are issued. We will let you know the final airfare before the airfare payment is due.

Youth and Family Discount:

- SOL offers a \$100 discount for each volunteer 13 years old and younger.
- In addition, SOL offers a \$100 discount for the 3rd, 4th, 5th and subsequent family members traveling in the same group.

Cancellation Policy:

Refunds for trip cancellations will be given in the following amounts according to the date SOL is notified, in writing, of your request for cancellation:

- **90 or more days prior to departure** – Full refund will be given.
- **89 - 60 days prior to departure** – Full refund (including airfare if possible) minus the \$500 deposit.
- **59 days or fewer prior to departure** – One hundred percent of your payments and donations will be retained by SOL to meet current obligations.

With regards to Nicaragua Safety

Trips to Nicaragua are dependent on the ongoing safety and subject to change based on staff and Board risk assessment. If it is deemed unsafe to continue, and SOL cancels the trip, SOL would refund any payments made for the trip, minus a \$200 deposit to cover administrative costs. If changes are made (and it is determined by SOL unsafe to go) *after* airline tickets are purchased, SOL will *only* refund up to the total amount SOL is able to recover from the airline. If anyone decides to cancel based on their perception of safety, the same policy applies, as above, (SOL will refund all of the SOL fees, minus a \$200 deposit fee). If someone decides to cancel for reasons unrelated to safety, then the regular work group cancellation policy will apply.

Closed Group Reservation:

SOL will honor a reservation for a closed group as early as one year prior to the trip departure date. A non-refundable deposit of \$2,000 will reserve a group for specific dates. SOL will give priority to groups who send their deposits in first. The group deposit is credited towards the overall group program fee.

**SOL has the right to refuse trip participation if a volunteer has not paid in full, including late fees, before the trip.*

**Please contact SOL in advance if you need to make special payment arrangements and to avoid paying the late fees. We are flexible, as long as you let us know in advance. Exclusions apply. In certain cases, the deadlines may be adjusted based on unique circumstances or closed group contracts.*

**Payments made by check are preferred, but online payments are available as well*