

COVID CANCELLATION & REFUND

COVID-19 Refund Policy

We value your partnership and understand the caution you are taking due to COVID-19. We want you to continue to plan your trip and understand in order to do that you must weigh the tension of all the unknowns, pressures, and changes that exist. We have made these adjustments to our cancellation policy for ALL trips scheduled to launch in 2022.

We will be offering a full refund, including the registration non-refundable deposit, up to 30 days before your launch date. You will also have the ability to reschedule your trip, and your funds will be held for a future Envision trip. (Please keep in mind that our normal payment schedule will still be in effect to ensure we are prepared to launch your team as planned! See Envision policies and due dates for payment schedule).

Flexibility is key during this time when there are still unknowns ahead. We want to offer you that flexibility so you can plan while still being aware that there are many factors that are out of your control. We will continue to assess the feasibility of your trip up until the launch date. If within the 30-day period there is any change to the status of your trip due to circumstances outside your control, we will provide a full refund, except any costs already incurred at the site in preparation for your trip. You will also have the ability to reschedule your trip and your funds may be held for a future Envision trip.

In the unfortunate chance that the team or members of your team need to extend their stay at the ministry location due to a member of your team displaying symptoms and/or tests positive for the virus, or the team needs to extend their stay due to government or travel restrictions, the team member(s) will be responsible for all expenses of an extended stay. This includes, but is not limited to, food, housing, medical expenses, or transportation.

How Will Decisions Be Made About My Trip?

We will be continuing to monitor COVID-19 and its global impact. Things are continually changing, and there are still many unknowns as we look toward the future.

What we do know is that God is still faithful, present, and unchanging. The gospel is still reaching people. Let us not miss the opportunities that God brings before us whether we stay or go. Ministry is still happening, and God is still on the move!

There will be no one-size-fits-all answer for each trip. In fact, individually and as a team, your response may be very different than another's. Please be mindful of what adjustments you can and should make to your trip and how God is calling you to lean in to the uncomfortable and unknown.

We will continue to make appropriate decisions taking into consideration numerous factors that may determine the feasibility of your trip.

These factors include but are not limited to:

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Local state and/or country guidelines

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Host site limitations or factors (e.g. ministry status, health of site leadership/partners, local guidelines)

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Team limitations or factors (e.g., location they are traveling from, health of team members, or exposure to COVID-19)

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Government decisions related to travel, social interaction, community guidelines, and health protocols (WHO, CDC, State Department, local state/country guidelines)