

# Payment & Cancellation Terms & Conditions for Private Balkan tours

This is **Private tour**, which means it is operated only for the participants who booked the tour. You have flexibility during the tour and possibility to extend or reduce the program before you make the final booking.

Similar to this tour is offered as **Join-In group tour**, with fixed and guaranteed departure dates

There is **no required minimum** for any of our tours

There is **no Maximum passengers** for this tour.

**Booking deadline** - depending on the tour, activity or service is between 2 and 7 days before departure date.

**Early booking discount** apply for some tours and activities and if any, it is shown and can be booked on the tour page

## Payments:

If you choose instant and fixed booking (credit card and passenger name required) by selecting BOOK NOW button and by filling in the Booking form, your booking will be instantly confirmed, the full amount will be charged from your credit card and these Payment & Cancellation terms & Conditions will apply, together with cancellation policy published for each tour separately.

In case you do not want to do a credit card payment, we will be glad to issue an invoice for you to proceed with the payment directly to our bank account (bank fees for payment and transaction may apply and have to be paid by you).

In both cases full payment have to be done not later than 7 days before tour departure.

## Safety of the payments:

Please note that the only institution which comes into contact with your financial data (credit card number) is our trusted partner TRUST MY TRAVEL. Before entering the credit card number the buyer is redirected to the secure website of the payment processor, where he/she puts the credit card number and confirms the transaction. The data is stored in a warehouse bank with the highest criteria for safe operation.

We do not collect any information of a financial nature as the number of cards and / or bank account number and we use the latest technology to protect your data which allows the number of your card to be sent directly to the bank through a secure connection.

## Cancellation of the tour, activity or service:

If you would like to cancel already booked tour, activity or service, you must:

- if you have booked and paid directly to one of our web sites, you will have to cancel your booking at the same page, according to the conditions and rules for cancellation established by the payment processor.

- if you have booked via e-mail and made payment directly to our bank account you have to contact us in written, via e-mail.

## General cancellation terms

Cancellation policy may be different from tour to tour, but it is shown for each tour on its page, so you can read it before you book.

### - Light policy

We will charge a cancellation fee of 100% if booking is cancelled 1 day or less before the event

We will charge a cancellation fee of 0% if booking is cancelled 1000 days or less before the event

### - Strict policy

We will charge a cancellation fee of 100% if booking is cancelled 2 days or less before the event

We will charge a cancellation fee of 50% if booking is cancelled 7 days or less before the event

We will charge a cancellation fee of 0% if booking is cancelled 99 days or less before the event

### - Non-refundable policy

Bookings are non-refundable. All sales are final.

## Changes:

You are not able to travel at already booked date but you are willing to change departure date for the same tour.

It is possible, just you will have to send us in written, not later than 2 days before departure a short request which have to be also confirmed with return e-mail from us. Such change is free of charge but we can not guarantee that the same services and accommodation will be available for changed dates

## Refunds:

Refunds regarding the tour or activity cancellation are possible after completing of the written correspondence between "User of the service" and "Operator". Any complaint during the tour should be made immediately to local representatives (hotel management, tour leader and others). All refund claims must be submitted to the Operator in writing within 7 days of the completion of the tour

Refunds for unused services as described at our General Terms & Conditions

