

Payment & Cancellation Terms & Conditions for Private Balkan tours

There is no **Required minimum** for any tour, activity or service. All prices are shown per person, depending on the number of participants for that tour, activity or service. For group of more than 7 persons we will be able to provide discounted price.

All our private tours, activities and services could be rearranged according to the wishes and requirements of the client. There is possibility to extend or reduce the basic offer, to choose departure date and time and to require different pick up or drop off points than suggested. (supplements may apply)

All requirements for changes have to be sent in written during the initial booking and have to be fixed not later than 14 days before tour departure. Changes are fixed only with written confirmation from our side and after the payment of the full amount.

Booking deadline for each tour, activity or service is **7 days** before departure date.

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. 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 contact us in written.

For cancellation received 30 and more days prior to departure, the payment will be FULLY REFUNDED.

For cancellations thereafter, following cancellation fees will apply:

29 - 16 days prior to departure 10% of tour cost

15 - 10 days prior to departure 30% of tour cost

09 - 05 days prior to departure 50% of tour cost

04 - 02 days prior to departure 70% of tour cost

24 hours prior to departure 80% of tour cost

Less than 24 hours prior to departure or No Show 100% of tour cost

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

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 7 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.



Contact e-mail: info@incomingmacedonia.com. Emergency number: +389 70 269697