

Compassion Australia

Field Experience Refund Policy



We understand that sometimes life doesn't go as planned. When you or Compassion Australia make changes to a planned Trip or Visit, the following refund policy applies:

Deposits

Deposits for trips are generally not refundable unless Compassion amends the dates of a trip so that a traveller can no longer participate or cancels a trip because of insufficient bookings.

When am I eligible for a refund?

Changes by Compassion Australia

- If Compassion Australia cancels a trip prior to departure because of insufficient bookings, a full refund will be paid.
- If unforeseen events, such as natural disaster or civil unrest, result in Compassion Australia cancelling or changing a trip prior to departure, we will work with third-party providers and the travel insurer to maximise refunds.
- If unforeseen events result in Compassion Australia cancelling or varying itinerary elements after a trip has commenced due to safety or security concerns, we will work with third-party providers and the travel insurer to maximise refunds.

Changes by you

- Refunds may be provided where you have pre-paid expenses that have not yet been, and will not be, incurred. However, this is at the discretion of Compassion and refunds are not guaranteed. If you withdraw from a field experience, you may incur flight, accommodation or other costs as already arranged by Compassion, whether covered by travel insurance or not. Refunds will be paid net of any service fees or unrecoverable costs such as payment processor fees. Note that trip deposits are generally not refundable, as noted above.

When am I not eligible for a refund?

Traveller regret or dissatisfaction

We cannot provide a refund after the travel has occurred based on your dissatisfaction with the experience. We strive for professional, impactful experiences, but acknowledge the unpredictable nature of overseas travel.

Independent travel

Compassion will not pay refunds or compensation in relation to any travel or experience booked independently of Compassion Australia. Compassion is not responsible for delays or postponements to independent travel caused by delays or variations to a Compassion trip itinerary.

Inconvenience

Expected inconveniences such as flight delays, weather disruptions, and costs incurred due to lost or damaged personal belongings cannot be expected to result in any refund.

Travel Insurance

In certain circumstances, our travel insurance policy may cover some or all cancellation costs. Please refer to the product disclosure statement for specific details. Note that changes of mind and independent travel are not covered by our policy.

How do I request a refund?

To request a refund, please email fieldexperience@compassion.com.au, and provide a clear explanation of the reason for your refund request and any relevant documentation.