

ASHÉ CULTURAL TOURS CANCELLATION POLICY

Effective September 18, 2019

Ashé Cultural Tours reserves the right to cancel or alter a trip due to unforeseen weather, natural disaster, dramatic change in the political situation, low registrations or other circumstances.

Low Registration

When trips are cancelled due to low registrations, a full refund will be given.

Natural Disaster, Weather Cancellations, or Dramatic Change in the Political Situation

In instances when tours must be cancelled due to Natural Disaster, Extreme Weather, or Dramatic Changes in the Political Situation, Ashé Cultural Tours will refund payments minus the deposit(s). Ashé Cultural Tours will then work with vendors in attempt to secure refunds for pre-paid services in an effort to return some portion of client deposit(s). Ashé Cultural tours is not responsible for expenses incurred by clients in preparation for any canceled trips, including but not limited to airplane tickets to/from tour start/end point.

Weather Delay or Modifications

In case of tour modifications due to weather concerns, including delays, Ashé Cultural tours will incur the costs associated directly with the tour itinerary (e.g. flight between United States and Cuba, housing in Cuba, transportation in Cuba, etc.). All other costs (e.g. client's flight changes to/from Florida, additional hotel stays in Florida, additional food...) are the client's responsibility.

Cancellation by Client

Ashé Cultural Tours recognizes that client's may need to cancel their trip participation due to illness, injury, or personal emergencies. Trip deposits are non-refundable 48 hours after their respective deadlines. In the instances of client cancellations after final payment deadline, the client will forfeit all payments minus any refunds Ashé Cultural Tours may be able to recoup. Since many tour costs are "shared" (e.g. buses, translators, guides...) or are non-refundable expenses (e.g. pre-paid flight, pre-paid housing...) the amount of your refund would be small compared to the overall cost. These fees are not meant to be punitive, but reflect the costs Ashé Cultural Tours has expended for client participation.

Client-Based Trip Changes

Please note that Ashé Cultural Tours does not make any refunds for any unused portion of your trip resulting from not arriving, arriving late, or leaving the trip early. Ashé is not responsible for any extra costs associated with these client-based changes.

Travel Insurance

To protect your investment, consider Travel Insurance, which can be purchased at any time. Be aware, however, that Travel Insurance is *most effective* when purchased with a few days of making your initial deposit. For more [info](#). If you are concerned about hurricanes, it is best to purchase before a storm threatens the island (i.e., before being named)

* Anything to the contrary notwithstanding, the amount refunded will always be: (1) the amount that is recoverable from the supplier; and/or (2) the amount that is recoverable from your travel insurance company. Our service fee is never refundable [Added November 11, 2019]