

“CANCEL FOR ANY REASON WARRANTY”

**Terms and Conditions of purchase and use of the service**

The **CANCEL FOR ANY REASON WARRANTY** is an optional supplementary service.

By adding the **CANCEL FOR ANY REASON WARRANTY**, the amount of your booking – excluding a 20% management fee on the amount of the trip – will be refunded in case of cancellation, irrespective of the reason. No proof or document will be required.

When supplying the **CANCEL FOR ANY REASON WARRANTY**, VIAGGIOGRATIS.com exclusively acts as intermediary in relation to the air flight ticket service agreement between the Customer/Passenger and the airline. As the Customer accesses the **CANCEL FOR ANY REASON WARRANTY** through the VIAGGIOGRATIS.com website, the cancellation request under the **CANCEL FOR ANY REASON WARRANTY** must take place directly through the customer service of VIAGGIOGRATIS.com; therefore, the airline must not be contacted. (See Section 2 of these Terms and Conditions of the “**CANCEL FOR ANY REASON WARRANTY**”).

The **CANCEL FOR ANY REASON WARRANTY** must be requested at the same time as the booking and can only be used after the booking confirmation (payment fully made) of the air ticket which it refers to. Said contractual warranty will therefore be valid and active from the moment of booking and will expire 72 hours prior to departure.

**1. Applicable conditions of the CANCEL FOR ANY REASON WARRANTY**

- The **CANCEL FOR ANY REASON WARRANTY** must be requested and used mandatorily at least 72 hours prior to departure of the outward flight. It is not possible to partially cancel the purchased service; for example just the return flight or a single route of the entire flight.
- The **CANCEL FOR ANY REASON WARRANTY** may be used once only. Once confirmed, the **CANCEL FOR ANY REASON WARRANTY** is deemed to have been used and cannot be requested again for the tourist service it was purchased for.
- The maximum compensation for cancellations under the **CANCEL FOR ANY REASON WARRANTY** is 5,000 € per person and 15,000 € per booking. Any excess amount will not be covered by this contractual guarantee.
- Use of the **CANCEL FOR ANY REASON WARRANTY** applies to all passengers listed in the booking.
- The **CANCEL FOR ANY REASON WARRANTY** must be requested and paid simultaneously with the original booking and may not be added after its confirmation.
- The **CANCEL FOR ANY REASON WARRANTY** may only be used by paying the agency fees concerning the flight cancellation (55.00€ per booking and not per person). These fees will not be charged to the Customer should the PREMIUM ASSISTANCE service have been purchased when booking the air ticket through VIAGGIOGRATIS.com.
- In case of cancellation, the entire cost of the booked trip will be refunded to the customer, except 20% of the trip booking retained as management fee. The costs for the trip refer to the air fare,

luggage costs and the seating concerning the trip booked through VIAGGIOGRATIS.com. Commission fees for the **CANCEL FOR ANY REASON WARRANTY** and other VIAGGIOGRATIS.com commission fees for service options, other warranties or any other supplementary service will not be refunded.

- Notification of the refund will take place exclusively to the email account through which the ticket was purchased and will be refunded exclusively to the payment terminal through which the original ticket was purchased.
- The refund generally takes place within 15 days at most from the date of cancellation.
- Amounts which passengers may be refunded from third parties due to force majeure will not be covered, including total and/or partial third-party refunds
- VIAGGIOGRATIS.com reserves the right to refuse purchase of the **CANCEL FOR ANY REASON WARRANTY** for presumed incorrect conduct or excessive use by the Customer, as well as in cases of established fraudulent use of the booking and of its payment.
- The **CANCEL FOR ANY REASON WARRANTY** must be purchased by all passengers included in the booking. The **CANCEL FOR ANY REASON WARRANTY** is not available for groups of more than nine (9) people.
- The **CANCEL FOR ANY REASON WARRANTY** is valid only for flight only bookings
- Prior to processing the refund, VIAGGIOGRATIS.com reserves the right to ask both the customer and the airline for information or proof concerning the flight cancellation and/or the amounts refunded directly by the airline for the cancelled flight. In order to allow VIAGGIOGRATIS.com to cancel the flight on behalf of the customer or to check the status of a cancelled flight, the airline may ask for a specific mandate, a proxy or an authorisation or other type of document which the customer must be able to supply. Without such document, VIAGGIOGRATIS.com reserves the right to cancel the refund.
- The service expires in the event of a voluntary date change

## 2. How to use the **CANCEL FOR ANY REASON WARRANTY**:

- In order to change his/her ticket, the passenger must contact our customer service using the specific form in the **reserved area of VIAGGIOGRATIS.com** <https://www.viaggiogratis.com/?showLogin=1> or clicking on “Login or Register” on the home page of VIAGGIOGRATIS.com.
- The cancellation request will be confirmed only after receipt of VIAGGIOGRATIS.com’s email confirmation. Should no confirmation arrive, the Customer must promptly contact the VIAGGIOGRATIS.com customer service.

- VIAGGIOGRATIS.com is not responsible for the effects of the cancellation on additional services entered into directly with the airline (such as booking additional luggage or the choice of seats made on the airline's website). In such cases, the cost of the additional service purchased and not used will not be refunded.
- The price of the **CANCEL FOR ANY REASON WARRANTY** is not refundable in case of flight cancellation.

**3. The CANCEL FOR ANY REASON WARRANTY does not include:**

- The cost of the **CANCEL FOR ANY REASON WARRANTY** purchased with the original air ticket;
- Any insurance cover paid by the Customer;
- Any other cost not related to the flight booking (herein defined), for example, hotels, car rental, excursions, etc.;
- Any change of the passenger name or of other information concerning the passenger for the rebooked flight in relation to the original flight.
- Any other service/warranty purchased.
- Hypotheses refundable by the carriers due to force majeure, including as credit offsets by means of vouchers/coupons issued by the airline.