

CANCELLATION AND REFUND POLICY

Welcome to Fancyellow Travel Services!

(Hereinafter referred to as Fancyellow).

This cancellation and refund policy applies to all services offered by Fancyellow.

Our refund policy forms part of our terms and conditions and our privacy policy, and should be read in conjunction with those documents. We reserve the right to modify this refund policy at any time without notice. Consult this cancellation and refund policy before contracting our services.

At Fancyellow, we understand that travel plans can change, and we aim to be as flexible as possible with our cancellation and refund policy. The following conditions apply to our packages, excursions, transfers, meals, flights, hotel reservations, transportation and other travel services.

1. CANCELLATION DUE TO VISA DENIAL

If customers are unable to obtain the necessary visa for their trip, they will be reimbursed in full for the cost of travel services booked through Fancyellow, excluding flight costs. Customers must provide proof of visa denial in order for reimbursement to be processed.

2. CANCELLATION 48 HOURS PRIOR TO ARRIVAL

Customers may cancel their travel services reservation up to 48 hours prior to the scheduled arrival time. In such a case, a full refund will be made, excluding flight costs. Cancellations must be communicated and confirmed with Fancyellow within this timeframe.

3. CANCELLATION FOR MEDICAL REASONS

In the event of cancellation for medical reasons, customers will receive a full refund, excluding flight expenses. Customers must present a valid medical certificate or documentation supporting their request for such a refund.

4. GENERAL CANCELLATION POLICY

For cancellations that do not fall into the above categories, Fancyellow generally refunds 50% of the total cost of the services booked. This policy applies to cancellations made outside of 48 hours prior to arrival and without a medical or visa denial reason.

5. FLIGHT CHARGES

Please note that flight expenses are not refundable in any of the above cases due to airline and airline operator policies. Customers are advised to consult the specific cancellation and refund policies of their chosen airline.

6. REFUND PROCESSING

All refunds will be processed in the original payment method within 5 to 7 business days after approval of the cancellation request.

7. CANCELLATION NOTIFICATION

To cancel a reservation, customers must notify Fancyellow in writing. The cancellation will only be effective once it has been confirmed by Fancyellow.

We advise all customers to read and understand these conditions carefully before making a reservation. For any queries or specific situations not covered by this policy, please contact our customer service team.

8. CONTACT US

If you have questions about this refund policy, please contact us through our contact forms or by using the contact information below:

Fancyellow Travel Services.

Email: reservation@fancyellow.com