



Online Payments - Cancellation and Refund Policy

The below are general terms and will / may be superseded by conditions specific to your reservation which will be informed to you at the time of processing the bookings. All cancellations must be made in writing by the person who made the booking and are effective on the day we receive it. As we incur substantial costs and losses on cancellation, we will apply the following cancellation charges:

Number of days prior to departure when cancellation notice received	Cancellation charge as percentage of total holiday price
Up to 70 days	Forfeit Deposit
69-43 Days	50%
42-31 Days	75%
30 Days or less	100%

The penalties are in addition to the non-refundable elements of the booking which have been contracted on your behalf and notified to you.

If we are able to recover any of our losses from our suppliers, we will refund those to you subject to a reasonable administration fee.

Agents or third party organizations acting on our behalf are unable to amend or change the contract or terms and conditions within it unless authorized by you.

Amendments

It is occasionally necessary for us to make changes to advertised products and services and we reserve the right to make such changes. In exceptional circumstances we may have to modify your holiday after booking. If the change is minor, we will do our best to notify you in advance but are not obliged to do so and no compensation is payable. If the change is material (for example, a change of flight time by more than 12 hours, change of destination or to a lower standard accommodation), we will notify you as soon as practically possible and offer you the choice of

- Accepting alternative arrangements or
- Arranging an alternative holiday or
- Cancelling your holiday

Curating Experiences Worldwide