



## **RomaSi Europe LLC - Standard Amendment/Cancellation/Refund Policy**

Your purchase does not automatically guarantee a reservation. Your purchase will be confirmed via email within one to two business days. The cancellation fee policy will take effect once you submit your reservation. If your purchase cannot be confirmed for any reason, we will fully refund your purchase without any additional charges. We recommend each customer read and review the cancellation policy and consider purchasing a **Travel Insurance** policy.

### **What CAN be Refunded:**

- Some tours may require a minimum number of travelers to operate. The affected traveler will be fully refunded or may choose a similar tour product as a substitute. Should this occur, it would be under very rare circumstances because we try our best to accommodate travelers.
- Please note that the product substitute chosen by the traveler may be more expensive than the original product and therefore may be subject to an additional cost.
- Any additional refunds based on extenuating circumstances will depend on the individual tour operator.

### **What CANNOT be Refunded:**

- All hotel and tour schedules are arranged ahead of time. Any person failing to appear on the day of departure will not be refunded.
- No refund will be given for any portions of the tour unused by the traveler after tour departure regardless of circumstances.
- Airfare is completely non-refundable and non-changeable for tours when airfare is included in the final price.
- Hotel extensions and Instant Confirmation products (admission tickets, city passes, etc.) cannot be exchanged or refunded once confirmed.
- Tickets and Special Entrance Fees of any kind are non-refundable once booked.

### **Our Cancellation Policy**

The Cancellation Policies listed below apply to all reservations unless the tour booked has specific rates or fees listed under "Special Notes." Please carefully review the "Special Notes" of your tour prior to booking.

#### **Cancellation Made Within - Refund Policy**

7 Days Prior to Departure Date -	<b>Non-refundable</b>
8-14 Days Prior to Departure Date -	<b>50% of payment is refunded</b>
15-29 Days Prior to Departure Date -	<b>75% of payment is refunded</b>
30 or More Days Prior to Departure Date -	<b>90% of payment is refunded</b>

- Please note that cancellation fees are calculated based on the date we receive your signed Cancellation Request Form and travel service start date.
- If a tour is scheduled to depart within the next 7 days, we will not change a traveler's departure date and will not offer a refund.
- All cancellations must be made directly with RomaSi Europe LLC, not with tour providers.
- In most cases, reservations paid by wire transfer, cash deposit, or money order/traveler's check/cashier's check will be refunded via check. For refunds processed by wire transfer, any associated wire transfer fee will be deducted from the overall refund amount.

## How to Cancel a Reservation

We will process your cancellation/refund request within one to seven business days. We will NOT acknowledge any verbal / over-the-phone request or voice mail. Verbally speaking with our customer service representatives without filling out a request form will not guarantee that your cancellation has been processed or acknowledged. We will NOT accept email cancellations unless they have a complete, signed, and attached [Cancellation Request Form](#).

- Cancellation must be made by filling out and signing the RomaSi Europe Cancellation Request Form. Please explain why you are requesting a cancellation. Please download [Cancellation Request Form](#) here.
- Customers may print out the RomaSi Europe Cancellation Request Form and send it to RomaSi Europe by mail.
- Customers may also email a scanned/digital Cancellation Request Form with your electronic signature.

• **By mail:** Attention: Cancellation and Refund  
RomaSi Europe LLC  
1715 Banks Road,  
Margate, FL, 33063, USA  
Phone (US & Canada),: +1-954-487-7192  
Phone (Italy - Europe) +39-06-4565-4910/11

• **By Email:** [info@romasieurope.com](mailto:info@romasieurope.com)

• **By Fax:** +1-954-960-5540

### Amendment Fees:

Any changes made to a reservation after successfully submitting the order online will be subject to a minimum \$30.00 Amendment Fee (per change). Reservations will be confirmed within one to two business days. The following constitute as an amendment to a tour:

- Changing departure date
- Changing pick up time or location
- Changing tour
- Changing guest name
- Changing itinerary
- Removing / Replacing a guest
- Adding / Replacing a guest
- The \$30.00 amendment fee is a minimum tour change fee. If you request multiple changes and/or request the adjustments at the last minute, additional fees may apply (in addition to the \$30.00 amendment fee). Paying the \$30.00 amendment fee does not guarantee a change can or will be made.

**For questions please call our RomaSi Europe:**

**+1-954-487-7192 (USA & Canada),**

**+39-06-4565-4910/11 (Italy – Europe)**