

# Adriatic Sailing Voyages (ASV)

The customer makes a down payment amounting to **50%** of the total fee, thereby confirming his/her booking of the trip.

The remaining amount is to be paid at the latest **4 weeks** in advance of the trip.

Confirmation of the reservation can only be given after **ASV** has received the full amount of the due fee.

## Postponement/cancellation of the booking

- Should the customer wish to postpone or alter his/her reservation, this must be done in writing (via e-mail, fax or letter).
- In case of a cancellation **2 months** in advance of the booked trip, **ASV** will charge 30% of the total fee. The remaining amount will be refunded to the customer's account (less bank transfer charges, which are to be borne by the customer).
- In case of a cancellation **up till 1 month** in advance of the booked trip, **ASV** will charge 50% of the total fee. The remaining amount will be refunded to the customer's account (less bank transfer charges, which are to be borne by the customer).
- In case of a cancellation **less than 1 month** in advance of the booked trip, **ASV** will retain the entire fee.
- In case a customer wishing to cancel his/her reservation can offer a substitute who is willing to book a trip of the same value and is in full agreement with the same rights and liabilities, the original customer will be absolved of all further charges.
- Should a customer be able to name legitimate reasons for being unable to undertake a booked trip and therefore cancelling his/her reservation – such as death within the family, severe illness or heavy accident – the deposit already paid will not be refunded, but **ASV** does assure this customer that he/she can carry out the booked trip on the next best occasion.

**ASV** bears no responsibility for the full or partial cancellation of services brought on by acts of God or events beyond our control (natural disaster, severe weather, war, civil disturbances, terrorist activities, etc.).