

## **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. In case of modification of your trip, 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 travelers 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.

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

- The cancellation must be made no later than 24 hours before departure time was scheduled to have taken place. If you cancel later than that, this contractual 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 80 00 26 15 66**. 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.
- Use of Cancel for Any Reason will apply to all travelers in the booking.
- In case of cancellation, will be refunded to the customer the full cost of the booking travel minus a 20% excess fee of the booking travel cost. Booking travel costs refer to the air fare, baggage and seat fares related to 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 or any other insurance product.
- On trips that include a return trip (round trip) **Cancel for Any Reason Guarantee** can only be exercised 24 hours before departure of the first flight. It is not only possible to cancel part of the flight (e.g., outward) against **Cancel for Any Reason Guarantee**.
- We will only ever pay back to the account that you originally purchased your ticket through.
- Refund is normally made within maximum 10 days from the cancellation date.

- We will not cover for any amount for which the passengers can be compensated by a third party.
- eDreams reserves the right to deny purchase of the **Cancel for Any Reason Guarantee** to any customer suspected of fraud.