

# OUR POLICY

## TERMS OF PAYMENT:

- 30% deposit, non-refundable.
- Payment of the remaining fee must be paid no later than 60 days after departure.

## REFUND POLICY:

Rights of the Tour Operator at confirmed booking:

- from 60 to 31 days before departure: 30% of the remaining fee (deposit excluded)
- from 30 to 15 days before departure: 50% of the remaining fee (deposit excluded)
- from 14 days to departure: 100% of the remaining fee (deposit excluded)

## INFORMATION:

The structures indicated will be confirmed at the time of booking.

International flights are excluded. You can request a quote with international flights included. Any booking of international flights will be made and managed by the Italian tour operator partner external to Mondo Overland Travels.

Practice management and assistance from the Italian partner tour operator including medical-luggage and cancellation insurance are optional and non-refundable.

In case of impossibility to leave due to Covid-19, after showing the positive result, the possibility of making a voucher to be used within 12 months of issue will be evaluated.

The value of the voucher will be stipulated according to the policy of each structure.

Mondo Overland Travels is not responsible for any changes and/or cancellations of domestic flights due to causes of any kind (environmental/political/health/serious reasons/...). Mondo Overland Travels as sole intermediary between the customer and the airline includes in the assistance during the booking phase and in the event of alterations to the booking and/or cancellation. The assistance that Mondo Overland Travels offers involves direct contact with the airline's customer service and, in the event of cancellation, support in reorganizing the itinerary. Mondo Overland Travels is in no way responsible for refunds or the purchase of new tickets in the event of inconvenience. Any refunds issued by the airline will be processed and credited to Mondo Overland Travels as an intermediary agency and will follow the methods and timing indicated in the policy of each airline. The refund will then be paid to the customer once the process with the airline has been completed.