

# Payment & Cancellation Terms & Conditions for Scheduled Join-in tours in Macedonia

This is **Scheduled Join-in group tour**, which means it is based on combining different tours and itineraries, so we keep the right to combine and connect passengers from different tours at same time on same daily tour or transfer as it is described in their tour itinerary. Similar to this tour is offered as Private tour, with flexible departure dates and possibility for Tailor made itinerary.

**Required minimum** for each tour to be operated is 2 passengers per date/tour.

**Single traveler? No problem!** We offer you the same group price + supplement for accommodation in SGL room, but please note that we keep the right to cancel your trip latest 2 weeks before departure in case you are the only person booked for that date or tour. As an option, in such case, we will offer you to travel as a single traveler, but supplement of 50% - 70% will apply on the basic tour price, which also includes SGL room accommodation during the whole tour.

**Maximum passengers** for each tour at the same vehicle is 12 persons.

**Booking deadline** for each tour, activity or service is 48 hours before departure time.

## **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.

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).

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 [www.trustmytravel.com](http://www.trustmytravel.com). 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 your would like to cancel already booked tour, activity or service, you must contact us in written.

For cancellation received 8 and more days prior to departure, we will not charge cancellation fee.

For cancellations thereafter, following cancellation fees will apply:

07 - 03 days prior to departure 50% of tour cost

02 days or less prior to departure 100% of tour cost

No Show 100% of tour cost

Note: "Departure" is considered the time set for the tour departure.

Important note: In case of cancellation, our payment provider TrustMyTravel may charge you a fee for the transaction.

## **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 8 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". Refunds for unused services as described at our General Terms & Conditions.

## **SCHEDULED JOIN-IN TOURS**

- > **YOU BOOK - YOU GO !**
- > **Guaranteed departure with even only 2 persons on tour**
- > **Fixed price, no hidden fees**
- > **Travel safe in small group**

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