

# CANCELLATION POLICY

## **Canceling and Rescheduling.**

- The cancellation fee policy will take effect once you submit your reservation. If your purchase cannot be confirmed for any reason, we will fully refund your purchase (minus the non-refundable deposit) without any additional charges. We recommend each customer read and review the cancellation policy.

- **What CAN be Refunded:**

Some tours may require a minimum number of travelers to operate. The affected traveler will be fully refunded or may choose a similar tour product as a substitute. Should this occur, it would be under very rare circumstances.

Please note that the product substitute chosen by the traveler may be more expensive than the original product and therefore may be subject to an additional cost.

Any additional refunds based on extenuating circumstances will be at the discretion of Food Music & Love Adventures.

- **What CANNOT be Refunded:**

All hotel and tour schedules are arranged ahead of time. Any person failing to appear on the day of departure will not be refunded.

No refund will be given for any portions of the tour unused by the traveler after the tour begins regardless of circumstances.

Domestic airfare is completely non-refundable and non-changeable for tours when airfare is included in the price.

Hotel extensions and Instant Confirmation products (admission tickets, city passes, etc.) cannot be exchanged or refunded once confirmed.

- Customers may cancel or reschedule without penalty by notifying us at least 30 Days before their scheduled appointment or reservation time. To cancel or reschedule, please contact us at:

**Phone: +1 (206) 202-0146**

**Email: [akramziada@foodmusiclove.com](mailto:akramziada@foodmusiclove.com)**

**Late Cancellation.** Cancellations are considered "late" when the Customer does not cancel or reschedule at least 30 Days prior to the scheduled appointment or reservation time.

**Missed Tours.** If a customer misses their scheduled reservation without canceling or rescheduling, they will be charged 100% of the price of the scheduled service or event.

**Amendment Fees.** Any changes made to a reservation after successfully submitting the order online and 14 days before the tour departs will be subject to a minimum \$100.00 Amendment Fee (per change). Reservations will be confirmed within one to two business days. The following constitute as an amendment to a tour:

- Changing departure date
- Changing location
- Changing tour length
- Changing itinerary
- Removing a guest (30-day notice required)
- Adding / Replacing a guest (this fee only applies within 2 weeks of the departure date)
- The \$100.00 amendment fee is a minimum change fee. If you request multiple changes, or the costs associated with the request exceed the amendment fee cost, and/or you request the adjustments at the last minute, additional fees may apply.

**Deposits.** ALL Deposits are non-refundable.

**Provider Initiated Cancellation.** If, for any reason, we must cancel a customer's scheduled appointment or reservation, we will notify you as soon as possible and work with you to reschedule or you will receive a full refund including the deposit.

**Refunds.** Any refunds will be processed in the same method as the original payment.

**Fee Waiver.** We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.