



Booking, Payment and Cancellation

“**Booking, Payment and Cancellation**” is part of each tour, activity, service or transfer, published on our main web site www.visitmacedonia.mk and our sales portals www.incomingmacedonia.com, www.incomingbalkans.com, and www.affordablebalkantours.com. By accepting the General terms and Conditions, the *Client* accepts these Booking, Payment and Cancellation conditions.

- The Operator of all tours, activities or services is “**Visit Macedonia DMC**” an Incoming Tour Operator based in Skopje, Macedonia, operating under the license. A number 555, issued according to the local laws by Ministry of Economy of Macedonia.

More company details you can find on the main web site under About Us and read the Privacy policy.

- Both *Booking, Payment & Cancellation* and *General Terms & Conditions* are an official agreement between you, as “*Client*” and the “*Operator*” as described above.

How to Book:

After selecting the tour, activity, service or transfer, “*Client*” can choose one of following:

- if you book a tour, activity, service or transfer, where is possible to make instant and fixed booking (credit card and passenger name required) please fill our Booking form for that particular tour, activity, service or transfer. After filling in the required details and redirection for secure payment with your credit card, your booking will be instantly confirmed. After confirmation, our *General Terms & Conditions* and *Booking, Payment & Cancellation* apply instantly for that particular booking.
- In you are interested on tour, activity, service or transfer, which can be only booked “On request” than pick your travel date and number of people to see the final tour price - it all depends on how many are joining the tour. Complete and submit a **no-obligation booking form** adding any preferences or questions. Our team will contact you within 24 hours and discuss with you if you have any further requirements.

Early booking discount:

Early booking discount from the basic tour price or tour extension price apply for reservations made 3,6 or 9 months and more in advance. In order to use Early booking discount, upon our confirmation, 10% of total amount is required as deposit. Deposit is non refundable in case of cancellation made in less than 3 months before departure date. Full amount has to be paid not later than 45 days before departure.

Booking deposit

For tour, activity, service or transfer, which can be only booked “On request”, after finalizing tour details and fixing package price, we will issue a deposit payment ticket in order to proceed with your booking (usually 10% of the total amount). This payment could be done online (credit card) or on our bank account (EUR) upon receiving our invoice with bank details. Deposit is non refundable in case of cancellation made in less than 3 months before departure date. Full amount has to be paid not later than 45 days before departure.

Payment of the final amount:

For all our tours, activities, services and transfers, which can be only booked “On request”, we are offering several payment methods for payment of the final amount:

- Online payment with credit or debit card (Visa or Mastercard) upon creating a payment ticket. At the start of the payment process, and prior to entering any credit card information, you will be redirected to our secure online payment provider, who will manage the deposit transaction. Please note that we do not collect or store any financial information, such as credit card or bank account numbers.
- Payment directly on our bank account (EUR) upon receiving our invoice with bank details
- Cash upon departure. This method is possible only upon written confirmation from the client that the payment will be done in cash (EUR, USD or MKD) For particular tours, activities or services, with cash payment on arrival, you are qualified for additional discount, depending on the tour, activity, service or transfer.

Cancellation:

For cancellation of any booked tour, activity, service or transfer, the Client have to contact us directly in written (by email or regular post) in order to begin the cancellation process. The Operator’s cancellation policy is described on the booking page of each tour, activity, service or transfer. It is important to know that beside Operator’s cancellation fees, the payment provider can charge fee for refunding of the amount.

Changes:

In case the Client is not able to travel at already booked date or tour, activity, service or transfer and would like to change to another product organized by the Operator, Client have to send, not later than 8 days before departure, a written request to the Operator. The change have to be approved and confirmed by the Operator. In general, such change is free of charge, but only if it is related to the same tour, activity, service or transfer.

Refunds:

Any refund regarding the tour, activity, service or transfer is possible only after completing the correspondence between the Operator and the Client. Refunds for non used services are described at our General Terms & Conditions.

Contact Us

If you have any questions or suggestions about our *General Terms & Conditions*, do not hesitate to contact us.