

## Refund & Cancellation Policy

Your purchase does not automatically guarantee a reservation. Your purchase will be confirmed via email within two (2) business days. The cancellation fee policy will take effect once you submit your reservation. If your purchase cannot be confirmed for any reason, we will fully refund your purchase without any additional charges. We strongly recommend each customer read and review this cancellation policy and consider purchasing a **Travel Insurance** policy.

### What CAN be Refunded:

- Some tours may require a minimum number of travelers to operate. The affected traveler will be fully refunded or may choose a similar tour product as a substitute. Should this occur, it would be under very rare circumstances.
- Please note that the package substitute chosen by the traveler may be more expensive than the original product and therefore may be subject to an additional cost.
- Any additional refunds based on extenuating circumstances will depend on the individual tour operator (i.e. cruise, tour guides, drivers, hotel, etc.)

### What CANNOT be Refunded:

- All hotel and tour schedules are arranged ahead of time. Any person failing to appear on the day of arrival or departure will [default on our agreement](#) and not be refunded.
- No refund will be given for any portions of the tour unused by the traveler after tour departure regardless of circumstances.
- Airfare is completely non-refundable and non-changeable for tours when airfare is included in the final price.
- Hotel Add-ons and Instant Confirmations (admission tickets, city passes, etc.) cannot be exchanged or refunded once confirmed.

### Our Cancellation Policy

The Cancellation Policies listed below apply to all reservations unless the tour booked has specific rates or fees listed under "Special Notes." Please carefully review the "Special Notes" of

your package/tour prior to booking. Please know that **across N abroad Travel** will always adhere to individual tour policies when applicable.

### **Cancellation and Refund**

24 Days Prior to Departure Date or the individual tour provider i.e. cruise requires 60-days. Minus the non-refundable deposit for voluntary cancellations.

### **Refund Policy**

**Deposits are non-refundable except if the tour operator cancels or in the event of a natural disaster and in these cases, 100% of the total purchase amount can be refunded.**

- All cancellations must be made directly to [info@acrossNabroadTravel.com](mailto:info@acrossNabroadTravel.com) at least 65 days prior to the event.
- In most cases, reservations paid by wire transfer, or money order/traveler's check/cashier's check will be refunded via PayPal or check. For refunds processed by wire transfer i.e., PayPal requires 3%, plus any additional fees associated with wire transfers will be deducted from the overall refund amount.

### **How to Cancel a Reservation**

We will process your cancellation/refund request within one (1) to seven (7) business days. We will NOT acknowledge any text/ verbal / over-the-phone request or voice mail. We will NOT accept email cancellations unless the following: full government name, name trip/destination, dates of travel and you cannot cancel on behalf of another person and the cancelation must come from the same email that the reservation/communication was done on.

### **Amendment Fees:**

Any changes made to a reservation after successfully submitting the order online and seven (7) days before the tour departs for a single day and twenty-four (24) days before the tour departs for multi-day tours will be subject to a minimum of \$50.00 Amendment Fee (per change).

Reservations will be confirmed within one to two business days. The following constitute an amendment to a tour:

- Changing departure date
- Changing pick up time or location
- Changing tour

- Changing guest name
- Changing itinerary
- Removing / Replacing a guest
- Adding / Replacing a guest

The \$50.00 amendment fee is a minimum tour change fee. If you request multiple changes and/or request the adjustments at the last minute, additional fees may apply (in addition to the \$50.00 amendment fee). Paying the \$50.00 amendment fee does not guarantee any changes.

**Contact:**

[info@acrossNabroadTravel.com](mailto:info@acrossNabroadTravel.com)



# PASSPORT