

# Cancellation & Change Policy:

Please contact Kindria Travel Deals if cancellations or changes are necessary. Some changes or cancellations may result in a fee.

<b>Deposit and Payment Options</b> - All fees indicated are per person.			
	<b>Outside of 41 Days Prior to Departure</b>	<b>31-40 Days Prior to Departure</b>	<b>0-30 Days Prior to Departure</b>
<b>Deposit and Payment Options</b>	<b>Confirm:</b> Deposit of \$200 per person is due by 9pm ET on the January 17, 2025 after the booking is created. Final payment is due August 3, 2025.	<b>Confirm:</b> N/A	<b>Confirm:</b> N/A

## Deposit & Payment Options Terms & Conditions

- If purchased, Travel Protection Premiums and other Nonrefundable items, will be collected in addition to deposit amounts above.
- Accepted forms of payment:
  - American Express, Visa, MasterCard, Discover, and Diner's Club, including Carte Blanche credit cards.
  - Delta Vacations gift cards or travel certificates.
  - Delta Air Lines eGifts and gift cards (limit of five (5) Delta gift cards can be applied to a booking).
- Delta-issued Transportation Credit Vouchers (TCV), Miscellaneous Charge Orders (MCO), and Electronic Credit Vouchers (ECV/E-TCV) will be accepted as payment towards the air portion of Delta Vacations package, as long as travel begins on or before one year from the issue date and in accordance with terms and conditions on the certificate/voucher. To redeem these, let your travel agent know and the following information is needed:
  - Provide the reference number, certificate number and/or redemption code at time of reservation (for electronic versions); OR,
  - Submit the original paper document within five days of booking the reservation (for paper document).
- Electronic Denied Compensation Credit Vouchers for the air portion of Delta Vacations packages is accepted. To redeem these, let your travel agent know and the following information is needed:
  - Provide the Reference number, Certificate number and/or Redemption Code at time of reservation

## Cancellation & Change Policy

If you need to adjust or cancel your vacation, we're here to help. Below you can learn more about change/cancellation fees or penalties that may incur and other important information. You can also call our vacation experts for assistance at 571-303-9292.

Want to avoid the hassle of change/cancellation fees and penalties? You can add a Travel Protection Plan to your vacation package within 5 days of booking to retain all protection entitlements. The following are per person cancellation fees; additional charges may be assessed by our suppliers.

Cancel/Change Penalties					
All fees indicated are per person					
Reservation Type and Components		31+ Days Prior to Departure	11-30 Days Prior to Departure	4-10 Days Prior to Departure	0-3 Days Prior to Departure
HOTEL	ALL HOTELS	No Penalty (in package with air) Or \$50 Penalty (without air)	\$100	\$400	Nonrefundable
	EXCEPT THOSE LISTED AS NONREFUNDABLE AT PURCHASE		Cancellations 30 days or less prior to arrival will be nonrefundable.		
OTHER REFUNDABLE ITEMS (CARS, TOURS, ETC.)		No Penalty			Nonrefundable
OTHER NONREFUNDABLE ITEMS AND TRAVEL PROTECTION PLANS		Nonrefundable; some exceptions may apply to the post departure benefits provided by Allianz as Part B policy of our Travel Protection Plan.			
AIR		No change or cancel fees for Delta and JV Partners marketed and operated flights.			

\*\*\* Passengers will be eligible for additional flexibility for cancellations and refunds due to (i) schedule changes in U.S. originating and U.S. departing flights that result in arrival or departure 3 hours after your originally scheduled time for domestic flights, or 6 hours after your originally scheduled time for international flights, (ii) flight cancellations, (iii) flight number changes, (iv) downgrades to a lower class of service, (v) changes in origin or destination airports, (vi) an increase in the number of connection points, and (vii) a change in the accessibility of the aircraft. Starting October 28, 2024, if you experience one of these events, you are eligible for a refund of the un-flown portion of your ticket and any pre-paid seat upgrade or preferred seat, and can cancel or change your vacation package by contacting a Delta gate agent directly. The non-flight portion of your booking will remain subject to the cancellation and refund policy in the table above.

#### Cancellation & Change Policy Terms & Conditions

- **Less than 31 days from departure:** Travelers who cancel a trip will receive a credit in the form of a Delta Vacations travel certificate equal to the amount paid, less any applicable cancellation fees, nonrefundable components, and any airline-issued credits applied to the airfare portion of the package.
- **More than 31 days from departure:** If a traveler cancels a trip 31 or more days before departure that traveler will receive:

