

# **Cancellation Policy**

## **For Concert + Companion Tours**

The QCSO Association recommends that concert and companion tour members purchase travel insurance after they commit to participating in any QCSYE international tour. The QCSO recommends the travel insurance and global assistance options offered by Travel Guard, but students/companions may choose travel insurance from any provider.

The initial deposit which secures a companion/student's spot on the tour is non-refundable under any circumstance that causes a companion/student to cancel participation.

In the case a companion/student cancels his/her participation on or before December 1, 2025, up to 100% of the tour payments processed on behalf of said student are eligible for a refund with the exception of the deposit. Each instance of companion/student cancellation is evaluated on a case-by-case basis to determine the exact percentage of refund that can be offered by the QCSYE.

In the case a student cancels his/her participation between December 2, 2025 - March 1, 2026, up to 50% of the tour payments processed on behalf of said companion/student are eligible for a refund with the exception of the deposit. Each instance of companion/student cancellation is evaluated on a case-by-case basis to determine the exact percentage of refund that can be offered by the QCSYE.

In the case a companion/student cancels his/her participation on or after March 2, 2026, up to 0% of the tour payments processed on behalf of said student are eligible for a refund with the exception of the deposit. Each instance of student cancellation is evaluated on a case-by-case basis to determine the exact percentage of refund that can be offered by the QCSYE.

In the case that QCSYE cancels the tour for any reason, 100% of all processed companion/student tour payments including the deposit will be refunded.