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CANCELLATION POLICY

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CANCELLATIONS BY YOU

If you wish to cancel all or part of your booking with us, you will need to notify us in writing. You may **change your departure date free of charge up to 30 days before travel**. Deposits are **transferable to any other departure within 12 months**. Cancellations closer to departure may be subject to charges as set out here:

- **More than 70 days prior to departure** – loss of 50% of the deposit.
- **From 70 to 30 days prior to departure** – loss of up to 75% of the deposit.
- **Less than 30 days prior to departure** – loss of up to 100% of the total cost.

CANCELLATION BY THE COMPANY

The Company reserves the right to cancel the planned trip up to 30 days before departure if the minimum number of participants has not been achieved. Any payment already received from the contracting party will be paid back by The Company if you are not in agreement with an alternative trip offered by The Company.

The Company has the right, in the case of force majeure (e.g. war, uprising, natural disasters, abnormal or exceptional weather, legal stipulations of the local or regional authorities and other ‘acts of God’), to cancel the trip. The Company may not be held liable for any claims made due to force majeure. If situations of force majeure occur before the departure date, The Company will refund you the price already paid. If situations of force majeure occur during the trip, The Company or its representatives will try to offer an alternative programme. If this should prove impossible, either The Company, its representative or yourself are entitled to cancel the trip. In such a case, The Company will not be held financially liable.

If The Company, by virtue of the provisions above, cancels the tour, only the equivalent of the billed price will be refunded. The Company is not liable for costs incurred by you in preparation for the tour, nor for reservations of travel components (such as, but not limited to, flights, hotels, connecting programmes and travel insurance) booked elsewhere in combination with the trip booked with The Company.