# Luxury Lake Como Experiences – Cancellation Policy

We at International Brand Creators (Pty) Ltd ("We", "Us") strive to ensure a seamless and enjoyable Experience for all our customers ("you", "your", "the customer"). To ensure that you know exactly where you stand in terms of any possible cancellations we operate as per this cancellation policy, which applies in terms of each booking you make. This cancellation policy should be read in conjunction with our Terms of Services.

We reserve the right to change this policy from time to time and you should make sure you keep up to date with changes to our cancellation policy which can be found on our website www.lakecomoluxuryexperiences.com.

Understanding that plans can change, we have developed a comprehensive cancellation policy to address various scenarios, including bad weather conditions, client cancellations, and supplier cancellations.

This policy is designed to keep transparency and fairness at its core while considering the coordination efforts with our valued third-party suppliers.

## 1. Changes Due to Bad Weather Conditions:

Weather can be unpredictable, and safety and enjoyment are our top priorities. In the event of cancellation due to adverse weather conditions:

1.1. You will be offered the opportunity to reschedule to a different date;
1.2. Alternatively, you may choose to receive a voucher for one of our experiences which is equivalent to the value of your booking; or
1.3. Should you opt for a refund, we will gladly process this request, minus a 10% deduction for administrative and banking fees.

Kindly note that should you select option a) or b) above the changes will become effective on the date of written confirmation by us.

## 2. Cancellation policy (Customer cancellation):

2.1. Some bookings can't be cancelled for free, while others can only be cancelled for free before a deadline. We will, where reasonably possible indicate to you in advance any booking that cannot be cancelled.

2.2. We understand that personal circumstances can lead to changes in plans. To accommodate this, our cancellation policy is as follows:

2.2.1. Cancellations must be received in writing (via email or WhatsApp) by us in advance of the date of the Experience (see below specific notification periods).

**2.2.2. The table below outlines your eligibility for a refund and the charges that apply:**

| Notice period | Refund Eligibility and Charges |
|---|---|
| 96 hours and more prior to the selected Booked Time Experience | Qualifies for a full refund issued minus a 15% deduction for administration and other fees we may be liable for ("**Charges**") |
| Less than 96 hours prior to the Booked Time Experience | Do not qualify for a refund. |

**2.3. PLEASE NOTE THAT ANY CANCELLATIONS (WHERE A CANCELLATION IS POSISBLE) MADE LESS THAN 96 HOURS BEFORE THE BOOKED TIME OF THE EXPERIENCE WILL NOT BE ACCEPTED AND YOU WILL NOT QUALIFY FOR A REFUND.**

2.4. Where you may have paid a deposit for the Experience or paid in advance, we will have the right to set-off said Charges against the deposit or advance payments. You will be responsible for any balance that may remain subsequent to said set-off. Where any credit balances may remain on Your account we will repay same to you within 4-6 date on which we received written cancellation from you.

2.5. As this policy is a publicly available document, details on these cancellation charges or general inquiries about this policy are available by request, kindly contact Anna at info@lakcomoluxuryexpriences.com

## 3. Supplier Cancellation (Cancellation by Us)

3.1. Occasionally, our third-party suppliers may need to cancel a booking due to unforeseen circumstances. In such instances:

3.1.1. You will be offered the chance to reschedule your experience to a different date;
3.1.2. Alternatively, you may choose to receive a voucher to one of our Experiences for the full value of your booking; or
3.1.3. If you would prefer a refund, we will process this minus a 10% deduction for administrative and banking fees.

3.2. If, for any reason, we have to cancel an Experience, we accept no responsibility for covering travel, hotel or other costs incurred by you.

## 4. Late for your booking

If you think you're not going to arrive on time, please contact us and tell us when the Service Provider can expect you. It's your responsibility to ensure you're on time – and if you aren't, we are not responsible for any associated costs (e.g. the cancellation of your booking, or any fees we or the Service Provider may charge...which maybe the full fee for the Experience).

## 5. Refund Policy

5.1. No Refund will be made on a now-show at any of the booked Experiences, unless otherwise agreed to (in writing) with us.

5.2. Please note that refund processing can take up to 4 to 6 weeks. Once your refund is approved, it will be issued to your original payment method.

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