

## Explore UK Refunds Policy

Before you book a place on an Explore UK trip, please check to make sure that you will be able to join the trip on that date.

You will need to inform us in writing as soon as possible if you wish to cancel your booking.

### General

Refunds will be administered by DMU Income team. If you have paid for your trip with a credit or debit card, refunds will be paid back to the same card. It will not usually be possible to refund your payment to a different card.

It is the responsibility of the student to arrive at the meeting point at the correct time, both for the departure from DMU when the trip starts as well for the return trip back from the trip destination to DMU. Refunds will not be provided to students who have missed the bus departure.

### One-day trips

If you make your cancellation more than seven days before the date of the trip, then we will provide you with a full refund.

If you cancel within seven days of the trip or less, we reserve the right to charge you up to 100% of the cost of your booking.

### Overnight trips

Overnight trips are usually run for DMU by Proscenium/Somewhere New.

Proscenium/Somewhere New refund policy is as follows:

If you decide to cancel your trip, we reserve the right to charge you a percentage of the total price as follows:

- Cancellation 60+ days before departure - 50% of the total cost
- Cancellation 59-30 days before departure - 70%
- Cancellation 29-15 days before departure - 85%
- Cancellation 14 days or less before departure - 100%"