

Cancellation & Refund Policy

1. General Provisions

1.1. This Cancellation & Refund Policy (hereinafter referred to as the "Policy") regulates the procedure for cancelling participation in a ■■■■■■■■■■■■■■ trip organized by the Organizer, as well as the conditions for refunding funds paid by the Customer.

1.2. This Policy is an integral part of the terms and conditions for providing travel organization services published on the Organizer's website.

1.3. By booking a trip and/or paying a deposit, the Customer confirms that they have read and agreed to this Policy.

2. Terms and Definitions

2.1. Organizer — an individual or legal entity organizing trips, bookings, and coordination of travel services.

2.2. Customer — an individual who books a trip, enters into an agreement with the Organizer, and makes payment.

2.3. Trip — a set of travel services that may include flights, accommodation, transportation, excursion programs, guide services, and other related services.

2.4. Deposit — a portion of the trip cost paid by the Customer to confirm the booking.

3. Booking Procedure

3.1. To confirm participation in a trip, the Customer makes a booking and pays a deposit in the amount determined by the Organizer.

3.2. Upon receipt of the deposit, the Organizer has the right to book and pay for third-party services, including flights, accommodation, local transportation, excursions, guide services, and services of local partners and contractors.

3.3. A booking is considered confirmed after the Organizer receives the deposit.

4. Cancellation Conditions

4.1. The Customer has the right to cancel participation in the trip at any time before its commencement by notifying the Organizer.

4.2. Notice of cancellation must be provided in written form through communication channels specified by the Organizer (email, messengers, or other communication channels).

5. Refund Conditions

5.1. Trip organization involves advance booking and payment for a number of services, including flights, accommodation, transportation, excursion programs, and services of local partners.

5.2. Such expenses are incurred by the Organizer in advance after receiving the deposit from the Customer.

5.3. Since these expenses are actual costs and may be non-refundable under the terms of service providers, in the event of cancellation by the Customer, the paid deposit shall not be refunded.

6. Individual Case Review

6.1. In exceptional cases, the Organizer may consider the possibility of a partial refund or rescheduling participation in the trip.

6.2. Such decisions are made at the Organizer's discretion and depend on the conditions of service providers.

6.3. The Organizer does not guarantee the possibility of refunds in such cases.

7. Final Provisions

7.1. The Organizer reserves the right to amend this Policy.

7.2. The current version of the Policy is always published on the Organizer's website.

7.3. Payment of the deposit by the Customer means full acceptance of this Policy.