



Your complete guide to our
payments, refund and
cancellation
policies at Indulge Luxury
travel and tours



REFUND AND CANCELATION POLICY

What if I need to cancel my trip?

If you're contemplating canceling, please get in touch with us.

We have some fantastic solutions that could help you travel and save money at the same time.

Switching to another vacation is simple if you have more than 60 days till departure! To transfer your payment balance to another trip of your choosing, whether it be a group trip or a private experience, just send an email to your trip coordinator.

Our cancellation policy applies to all trips canceled with less than 60 days until the scheduled departure dates.

If you need to cancel, here is a summary of an expected cancellation fee:

All deposits are non-refundable

In case of cancellation, the deposit will be protected

-You can keep your deposit as a credit at any time

Or carry your deposit for your future trip selection at the time of cancellation.



Payments made after your deposit

Cancellations within 30-60 days of your departure date are subject to a 50% cancellation

cost of the total amount paid after the deposit.

The remaining 50% of the balance will be applied as a credit for future travel.

Cancellations within 30 days of the of scheduled departure date or less are subject to a 100% of the total amount paid after deposit.

GET HELP

Email-

Phone-



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WHAT IF MY TRIP IS AFFECTED BY COVID-19?

If your trip is postponed or cancelled officially by our team due to travel restrictions, you can rebook for another trip or a later date free of charge, or receive a future travel voucher for all amounts paid so far.

We are currently notifying travelers approximately 60 days before departure if their visit is being postponed by Indulge Travels due to travel restrictions or COVID concerns.



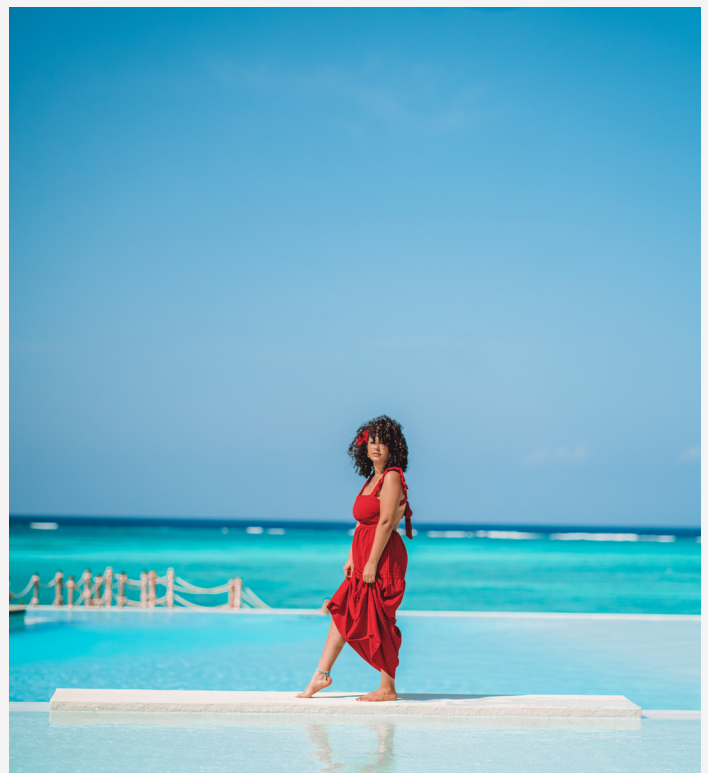
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TRAVEL PROTECTION

What is Travel
Protection?

Part of traveling like a pro
means having insurance,
just in case.

Why? A small price can
save you thousands (or
even tens of thousands)
of
your hard-earned money,
that's why!



Be sure to purchase travel
insurance for your next trip to
cover yourself against medical
emergencies, trip cancellation,
lost luggage and more
depending on the policy you
purchase. Travel protection
means peace of mind, so the
only thing you need to think
about is how amazing your
trip will be.



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THANK YOU!

Thank you for choosing to book your journey with indulge Travels, we look forward to hosting you.



FAQS



Can I cancel my private trip if hotels are already booked?

When you make payments for your trip, we will in turn, make payments for your hotel / villa, activities and more. If you want to cancel or change the dates of your private trip, the first thing our team does is contact the relevant hotels as well as our vendors to request a date change or refund. Please note that we have limited control over the policy from any vendor and some may be more flexible than others, but we will do our best to negotiate on your behalf. If you cancel a private experience after the hotel has already been booked and paid for, you are responsible for any applicable cancellation conditions/costs. We typically negotiate to transfer these balances to a future date to avoid such charges. hotel and vendor policies vary, please check with your travel coordinator for more info!

How do your payment plans work?

You can choose to either pay the full amount or opt in for our interest free plans. Please chat to one of our friendly coordinators for more info.

What happens if I miss a payment?

We completely understand that some Months are harder than others, if you need to skip a month please email us and catch up with your payments at a more suitable time. If you miss 2 consecutive months, we will send a notice email. Missing 2 consecutive months with no notice may result in termination of your trip. Please ensure all payments are complete at least 30 days before your scheduled trip. Contact your trip adviser/ coordinator at least 60 days before your trip to avoid cancellation fees.

How do I transfer my balance to a new trip?

We will assist you in switching trips whenever you are ready, simply send us an email to confirm and we will adjust everything on our side to ensure a smooth process.