



# CANCELLATION POLICY

All cancellations should be submitted by email to [booking@veronality.com](mailto:booking@veronality.com) or made over the phone +39 327 4674179. Refunds may be subject to a cancellation fee, which may vary by tour, situation, or case. Fees are not limited to, but could include the ticket cost for tours that require the purchase of a ticket in advance. Here below the policy for cancellations of group tours and private tours.

## **Small-Group Scheduled tours cancellations**

Veronality offers a full refund on cancellations made more than 24 hours prior to your tour departure time. Cancellations made within 24 hours of your tour departure will not be refunded.

## **Private tours cancellations**

Veronality offers a full refund on Private Tour cancellations made more than 7 days prior to your tour departure. Private Tour cancellations made within 7 days of your tour cannot be refunded.

## **Online experiences cancellations**

There will be no penalty for cancellations of booked tours communicated in writing to the organization at least 3 days prior to the booked tour date. No reimbursement will be granted to any client who cancels after 3 days or is not at the online meeting at the time established; similarly, no reimbursement will be granted to clients who lose connection with the instructor/guide. It's established that in the cases in which rescission penalties of consumer are enforced the organizer is legally entitled by the consumer to hold the amount received as partial payment as valid for the due penalty.

## **Cancellation Due To Planes, Trains Or Automobile**

As stated above, we do not refund clients within 24 hours of a tour, and this includes customers who are late due to flight or train cancellations, delays or issues caused by traffic or congestion, etc. In general, we do not refund any group tour cancelling within 24 hours of the tour start time, or private tour cancelling within 7 days of the tour start time. If you are concerned about the possibility of cancellation or nonrefundable costs, we recommend the purchase of travel insurance.

\*\*\*Cancellation Policy Last Updated December 9th, 2020\*\*\*