

Terms and Conditions

DEFINITIONS:

Supplier refers to the tour operator Once upon a time tours

Customer refers to the person who books a tour / service through this website

CANCELLATION AND REFUND POLICY:

Two different cancellation policies are applied to our products / services up to the product / service chosen. Will be necessary read the cancellation policy at the time of the booking.

- **REFUNDABLE**

In case of cancellation within 24hours prior the tour / service start time the supplier guarantees a full refund.

In case of cancellation made by the customer after 24 hours before the tour / service, the supplier will keep the total amount paid.

Amendments allowed until 24 hours prior the scheduled start time.

The 24h time period refers to the solar day and not the working day. Midnight (00:00 am) is considered the beginning of the day.

For example, a tour booked for May 6th may be canceled free of charge no later than 11:59 pm on May 3rd.

- **NOT REFUNDABLE**

Any amendment or cancellation allowed

REFUND POLICY IN CASE OF ABSENCE OR DELAY:

If the customer does not show up or arrive late on the day of the tour / service, he won't be refunded. It specifies that it is considered a delay 10 minutes after the start time of the tour / service.

The supplier can replace the reservation according to availability. It is specified that the supplier is not obliged to do it and will do it only when possible.

Unexpected delays or closures anticipate of the monuments that can be visited in the tours / services are out of our direct control. In this cases the customer will always be informed. The tour / service booked will be rescheduled or cancelled and refunded.