

Group Cancellation Services:

In case the Beneficiary cancels the provision of the Services requested, he / she will pay:

- (A) 15% of the price of the Service Package canceled for cancellations made within 30 to 60 calendar days before the date on which the Services were requested,
- (B) 50% of the price of the Service Package canceled for cancellations between 15 and 29 calendar days prior to the date on which the Services were requested,
- (C) 75% of the price of the Service Package canceled for cancellation within 1 to 14 calendar days prior to the date on which the Services were requested, or
- (D) 100% of the price of the Service Package canceled for cancellations less than 24 hours prior to the date on which the Services were requested;
- (E) In the case of the partial and / or total cancellation of the accommodation requested by the Beneficiary within the Services, and only if the payment of the accommodation is made individually by each participant, the provisions of Art. 5 pt (v) above.

Individual Cancellation Services:

In case the Beneficiary cancels the provision of the Services requested, he / she will pay:

- A) 100% of the price of the canceled Services package for cancellations less than 24 hours prior to the date when the Services were requested

Force majeure

Force majeure or fortuitous occurrence in circumstances such as: floods, earthquakes, another natural phenomenon that resents the person (a serious illness), or even a social phenomenon (war), violent conflict situations, strikes, explosions, contingent interventions on communication and access routes, forced fuel supply interruptions, raw materials necessary for the production and / or manufacturing process, severe and / or high-intensity meteorological phenomena, impossibility to perform an obligation due to an unforeseeable circumstance, etc., but To the extent that they are subject to the law, with the requirement of prior notification within 5 days of the occurrence of force majeure or fortuitous use and on the basis of the certificate issued by the Chamber of Commerce and Industry of Romania.