

## **eDreams Cancel for Any Reason Guarantee**

- By adding the **Cancel for Any Reason Guarantee** the amount of your booking travel costs minus a 20% excess fee of the booking travel cost will be refunded if you need to cancel your trip, regardless of the reasons. We do not require any justification or documents.
- **Cancel for Any Reason Guarantee** must be added and paid when the trip is booked only. If you are to modify your trip then this contractual guarantee will not apply to the new trip.
- This contractual guarantee will expire 24 hours before the journey starts, counted from the booking departure date and time.
- **Cancel for Any Reason Guarantee** must be purchased by all travellers on a booking. Please note that **Cancel for Any Reason Guarantee** does not apply for groups of more than nine (9) people.
- **Cancel for Any Reason Guarantee** is only valid for travel on scheduled flights.
- Restrictions apply in case of force majeure

### **Conditions for Cancel for Any Reason Guarantee:**

- The cancellation must be made no later than 24 hours before departure time and date of the outbound flight that should have taken place. If you cancel your ticket later than that, the Cancel for Any Reason Guarantee will not apply. In particular, if you do not show up in time for your trip, or have faulty documents preventing you from boarding (wrong name on the ticket, the wrong date, no visa, valid passport, etc.) the contractual guarantee will not apply.
- Cancellation must be made to eDreams by telephone at **+44 800 026 1530**. Should the cancellation occur outside our opening hours, with a short time to depart, you cancel directly with the airline and the respective hotel / venue. You must read the above conditions and ensure that you meet all of these conditions before doing so in order to ensure that you will successfully receive a refund under the **Cancel for Any Reason Guarantee**.
- Maximum compensation for cancellations with **Cancel for Any Reason Guarantee** is 5.000€ per person and 45.000€ per trip. Amounts beyond that are not covered by our Contractual Guarantee.
- The Cancel for Any Reason Guarantee must be used by all passengers and all flights at the same time when requesting the cancellation and this service can only be used once.
- In the case of cancellation, the customer will be refunded the full cost of the booking minus a 20% excess fee. Booking costs refer to the air fare of the trip booked through eDreams. We do not refund the fee for the Cancel for Any Reason Guarantee and other charges like eDreams fees, service options, bags, seats or any other insurance product.

- On trips that include a return trip (round trip) Cancel for Any Reason Guarantee can only be used 24 hours before departure of the first flight. It is not possible to cancel only one part of the flight (e.g.outbound or inbound) with the Cancel for Any Reason Guarantee.
- We will only ever refund to the account that you originally purchased your ticket through.
- Refund is normally made within maximum 10 working days from the cancellation date.
- We will not cover any amount of the booking for which the passengers can be refunded/compensated by a third party, including total and/or partial compensation resulting from any third party in case of a force majeure event.
- In case of a force majeure event, the customer can be refunded (i) the amount paid for the Cancel for Any Reason service and (ii) the taxes refunded to us by the airlines (unless directly refunded by the airlines to the customer). The 10 days refund period does not apply in case of force majeure.
- eDreams reserves the right to deny purchase of the **Cancel for Any Reason Guarantee** to any customer suspected of fraud.