

General Information

In the event of you deciding to cancelling your trip (irrespective of the reason being an illness/injury or you simply deciding not to travel) there will be a cancellation fee. The amount will depend on the terms & conditions for flight, hotel etc. You will be informed of this when you cancel. The minimum charge is £60 / €65 / \$90

A cancellation insurance may help you get a refund for the cancellation charges of your package tour as long as your are able to provide a medical certificate. Read more about the Cancellation Insurance under the section "Cancellation Insurance ". If you cancel your trip we will aim to keep your cancellation fee as low as we possibly can.

Your booking confirmation will say: By confirming this booking You will accept the travel industry's General terms & conditions for package tours as well as Nickes AB's specific ones.

By accepting nickes.com terms & conditions you confirm you have understood you are obliged to pay the full amount for your package tour, even if you cancel. This may mean you having to pay in more after you have paid your registration fee, even if you decide to cancel your trip. However, we always try our very best to make the cancellation fees as low as possible.

I'm considering cancelling my trip

The minimum cancellation fee will be £60 / €65 / \$90.

I would like to cancel my trip

Nickes.com will review your booking and check if there will be any additional charges. We will get in touch with hotels, airlines etc. Different outsourcers may have different regulations and charges for cancellations and the customer will be debited for these.

Flights. If your ticket has been printed/paid for there will be an additional cancellation fee.

Hotels. The fee will be decided based on the hotels regulations and charges for cancellations. The closer to the date of your arrival, the harder it will be to avoid a cancellation fee.

Tickets for an event. These are non refundable.

Other. Things such as train, tube, sightseeing, stadium tour tickets etc are normally non refundable.

I have Cancellation Insurance

The fee for the cancellation insurance will not be refunded. There is a handling charge by the insurance company when you make a claim for your cancellation, read more about this on...

If you got cancellation protection please

1. Make sure you get medical certificate to prove your injury/illness
2. Contact your insurance company and ask to make a claim.
3. Await a certificate of your cancellation from nickes.com
4. Send your medical certificate, your cancellation claim and your cancellation certificate to the insurance company.
5. The insurance company will asses each individual case.

6. If the reasons for the cancellation are found to be valid the insurance company will refund the costs that nickes.com don't.

Calculation

To make it easier for you to understand how it all works, here is an example of a calculation for your cancellation fee:

The Total cost of your trip is £400 including flights, hotel and a ticket to an event.

Nickes.com cancellation fee is £60.

Nickes.com cancel your package tour but the airline does not refund the flight and the ticket to the event is non refundable (£150.)

Nickes.com will refund you £190. ($£400 - £210 = 190$:-, minus the insurance company's charges)

The remaining amount will be paid out by your insurance company if they find your claim valid for a refund.

Please note, we always send you a confirmation of your cancellation where the cancellations fees are stated.

We always try our very best to help our customers. However if cancelling fees arises the customer will have to be debited for these.

Irrespective of what your cancellation fee you will be charged we will offer you £20/ €22/ \$25 off per person for your next booking with us. Please state the name of the person that booked the previously cancelled trip and your previous booking reference number when making your new booking with us.

If you have any further questions regarding cancellation. Please don't hesitate to contact us by emailing sales@nickes.com.