

## ***Refund Policy***

We take great care in scheduling the volunteers at the lodge. As such we ask you take equal care when considering your arrival and departure dates before The number of volunteers, their varying skill sets, and their arrival and departure dates are all important factors we must consider to ensure the development of strong team capable of carrying out the various tasks required by the project in an effective manner. making a commitment to join us.



Additionally, it is important to note that the lodging fees paid by volunteers are a vital part of the project budget as they are used to cover the lodging expenses of our Peruvian assistants and aid with other project expenses. For these reasons, late cancellations or last-minute alterations to arrival or departure dates can cause the project unnecessary financial difficulties and can greatly impact our research efforts.

We understand that there are certain circumstances that may require a volunteer to cancel their stay or leave the project before their intended departure date. A few such extenuating circumstances include personal health problems, family emergencies, work or school schedule changes, and so on. In cases such as these, we are willing to offer a partial reimbursement of the fees paid. If a legitimate need for change in plans for your stay at TRC arises, we ask that you notify by email both, the field leader and the project coordinator ([proyectoguacamayo@gmail.com](mailto:proyectoguacamayo@gmail.com)) as soon as possible in order to determine whether or not we can provide you with a refund and to minimize any complications that may arise for either party as a result of scheduling changes.

Our refund policy for lodging expenses (as approved) is as follows:

1. Requests made MORE THAN 4 WEEKS prior to the scheduled date of arrival at TRC will be refunded 75% of lodging costs paid.
2. Requests made LESS THAN 4 WEEKS prior to the scheduled date of arrival at TRC (including those requests filed after you have departed from the lodge) will be considered for a refund of up to 50% of the value of the nights not spent at the lodge.
3. If shortly after arrival at TRC, volunteers feel that they are unable to complete the duties requested of them for physical or psychological reasons and choose to leave the project within the first half of their scheduled stay, they may qualify for up to a 50% refund of the costs paid for nights not spent at the lodge.

**NOTE: Every refund granted will be subject to a transaction fee of \$40 to cover the associated bank fees.**

### **IMPORTANT: REFUND EXCLUSIONS**

Refunds for lodging expenses will not be granted for nights not spent at TRC under any the following circumstances:

- a. The volunteer does not follow the Tambopata Macaw Project behavior code of conduct or commits a serious infraction of the rules and is asked to leave by either the field leader or the manager of TRC.
- b. The volunteer decides to leave the project early for reasons other than those listed above (i.e. traveling around other parts of Peru, to join another volunteer, etc).
- c. The volunteer chooses to spend days off in the city of Puerto Maldonado or other nearby destinations.