

## CANCELLATION POLICY

### Payment of your holiday

25% deposit is required

75% Balance of payment is required 12 weeks before departure.

### If you cancel your travel arrangements

You may cancel your travel arrangements at any time. If you have to cancel your booking once it has been accepted by us, written notification must be sent to us by the person who made the booking or your travel arrangement on your behalf by email or recorded delivery post and charges will be applied from the date the letter or email is received according to the scale below. The charges are applied as a percentage of the holiday cost excluding amendment charges and insurance premiums which are non refundable in the event of cancellation.

More than 84 days: Loss of deposit (minimum £250 per person)

57 - 83 days: 30% or your deposit if greater

46 - 56 days: 50% or your deposit if greater

22 - 45 days: 70% of holiday cost

15 - 21 days: 90% of holiday cost

Less than 14 days: 100% of holiday cost

**IMPORTANT** It is a condition of booking that you take the holiday insurance we recommend or arrange insurance for your party with comparable or better cover. Diamond Sky Travel Ltd, is an appointed representative of Cover-More Insurance Services Ltd which is authorised and regulated by the Financial Services Authority FSA no: 312172. If you have taken out holiday insurance you may be able to recover the cancellation charges or any other losses, please check your policy for details.

**IMPORTANT** Some travel arrangements (e.g. contracted charter airlines flight tickets or flight tickets purchased from certain airlines and certain hotel bookings or holiday extras) may not be refundable or transferable after a reservation has been made. An alteration or cancellation request may incur a cancellation charge of up to 100% of that particular part of the holiday arrangement. Please also note that any additional items such as in-flight meals; pre booked & extra legroom seats; extra luggage allowance and any visas acquired are non-refundable.

### Amendments

There may be a charge for amendments of cruise date or decreasing pax number received less than 60 days prior to sailing. Amendments must be confirmed by Diamond Sky Holidays in writing.