



## Free Cancellation Policy

Book your ultimate holiday in Italy without fear of penalty if you change your mind.

### Terms and Conditions:

1. The VELTRA free cancellation policy is valid from February 18, 2020 to October 31, 2020\* on [selected participating Italy tours](#).
2. Cancellations must be made **24 hours prior** to your activity departure time.
3. Cancellations or modifications to bookings that are not processed through the correct booking cancellation procedure will not be valid for redemption of the free cancellation policy.
4. VELTRA reserves the right to cancel or modify the promotion and terms and conditions without prior notice.\*

*\*Bookings made before modification or cancellation of the free cancellation policy will still be honored.*

### Cancellation procedure:

1. Book any participating Italy tour or activity on VELTRA.com.
2. If you change your mind and need to cancel your booking closer to the travel date, you can cancel with no penalty through the following steps:
  - a. Request a [booking cancellation using this link](#).
  - b. If you're not logged in on your VELTRA account, you will be redirected to a log-in page.
  - c. Once you're logged in, please select "Booking Cancellation" as the inquiry category and indicate your voucher number as the subject.
3. **Cancellation emails must be sent 24 hours prior to your activity departure time.** (If your tour is for Friday at 08:00 AM Italy time, the cancellation request must be sent by Thursday, 08:00 AM Italy time)
4. A VELTRA travel consultant will respond to confirm the cancellation and the refund. Your refund will reflect on your credit card statement 3 to 5 business days.