

SA DANCE TOURS (PTY) LTD

Reg No: 2018/499867/07

DanceStar South Africa 2024 Tour to Croatia - CANCELLATION POLICY

All cancellations **MUST** be submitted in writing, telephone requests **WILL NOT** be honoured.

1. Notice of cancellation must be made in writing to SADT at email: office@dancestar.co.za
2. Your deposit is non-refundable upon cancellation by you.

Refund Policy: There will be no refunds on deposits after 7 calendar days of first payment for any reason. By making a purchase with SA Dance Tours, you are confirming that you have read and understand our cancellation policy.

Illness or Absenteeism: In the event of your withdrawal from the dance tour as a result of injury or illness a request for a refund, less expenses incurred by us in respect of your tour arrangements, will be considered by the organiser's discretion on presentation of a medical certificate.

IF YOU CANCEL

In a case of Package Cancellation, following policy applies: *(per person)*

- **Deposit** – Effective 7 calendar days after first payment received. This fee is non-refundable regardless of the month and date of cancellation for both dancers and supporters including any force majeure.

The following cancellation fee will be charged from the Package amount.

- **Before 2 February 2024** – no penalty fee (only forfeit deposit amount)
- **2 February to 1 March 2024** – 40% penalty fee.
- **2 March to 1 April 2024** - 60% penalty fee
- **2 April to 1 May 2024** - 80% penalty fee
- **2 May 2024 onwards** - 100% penalty fee

In a case of Travel Insurance Cancellation, following policy applies: *(per person)*

- **Once the Travel Insurance Policy has been issued** - 100% penalty fee

In a case of Single Room Supplement, extra nights and other special accommodation requests cancellation, following policy applies: *(per person)*

- **1 January to 31 March 2024** – no penalty fee

- **1 April 2024 and onwards** – 100% penalty fee

IF WE CANCEL OR CHANGE YOUR PACKAGE

1. SA Dance Tours reserves the right to proportionally adjust package prices if the Rand/Euro exchange rate increases by more than 5% from the initial publication date of these prices.
2. Should change or cancellation prove necessary we will give you reasonable notice thereof, in the circumstances, & where available, offer you a comparable alternative.
3. If the change or cancellation is due to force majeure (i.e. circumstances like political unrest, war or threat of war, riots, civil strife, closure of airports or ports, quarantine, industrial disputes, terrorist activity, natural & nuclear disasters, fire, epidemic or health risk, Acts of God, adverse weather conditions or other similar events beyond SADT's control) we will give a refund of any monies paid to us less reasonable expenses incurred by us in respect of your booking.
4. SA Dance Tours is not responsible for the costs of any other travel arrangements affected due to our cancellations or rescheduling of any tour departure.

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