

# REFUND POLICY

## Czech Out Trips

We understand that plans can change. Below is our refund policy:

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### 1. CANCELLATION BY CUSTOMER

- More than 48 hours before the trip: **100% refund**
- 48 hours or less before the trip: **no refund**

No refunds are provided for incorrect bookings made by the customer (e.g. wrong date, time, or meeting point).

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### 2. RESCHEDULING

If you cannot attend your trip, please contact us as soon as possible.

Rescheduling may be offered at the sole discretion of Czech Out Trips and is subject to availability.

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### 3. CANCELLATION BY CZECH OUT TRIPS

If we cancel your trip due to:

- weather conditions
- operational reasons
- safety concerns

You will receive a full refund or, where possible, the option to reschedule.

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## 4. LATE ARRIVAL / NO-SHOW

Customers are advised to arrive at least **10 minutes before** the scheduled departure time.

If you arrive more than **15 minutes after the scheduled departure time**, the booking is considered a no-show and no refund will be provided.

If you do not show up at all, no refund will be provided.

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## 5. THIRD-PARTY SERVICES

Refunds do not apply to:

- entrance tickets
- activities operated by third parties

These are subject to the terms of the respective providers.

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## CONTACT

If you need to cancel or change your booking, please contact us:

Email: [info@czechoutrips.com](mailto:info@czechoutrips.com)

Phone: +420 723 952 831

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