



CANCELLATION POLICY

1. CANCELLATIONS MADE BY YOU

1.1. Cancelling In Advance

- When You cancel more than *30 days* before the tour departure you are entitled to a full refund, minus a 10% administration fee.
 - *29 - 15 days* before the tour activity: 30% of the total amount will be refunded.
 - *14 - 3 days* before tour activity: 60% of the total amount will be refunded.
- ### 1.2. Last-minute cancelling and No-Show
- If You cancel within *48 hours* before tour departure or do not show up, the full payment will be forfeited, and no refund will be issued.

2. CANCELLATIONS MADE BY US

2.1. Unforeseen Circumstances

- We reserve the right to cancel or reschedule a tour activity due to weather, safety concerns, or other unforeseen circumstances beyond our control. In case of Our cancellation, You will be offered a full refund or the option to reschedule the tour activity.

2.2. Minimum Participant Requirement

- Some activities require a minimum number of participants. If this requirement is not met, We reserve the right to cancel and issue a full refund to all participants or offer an alternative date.

3. REFUND PROCESS

Refunds will be processed within 5 business days of receiving a cancellation request or upon notification of cancellation by Us. Refunds will be returned via the same payment method you used unless otherwise requested.

4. CHANGES TO BOOKINGS

You may request to reschedule the booked activity up to *7 days* before the departure date without any fees. Requests made *6 days* before the booked activity will incur a rescheduling fee of 20%.

Requests to reschedule within *7 days* of the activity departure date may be accommodated at Our discretion and may incur a higher rescheduling fee or be subject to availability.

If you are unable to attend the booked activity, You may request a substitution, allowing someone else to take Your place. This request should be made no later than *24 hours* before the activity departure date, and no administration fee will apply.

All requests for rescheduling, substitutions, or changes must be submitted in writing to info@aragosa.hr and will be considered on a case-by-case basis.