

# PAYMENT & CANCELLATION TERMS



## Agreement entering into force

The Agreement enters into force and is binding for both parties once the conditions have been made available for the customer, and after the customer has paid at least the advance payment (deposit).

## Payment terms

The advance payment (deposit) is set at 30% of the total cost of services for the booked occasion/program. The advance payment (deposit) shall be charged within one (1) week of receiving confirmation, and is non-refundable. The second instalment (40%) shall be paid at the latest 2 months (60 days) prior to the commencement of the programme. The final payment (30%) shall be paid one month (30 days) before the trip; otherwise the booking will be cancelled. If the time of booking is less than 30 days before the start of the event, the customer shall be invoiced 100% of the total cost of the booking, and payment should be made immediately. Interest on late payments will be charged in accordance with the Interest Act.

## Cancellation terms

The rights of Luxury Action to dissolve the Agreement if the customer fails to adhere to cancellation or payment terms and conditions, Luxury Action has the right to regard the booking as being cancelled and the Agreement dissolved. The customer shall always inform Luxury Action if the services booked are no longer required or less of such services than agreed are required, for instance if the number of persons or duration changes from that which is agreed. This announcement shall be made in writing, or in another appropriate manner with consideration to conditions, to the Luxury Action address ([sales@luxuryaction.com](mailto:sales@luxuryaction.com)) no later than 30 days prior to the commencement of the event.

Luxury Action has the right to dissolve the Agreement or interrupt the provision of services in the case of force majeure, including events such as fire, natural disaster, official actions, strike or any other similar event that may not be predicted or any reason beyond the control of Luxury Action that prevents the event from being realised or otherwise makes the provision of services difficult. If the Agreement is dissolved, the customer shall be reimbursed all sums paid to Luxury Action with the exception of the advance payments, and if the provision of services is interrupted, the services not provided will be reimbursed. Luxury Action shall, without delay, inform the customer of such prevention of implementation of services.

For a cancellation more than 45 days before the confirmed booking date, we can hold 50% of the total charges of the contract. Cancellation less than 45 days before the confirmed booking date, we can hold 70% of the total amount of the contract. From a cancellation in less than 30 days before the confirmed booking date we can hold the charges for the entire reservation.