



### BOOKING WITH CONFIDENCE

Until the return of the **COVID-19 EMERGENCY**, our cancellation policy is even more favorable, and replaces the normal contractual conditions applicable by law.

#### **Facilitated payment**

As a deposit we require **only 10%** of the total package.  
The balance is to be paid within 30 days before the departure date.

#### **Favorable cancellation penalties**

**Free cancellation** up to 31 days before departure, for any reason, with the option of:

- be refunded of the total amount already paid;
- postpone the holiday without penalty;
- receive a voucher (transferable to third parties), to be used by 31/12/2023.

Cancellation **without penalty** from 30 to 10 days before, with the option of:

- postpone the holiday;
- receive a voucher (transferable to third parties), to be used by 31/12/2023.

Cancellation from 10 days before, with application of the following penalties:

- withdrawal from 10 to 4 days before holiday start date – 75% of total holiday cost;
- withdrawal within 3 days before holiday start date – 100% of total holiday cost.

#### **Carefree government restrictions**

In the event of government restrictions due to the Covid-19 emergency (in the countries of origin and destination) preventing travel: full refund for cancellations up to the day before departure.

#### **Secure your holiday**

In case of cancellation for personal reasons (including Covid-19 infections or preventive quarantine), the conditions set out in "Favorable cancellation penalties" apply.

*To avoid this, we strongly recommend that you take out a supplementary cancellation policy.*

#### **Voucher 2020**

For all vouchers already issued in 2020, the following more favourable conditions with respect to the legal regulations apply (art. 88 bis Law no. 27 of 24 April 2020):

- vouchers expire on 31/12/2023;
- transferable to third parties;
- refundable on maturity.

We want to guarantee total safety for your holidays!