

18 Mar 2020

New zero cancellation fees policy from March 2020

This document updates our Terms & Conditions (under: https://www.volcanoadventures.com/terms_conditions.html) with regards to cancellations of bookings by the client and is valid until the current pandemic crisis related to Covid-19 is under control (large-scale travel bans etc lifted).

Scope:

If you have an existing booking or book a tour with us, **you can cancel the booking without cancellation fees from our side during a time window of 3 months until 6 weeks prior to departure**, if your cancellation is for one of the following reasons:

- official travel restrictions make it unlikely that you will be able to join the tour
- the destination is listed as one of the high risk areas by the Robert Koch institute, at the following website:
https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogebiete.html
- your medical condition advises against your participation

You should provide reasonable documentation for the reason(s) of your cancellation.

Exceptions:

1) Unrecoverable expenses

The refund excludes – in rare cases - unrecoverable expenses on our side to a maximum of 5% of the tour price. In particular, this could be cancellation fees for domestic flight, train etc tickets already bought by us with your name as part of the tour, but we will always try to minimize such expenses to reduce the financial risk.

If any such expenses are deducted, we will provide reasonable documentation.

2) If your cancellation is OUTSIDE the 3 months until 6 weeks window before the tour start, our normal cancellation policy (https://www.volcanoadventures.com/terms_conditions.html#c17097) holds: this gives us a chance to still find other participants in case the tour is actually doable or at least seems to be doable, something that is difficult now to predict until perhaps 1-2 months in advance.