



JordanExperience
Remarkable Ways

- Cancellation prior 30 calendar days before arrival of the customer in Jordan: 100% (except viviTravels service costs and 50\$ for bank costs) will be refunded of any booked arrangement as per invoice, unless specified or agreed
 - Cancellation less than 30 calendar days before arrival of the customer in Jordan: 50% (except viviTravels service costs and 50\$ for bank costs) will be refunded of any booked arrangement as per invoice, unless specified or agreed
- Payment of any booked service must be made in full 30 days before the arrival in Jordan.
- No refunds or reduction will be done for any unused portion of a tour program while running and / or after the arrival of the Clients in Jordan.
- Cancellation Procedure - Only written cancellations will be observed. These cancellations will only be recorded from Monday to Friday from 9am to 6 pm, Jordan time zone). Cancellation outside this time frame and during weekends, will be validated on the next working day.
- Jordan Experience Tours reserves the right to alter any arrangement for the customer, preferably after consulting with the Client, but possibly without prior notice, if considered in the best interest of all parties. Jordan Experience Tours will not bear any financial burden as the result of such changes