

## **Cancellation and Complaints Policy – Diego Tours Prague**

### **Cancellation Policy**

#### **Cancellation by the customer:**

The customer may cancel the reservation at any time before the start of the service by email to [insert email].

In case of cancellation:

- more than 48 hours before the start of the tour → 100% refund
- less than 48 hours before the start of the tour → 50% cancellation fee
- less than 24 hours before the tour or no-show → 100% of the price is charged

#### **Cancellation by the provider:**

We reserve the right to cancel or reschedule the tour due to bad weather, guide illness or other unforeseen circumstances.

In such case, an alternative date or a full refund will be offered.

#### **Rescheduling:**

Changing the date is possible up to 24 hours before the tour, free of charge, depending on availability.

### **Complaints Procedure**

If the service (tour, trip) did not meet the description or another issue occurred, the customer has the right to file a complaint.

Complaints must be submitted in writing via email within 5 business days of the service.

Please include:

- your name, tour date, brief description of the issue
- photos or other supporting materials if possible

#### **Resolution process:**

We will evaluate the complaint within 5 business days.

In justified cases, the customer may receive:

- a partial refund,
- an offer of a replacement tour,
- or other reasonable compensation based on the nature of the issue.

**By booking and paying for the service, the customer agrees to the general terms and conditions, cancellation and complaints policy of Diego Tours Prague.**