

COVID-19 & The Festival Of Action Refunds/ Cancellation Policy

- If the programme has to be canceled for reasons pertaining to COVID-19 confirmed by the World Health Organization (WHO) and government of South Africa, Greenpop will refund your programme fee but cannot take responsibility for refunding loss of income or travel costs, etc.
- If you cancel your placement 30 days before the start of the event, a 25% refund fee will be incurred.
- If you cancel your placement 7 - 30 days before the start of the event, a 50% refund fee will be incurred.
- If you cancel your placement 7 days before the start of the event, a 75% refund fee will be incurred.
- Tickets will not be refunded after the event has begun.
- Funds raised for the Trees for Fees programme are also non-refundable whether you reach your tree-raising goal or not and whether you decide to come to the Festival of Action or not - we will still plant the trees for you and be very grateful!
- Cancellation fees will be waived if any placement is canceled as a result of confirmed safety or health reasons in the country and these are confirmed by the World Health Organization (WHO) within South Africa. Participants who have secured comprehensive travel insurance* will, in the event of cancellation, first claim from their insurer. Upon confirmed proof of insurance conclusion, we will credit the balance between what was paid to us for the specific itinerary and what the insurance has paid to the traveler. Those participants wishing to cancel, who did not take out relevant/adequate travel insurance will receive a credit for the amount already paid to us.