

## Flexible Cancellation Policy

**DEPOSIT POLICY** – 100% Package Price at the time of booking.

### CHANGE & CANCELLATION POLICIES

In case of any change or cancellation to the booking, the below Change & Cancellation Penalties shall apply. The Penalties will apply from the date we are advised of such change or cancellation. The calculation of the change/cancellation period does not include the day of departure.

15 days or more	100% refundable
14 to 3 days	10% of net package cost
2 days or less	25% of net package cost
No show	100% of net package cost

### WHAT IS DEFINED AS A CHANGE?

A change is defined as any of the below or a combination thereof.

- Correction of a name/s. Correction of 40% or more of the names on a booking constitutes a 100% cancellation.
- Change of name/s. Change of 40% or more of the names on a booking constitutes a 100% cancellation.
- Change of a departure date. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.
- Change or alteration in room requirements. Such changes may be subject to additional charges based on the revised room requirements and type of rooms. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.

All changes are possible only if accepted by the supplier, and subject to the applicable fee, availability of inventory and/or supplier's willingness to effect the requested changes.

No changes to the booking are permitted once travel has commenced,

A change of the type of tour is considered a cancellation.

### BOOKING CHANGES & CANCELLATION (OTHER TERMS)

Vacation packages are prepared months in advance. Occasionally, one of the advertised services or locations may be modified or may not be available. On such occasions after your



booking is confirmed, we may have to make changes to the services that are part of the package. Most often this will be minor, however we may have to make a Major Change before you depart.

**Major Change includes:**

- change of destination.
- change of time of departure or return by more than 24 hours.
- change of the standard of the accommodation.
- increase in the cost of the vacation package of more than 7% (unless government imposed).
- change of route necessitating other identification or documentation when there is insufficient time to obtain these items before departure; and
- an error in our rates.

**If we must make a Major Change, we will advise you and you may:**

- Accept the change.
- Select one of our alternate vacation packages at the applicable price; or
- Cancel completely and obtain a full refund of the price you paid.

Sometimes the hotel you chose will not be available because of unexpected maintenance or overbooking. If this is the case, Stars & Maple Holidays will provide a substitute hotel, of equal or greater standard. If Stars & Maple Holidays is obliged to downgrade the accommodation, and you accept that offered change, Stars & Maple Holidays will provide you with a partial refund. We reserve the right to change our published prices without notice and to pass on to you all government-imposed taxes, transportation fees and surcharges, including fuel and currency fluctuations.

Stars & Maple Holidays may not be able to refund you in full for changes that are made for reasons of Force Majeure, namely war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, weather causing beach erosion, epidemics or health risks, technical or mechanical problems with transport, flight delays due to weather, government action, closed or congested airports or seaports, supplier insolvency and any events beyond our control.