

## eDreams Cancel for Any Reason Guarantee

- By adding the eDreams **Cancel for Any Reason Guarantee** (“**C4AR**”) we will refund the amount of your Booking Travel Costs (as defined below) less 20% if you need to cancel your trip, subject to these Terms and Conditions (“**C4AR T&Cs**”). We do not require any justification.
- **C4AR** must be added to your trip at the time of booking and purchase. **C4AR** will not apply to that booking if you modify it.
- **C4AR** will expire 72 hours before your journey starts, counted from the booking departure date and time.
- **C4AR** must be purchased by all travellers on a booking, with a maximum of nine (9) people.
- **C4AR** may only be added to Flight+Hotel bookings.
- Restrictions apply in case of Force Majeure (as defined below).

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

- The provider of C4AR is Vacaciones eDreams SL duly incorporated in Spain and registered in the Trade Registry of Madrid with NIF number B61965778, the registered office in Calle de Manzanares, nº 4, Planta 1ª, Oficina 108, 28005, Madrid, España (“us” or “we”). The address for correspondence purposes is Calle de Manzanares, nº 4, Planta 1ª, Oficina 108, 28005, Madrid, España.
- The cancellation must be made no later than 72 hours before the departure time and date for the outbound flight. If you cancel your booking later than that, C4AR will not apply. In particular, if you do not show up in time for your trip, or if you do not have the correct documents allowing you to board (for example, wrong name on the ticket, the wrong date, no visa, invalid passport, etc.) **C4AR** will not apply. If a booking includes a return trip (round trip), **C4AR** can only be used 72 hours before departure of the first flight.
- You can notify us of your cancellation by telephone at **+44 2076608891** (geographic number, rate as per your tariff plan, Monday-Friday, 9 a.m.- 6 p.m.). If you need to cancel shortly before your departure and are unable to reach us, you must cancel directly with the airline and with the hotel following their terms and conditions and then inform us immediately as above. You must ensure that these C4AR T&Cs are fully complied with before cancelling directly to ensure that you will successfully receive a refund under **C4AR**.
- Maximum compensation for cancellations under **C4AR** is 5.000€ per person and 45.000€ per trip. Amounts beyond that are not covered by **C4AR**.
- **C4AR** must be used for the entire booking (i.e. by all passengers and in respect of all flights at the same time) when requesting the cancellation and it can only be used once. It is not possible to cancel only one part of the booking (e.g. outbound or inbound).
- If you cancel under **C4AR**, you will be refunded the cost of the Booking Travel Costs less 20%. The “Booking Travel Costs” refer to the air fare and the hotel fare of the trip booked through us and do not include the fee for **C4AR** or other additional charges such as our fees, service options, bags, seats or insurance products.
- We will only ever refund to the account used to purchase your original booking.

- Refund is normally made within 10 working days from the cancellation date. We will make best efforts to meet that timeline. Refunds may take longer, particularly in circumstances of Force Majeure.
- We will not refund any amount of the Booking Travel Costs for which the passengers can be refunded/compensated by a third party, including total and/or partial compensation received from any third party in case of a Force Majeure event. As non-exhaustive examples: we will not refund the Booking Travel Costs when the airline cancels the flight and/or the hotel cancels the accommodation, or in all cases where the airline and/or the hotel is liable and is obliged to refund totally or partially the air fare and/or the hotel fare.
- “Force Majeure” event shall mean an event beyond our reasonable control], which event (a) does not arise or result from our fault or negligence and (b) by its nature would not reasonably have been foreseen by us, or, if it would reasonably have been foreseen, was unavoidable, and includes acts of God, acts of civil or military authority, embargoes, epidemics, war, riots, insurrections, fires, explosions, earthquakes, floods, unusually severe weather conditions, labour problems or unavailability of parts.
- In case of a Force Majeure event, you can be refunded (i) the amount paid for **C4AR** and (ii) the taxes refunded to us by the airlines and/or by the hotel (unless directly refunded by the airlines and/or by the hotel to you). Refunds may take longer than usual in cases of Force Majeure.
- Before processing the refund, we reserve the right to request from you and/or from the airline and/or from the hotel any information or evidence confirming the cancellation of the flight and/or of the accommodation and the amounts directly refunded by the airline for the flight cancelled and/or by the hotel for the accommodation cancelled. If a specific mandate, power of attorney, authorization, etc. is required by the airline and/or by the hotel in order for us to cancel the flight and/or the hotel on your behalf or check the status of a cancelled the flight and/or the accommodation, you undertake to provide us with all the necessary authorization/documentation. We reserve the right to suspend any refund or voucher compensation until we receive such authorization/documentation.
- We reserve the right to deny purchase of C4AR to any customer for any reason.
- We will not cover any costs in case of change requested by you directly with any airline/hotel of any ticket/accommodation subject to the C4AR.
- We reserve the right to deny issuance of any refund in case of suspected fraud or misuse.
- Please refer to our General Terms and Conditions for any matter not specifically regulated in these C4AR T&Cs.