



Payment Policies and Procedures

Thank you again for supporting GRID Alternatives' International Program. This Payment Policies and Procedures Guide applies to everybody who signs up to travel internationally with GRID so please read this carefully. We hope this guide also proves helpful for those of you who are raising the financial support necessary to make these projects a reality. Be sure to review the information here before beginning your fundraising efforts. These guidelines are in place to ensure you have the opportunity to join others in our mission of making the benefits of solar energy accessible to all.

Deposit and balance

Once you request to join a GRID Alternatives trip to Nicaragua, Mexico or Nepal, your place on the trip will be confirmed once you submit a non-refundable deposit of 25% of the trip fee to GRID Alternatives. The remaining balance of the trip payment (75% of the total trip fee) is due no later than 45 days before departure, and is also non-refundable. If you must cancel your trip, the deposit will be considered a donation to the GRID Alternatives' International Program.

These donations fund the direct costs of the solar project, and other costs associated with running GRID Alternatives' International Program. These funds also cover all of your lodging, meals, transportation, and activity fees during your trip with GRID during the trip dates. Airfare and international travel insurance must be purchased separately by project participants. The purchase of alcohol is not included in the cost of your trip fee.

Submitting payments

All payments toward your trip must be made in U.S. dollars to GRID Alternatives and must be designated to the International Program. You or your donors can pay your trip fee online or by mailing a check or money order/cashier's check. To pay online, use the payment link provided to you by our team, and click the "Donate Now" button to submit a payment. Participants and donors who submit funds by credit card will receive an automatic email receipt. Checks and money orders/cashier's checks must be made payable to GRID Alternatives and mailed to GRID Alternatives International Program, 1171 Ocean Avenue Suite 200, Oakland, CA 94608. In the check notes or on a cover sheet, please include the participant name and project name or trip dates.

Fundraising website

Our peer-to-peer fundraising tool is accessible from the same link that was provided to you to submit your payment online. To create a personal fundraising page, click the "Become a Fundraiser" button. Here, you can create your own profile and share the link to your personal fundraising page to raise funds from your family, friends, co-workers, and other people in your

network. The funds you raise here will be credited directly to your trip fee for the International Program.

Employer Matching Gifts

Inquire with your company's human resources department if your company matches employee gifts. If applying for matching gifts, notify GRID Alternatives. GRID Alternatives is a nonprofit organization under section 501(c)(3) of the Internal Revenue Code. Note: Matching gift funds may be used to offset the final balance owed only if they are received by GRID Alternatives at least 45 days before the trip departs. Be advised of your company's matching gift payout dates.

Tax deductibility

A portion of your trip fee includes the cost of food, lodging, and transportation for you during the trip while a portion supports the work of the International Program. For more information see IRS Publication 526. Please consult with your tax adviser to determine the deductibility of your payment pursuant to relevant tax law.

Acknowledging donations

All donors who contribute to GRID Alternatives' International Program receive a donation acknowledgement. Donations to the International Program via check, money orders, or cashier's checks are mailed acknowledgment letters. Those who donate online receive a prompt email confirmation that the donation was received and will also be mailed an acknowledgement letter. Discourage your supporters from donating cash, as GRID Alternatives cannot acknowledge cash donations. GRID cannot accept checks made payable directly to participants.

Funds raised in addition to the published program cost

As a nonprofit, mission-based organization, GRID Alternatives relies on donations to achieve our mission to provide renewable energy to underserved communities. We encourage participants to raise funds above the program cost and these funds will be directed to the growth of GRID Alternatives' International Program. GRID's International Program is not able to roll additional funds over to a future International Program trips or reimburse trip costs paid by participants, donors, or company matches when maximum obligations are exceeded.

Fundraising for airfare

Funds raised in excess of the program cost may not be used to cover all or part of an International Program participant's airfare. However, we recognize that some people may want to raise money for their airfare. You are welcome to raise funds for your airfare on your own (not on GRID's online fundraising platform) and we encourage you to explore using your frequent flyer miles for your airfare if you have miles to use.

Cancellation policy

No refunds are offered if you must cancel.

Cancellation more than 45 days prior to departure

If a participant cancels more than 45 days before departure, and s/he is interested in participating on a future project, the funds s/he donated can be used towards a future trip within 12 months of the date of cancellation. A participant cannot cancel and apply the donated funds to a future project more than once.

Cancellation less than 45 days prior to departure

One hundred percent of funds received will be retained by GRID Alternatives to support our International Program. These funds cannot be applied to a future trip.

If GRID Alternatives must cancel

GRID Alternatives will make every effort to conduct the trip as scheduled; however, if we must cancel, we will attempt to place participants on another trip. If that is not possible, you may receive a full refund. The International Program cannot compensate participants for the cost of unusable airfare or any other expenses resulting from the cancellation. Your team leader will contact you to explain how to claim your refund if GRID Alternatives must cancel your team's trip.

Delays en route

If delays occur en route, or missed or cancelled flights cause you to miss your rendezvous with the team, the International Program staff will do everything possible to assist you in connecting with the team. However, GRID Alternatives cannot be responsible for any expenses incurred because of flight problems.

Thank you

Once again, we appreciate your dedication to GRID Alternatives' mission, and your interest in our International Program. Thank you for complying with International Program's Payment Policies and Procedures Guidelines, and please let us know if we can be of any additional help by emailing international@gridalternatives.org.