



## MCCS Trips & Transportation Cancellation & Refund Policy

### **CANCELLATION and REFUND POLICY:**

1. It is MCCS's intent to provide the services or product requested by its customers. MCCS does understand that from time to time a customer will have to reschedule his/hers plans due to unforeseen or unexpected situations. When a situation occurs in which MCCS has to pay for services or products or place a deposit down on behalf of a customer, then that customer will be required to cover the expenses MCCS has surrendered on their behalf. If the situation causes MCCS to lose no monies then the customer shall be subject to no loss. In a case when MCCS will lose all, or a portion of, the deposit that it uses to secure services or property on behalf of a customer, then the customer will be responsible to MCCS for the expenses to include administrative fees, when applicable. Therefore, all cases in which a cancellation is involved will have to be handled on an individual basis. Refunds will be reduced by the total amount of monies MCCS has expended on behalf of the customer. If notification is given to MCCS in advance and sufficient time is allowed for MCCS to cancel the service or product requested then no penalty will be imposed on the customer. The notification period varies with the individual circumstances surrounding the requested services. **No shows will receive No refund**
2. Refunds must be requested from the Trips & Transportation office during normal operating hours (Monday thru Friday 11:00-14:30 & 15:30-18:30) within 5 business days from the day of cancellation.
3. Refunds over \$100.00 (U.S. dollars and its equivalence) will be refunded by check with a 7-10 working days processing time.
4. In the event a cancellation is due to "Command directed gate closure" due to typhoon, snow, in support of security measures or any other occasion that the command deems, all of which are beyond the control of Camp Fuji MCCS and the individual customer, in such case a determination will be made on a case by case basis if a refund will be made by MCCS. If a refund is determined justified, then the amount to be refunded will be made by MCCS on a case by case basis. In all cases every effort will be made to issue a complete and full refund, however in those occasions in which MCCS has expended funds on behalf of the customer in advance to an outside agency, and that expense is not refunded to MCCS, then MCCS will deduct the amount expended from the refund entitled to the customer. In addition any expense that MCCS incurs in support of the canceled event (ie., contracted drivers, tour guides, etc.,) these cost will as well be deducted.

I have read and understand the "cancellation and refund policy" on this date: \_\_\_\_\_.

\_\_\_\_\_: Name print

Trip to: \_\_\_\_\_

\_\_\_\_\_: Signature

Trip date: \_\_\_\_\_