- (i) a credit in the form of a Delta Vacations travel certificate equal to the required deposit amount minus any cancellation fees, and nonrefundable components, and any airline-issued credits applied to the airfare portion of the package, and
  - (ii) a refund to the original form of payment for the amount paid in excess of the minimum required deposit.
- If a traveler uses miles as form of payment, the amount refunded will be equal to the value of the miles at the time of cancellation, will be refunded in the form of a Delta Vacations travel certificate.
  - Regardless of cancellation timing, if the original form of payment included a Delta Vacations travel certificate, any such credit will be refunded to the original Delta Vacations travel certificate, less applicable cancellation fees and other nonrefundable components, and will be subject to the original travel certificate expiration date. In the event the original certificate has expired, no refund will be processed. Otherwise, Delta Vacations certificates will have an expiration date one year from the issue date.
  - All travel certificates issued are name-specific and only valid for the applicable traveler(s) cancelled.
  - In the event of a partial cancellation of less than the entire booking party, the per person price of the package may be recalculated to reflect the updated number of travelers, which could result in a higher per person rate for the remaining travelers of the package. In that case, the amount refunded may not be proportional to the original per person price.
  - Examples of "other nonrefundable items" are train tickets, event or show tickets, theme park passes, etc.
  - **Refund order of operations:** In the event of a refund pursuant to Delta Vacation's policy for changes or cancellations where multiple forms of payment were used and a refund to original form of payment is due, Delta Vacations will refund in the following payment order:
    1. First, to any airline issued credit applied to the airfare portion of the package (such as Delta-issued Transportation Credit Vouchers, Electronic Credit Voucher, Miscellaneous Charge Order, Delta Transportation Vouchers, and Electronic Denied Compensation Credit);
    2. Second, to any debit or credit cards or BNPL Buy Now Pay Later payments, in the order the payment was processed and accepted;
    3. Third, any miles back to the corresponding SkyMiles account, based on the blended average redemption rate of all miles payments;
    4. Fourth, any Delta Gift Cards;
    5. Fifth, to Delta Vacations' travel certificate; and
    6. Sixth, to any check/eCheck payments (agency only).
  - Regardless of cancellation timing, if a refund is due to a Delta Vacations travel certificate, any such credit will be refunded to the original Delta Vacations travel certificate, less applicable cancellation fees and other nonrefundable components, and will be subject to the original travel certificate expiration date. In the event the original certificate has expired, no refund will be processed. Otherwise, Delta Vacations certificates will have an expiration date one year from the issue date.
  - All travel certificates issued are name-specific and only valid for the applicable traveler(s) cancelled.
  - Airline-issued credits, to the extent refundable, will be re-issued directly by the airline.
  - In the event of a partial cancellation of less than the entire booking party, the per person price of the package may be recalculated to reflect the updated number of travelers, which could result in a higher per person rate for the remaining travelers of the package. In that case, the amount refunded may not be proportional to the original per person price.
  - Examples of "other nonrefundable items" are train tickets, event or show tickets, theme park passes, etc.

### **Airfare**

- No change fees apply for Delta marketed and operated tickets purchased for travel from the U.S. to all destinations worldwide, excluding Basic Economy fares and nonrefundable tickets. For tickets issued by air carriers other than Delta (i.e., tickets with the code 006), change fees will vary based on airfare rules.
- In the event of a traveler no-show for a flight or in the event of a cancellation occurring after the flight departure time, the traveler will lose any remaining value of the booking.
- In the event of one of the following: (i) schedule changes in U.S. originating and U.S. departing flights that result in arrival or departure 3 hours after your originally scheduled time for domestic flights, or 6 hours after your originally scheduled time for international flights, (ii) flight cancellations, (iii) flight number changes, (iv) downgrades to a lower class of service, (v) changes in origin or destination airports, (vi) an increase in the number of connection points, and (vii) a change in the accessibility of the aircraft, you are eligible for a refund of the un-flown portion of their ticket and any pre-paid seat upgrade or preferred seat, and can cancel or change their vacation package by contacting a Delta gate agent directly. Note that the nonflight portion of your booking will remain subject to the cancellation and refund policy in the table above.

### **Hotel**

- A \$50 nonrefundable deposit will be charged per person for booking without airfare, and will be forfeited in the event of a booking cancellation. Modifications to a booking will not result in an additional deposit.
- Some hotels are nonrefundable; please refer to the chart above and review the specific details of your booking.
- You acknowledge that the hotel reservation may be made by Travelscape, LLC. and Kindria Travel Deals LLC.

### **Hotel Changes: four or more days prior to departure**

- Customers may change to a different hotel or change rooms within the same hotel, subject to availability, and the change fee will be waived if the change results in additional hotel revenue being collected.
- If the change does NOT result in an increase in hotel price, the fees above will apply.
- Nonrefundable (NR) hotel fees cannot be waived, even when the change results in an increase in the hotel price.

**Hotel changes: three or fewer days prior to departure**

- Customers may change room categories within the same hotel, subject to availability, and the change fee will be waived if the change results in an increase in the hotel price.
  - Customers may choose to change to a different hotel, subject to availability. However, the hotel portion is nonrefundable, and customer is responsible for applicable rates for the new hotel.
  - Examples of "other nonrefundable items" are train tickets, event or show tickets, theme park passes, etc.
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