



Normandy ONtour

Overlord-Neptune

Cancellation Policy & Insurance

All cancellations received up to 60 days PRIOR to the booked tour/service departure (regardless of whether our own Cancellation Insurance has been added at checkout), will receive a 100% "no-quibbles" automatic refund (100% of the price paid *including* any Insurance Premium). Note: There will typically be a 3% chargeback deducted from your refunded amount to cover our bank fees.

Please Note: NO refunds will be issued for cancellations received within 60 days of intended tour/service departure *unless* Cancellation Insurance has been purchased at checkout.

For clients who have purchased our Cancellation Insurance there will be a refund (%) of monies paid minus the insurance premium and any small credit card charges we may incur for processing the refund (typically 3%). Refunds will be calculated based on the number of days remaining prior to the booked service/tour departure date (see 'Refunds' section below). The Cancellation Notice itself must be sent to admin@normandyontour.com and refund requests sent to refunds@normandyontour.com.

NB: In the event of Force Majeure (including sudden ill-health or any other failed transport issue) resulting in a "No-Show" or cancelled service on the day of departure, we regret that no monies will be refunded. We strongly recommend that clients take out international travel insurance to recoup any forfeited tour fees due to Force Majeure (Incl. Natural Disasters & Global Pandemics e.g. Covid-19).

DISCLAIMER: Cancellation Insurance covers ALL booked tours/services for which an email cancellation is received AT LEAST 24 HRS ahead of booked service departure. Phone calls or SMS text messages - easily missed - will not be accepted in such cases.

*Refunds will be processed by the 10th day following the month in question.

Third Party Services: Our insurance does not cover failure by *any* 3rd party to deliver services as part of your booking with us (e.g. Giverny Private Guide, Calvados Tasting, Heli-Tours, Le Mont Saint-Michel Fast-pass).



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Refunds (Where our Cancellation Insurance has been purchased): We will process refunds based on a percentage calculation relative to the period of advance notice received. The refund will be a percentage (%) of the full price clients have already paid (minus the Insurance Premium itself & a 3% chargeback), calculated as follows:

30 days or more advance cancellation (less than <60 days) = ***70%** refunded. **21** days or more advance cancellation (less than <30 days) = ***60%** refunded. **14** days or more advance cancellation (less than <21 days) = ***50%** refunded. **7** days or more advance cancellation (less than <14 days) = ***40%** refunded. **24** hours or more advance cancellation (less than <7 days) = ***30%** refunded. Cancellations received within 24hrs of service departure are non-refundable.

*Minus chargeback and Insurance Premium.

Example #1 **Group Tour: 2** passengers (2 pax). €10 p/p + € Cancellation Insurance = €230 (for 2 pax). The following refundable amounts have been calculated without our bank's 3% chargeback: At 30 to 59 days out (70%) =€154.00 refunded. At 21 to 30 days out (60%) =€132.00 refunded. At 20 days out (50%) =€110.00 refunded. At 13 days out (40%) =€88.00 refunded. At 6 days out (30%) =€66.00 refunded.

Example #2 **Private Tour: 4** pax. €180.00 base + (€20 p/p *4) €80 + €40 Cancellation Insurance = €600.00 (for 4 pax). The following refundable amounts have been calculated without our bank's 3% chargeback: At 30 to 59 days out (70%) =€392.00 refunded. At 21 to 30 days out (60%) =€360.00 refunded. At 20 days out (50%) =€300.00 refunded. At 13 days out (40%) =€240.00 refunded. At 6 days out (30%) =€180.00 refunded.

ONTOUR

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