

PROCEDURES

Contact your program Manager

Communications are generally made in two ways, via email or directly via whatsapp. You should contact your program manager if you have any questions or concerns. It is advisable to save your program manager's contact just in case.

Program cancelation

To cancel your program, you must inform your program manager and the world life experience team.

1. Send an email to your program manager to inform and justify the cancellation.
2. Send us a copy of the email for cancelations@worldlifeexperience.com.

Initial payment refund

To request your initial payment refund(€ 50) in case of cancellation it is necessary to send an email to refund@worldlifeexperience.com informing about your cancellation and the payment method used (bank transfer or Paypal). Your refund will be processed in approximately 5 business days by the same payment method.

Final payment refund

To request your Final Payment refund, it is necessary to contact your program manager and inform that you are going to cancel your program and request a refund of the final payment already made. Contact you program manager by email or whatsapp.

1. For Cancellations prior than 15 days from the start date of your program are fully refunded, excluding payment fees.
2. For Cancellations made in less than 15 days before the program start date have a penalty of 30% of the amount due to the preparations and bookings.
3. Cancellations made after the start date of the program have a penalty of 50% of the total value of the program.

Program issues

In case of conflict during your experience, you can count on us to help you resolve any situation and to return home if necessary.

We will resolve the situation in the best way for all parties and most importantly, we will mediate the situation in order to create the minimum negative impact.

Check if your travel insurance cover these situations in order to avoid additional expenses in these cases.

In case of conflict, you must contact directly Antonio Dias by whatsapp to the number +351916313158 describing the situation. We will mediate the situation directly with the person in charge of the organization in order to solve the issue.