



## ***Hawai'i State Tours*** ***Specializing in Custom Travel to the Islands***

### **CANCELLATION POLICY**

The cancellation policies outlines below take into consideration the costs HST incurs long before groups ever depart. Notice of cancellation from the HST tour will be accepted from the participant, his or her legal guardian or the Group Leader. The date of cancellation will be determined by the date on which HST receives written notice.

#### **HST Standard Cancellation Policy**

##### **120 day or more prior to departure**

HST will retain 25 % of the Program Fee (minimum \$100).\*

##### **119 days to 60 days prior to departure**

HST will retain 50% of the Program Fee (minimum \$100).\*

##### **59 days or less prior departure**

No refund will be issued.

#### **Cancellation with replacement**

##### **120 days or more prior departure**

Full refund minus a \$150 substitution fee.\*

##### **119 days to 60 days prior to departure**

Refund minus a \$150 substitution fee plus any charges imposed by hotels and other suppliers imposed by airlines.\*

Cancellation with replacement refers to a participant who cancels and finds a person to replace him or her for the same program. The replacement's enrollment form must be submitted at the same time as the notification of cancellation.

HST cannot guarantee the replacement participant a place on the tour or the same flights as the group. This is primarily due to restrictions in airline agreements.

\*Non-refundable fees are also deducted from refunds.