

CANCELLATION AND REFUNDS POLICY

On the Occasion of Ms. Ruky Obahor 50Th Birthday (1st– 8th November 2021)



IMMANUEL TOURS



CANCELLATION AND REFUNDS POLICY

In terms of **tickets**;

- **Before** tickets have been purchased, you can ask for your money back at any time.
- Once tickets have been purchased, the airline's policy is that they are happy to refund **taxes only minus cancellation fee of £30**.
- In case of **emergencies and unforeseen circumstances**, you are expected to claim the rest from your **travel insurance** if you have one.
- If you don't have travel insurance, each case would be dealt with by the airline based on the personal circumstance.

In terms of the **tour company**,

- **No cancellation fee** would be charged if the **GROUP** cancels more than **1 MONTH** prior to arrival.
- **Cancellation fee** would be charged if the **GROUP** cancels less than 1 month prior to arrival, but this does not apply to **INDIVIDUAL** cancellations as it is not the whole **GROUP** that is cancelling.

That said, in terms of the **hotels**,

- If an **INDIVIDUAL** from the group cancels **up to a week prior to arrival**, the hotels **won't charge any cancellation fee**.
- **If less than a week, cancellation fees may apply**. However, depending on the situation, discretion may be used in covering the cancellation fee costs.

Notes*

* Considering the above, please make sure to notify me as soon as you know that you are no longer able to travel with the group in order to avoid unnecessary fees.