



Title: Global Village Cancellation Policy

Policy Type: Management Policy

Approval:

Date of Last Revision: April 2024

Date of Next Review: April 2025

GLOBAL VILLAGE CANCELLATION POLICY

Scope and Purpose

The purpose of this policy is to ensure that volunteers participating in the Global Village (“GV”) program with Habitat for Humanity Canada (“Habitat Canada”) understand the donation, cancellation, and insurance policies that may affect their GV experience.

Policy

To join a GV build, volunteers will be required to donate to Habitat Canada. This program donation goes directly to support Habitat’s work in the country program and covers the cost to conduct the GV build. All payments are considered donations and are nonrefundable.

No refunds are offered if the volunteer cancels their participation on a build or if Habitat for Humanity International (“Habitat International”) must cancel a build. However, the insurance coverage for volunteer travel offers the following option for volunteers travelling on Habitat Canada GV builds. If a GV build is canceled **for a covered reason**, after the volunteer has paid the donation, volunteers will be able to submit a claim to receive compensation for the loss with a maximum compensation amount of up to \$2,500 USD. Volunteers also have the option of claiming flight costs if those costs are nonrefundable. This claim would come from the same maximum compensation amount of up to \$2,500 USD.

To ensure that commitments to partner communities and the families around the world are fulfilled Habitat Canada can only offer this option whether the cancellation is made by the volunteer or Habitat International.

Habitat Canada will make every effort to conduct all GV builds as scheduled. In the unlikely event that this is not possible Habitat Canada will endeavor to re-route or defer the team. If the build must be cancelled or the volunteer can no longer take part, Habitat Canada will work with the volunteer to find another suitable build. Habitat Canada cannot compensate volunteers for the cost of unusable airfare or any other expenses resulting from the cancellation. **For this reason, Habitat Canada strongly recommends that volunteers purchase travel insurance that covers change of travel and/or country closure, look for the “cancel for any reason” (CFAR) option.**

Insurance claims can only be made by the volunteer or by the organizing group on behalf of the volunteer. Insurance claims can only be made for volunteers travelling. Insurance claims do not apply to donors that are not volunteering on an international build.

Travel delays

When a volunteer’s flight is canceled or delayed, Habitat Canada staff will assist the volunteer in meeting up with their team. While Habitat Canada cannot be responsible for any expenses incurred because of



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travel related problems, in certain situations [the travel insurance](#) will be able to cover expenses for delayed participation in the build.

All program donations are donations to Habitat for Humanity

Program donations, whether from the participating volunteer or their donors receive tax receipts. Donations are nonrefundable and nontransferable. Donations support the GV program, provide families with safe and decent housing and support Habitat's global mission.