

## **Cancellations and Amendments**

### **1. Can I cancel a booked holiday? What is The Italian School's cancellation policy?**

We understand that sometimes, best laid plans go awry. You should refer to your booking voucher for your holiday's specific cancellation policy and fees. Please ensure you email us at [info@theitalianschool.co.uk](mailto:info@theitalianschool.co.uk) as soon as possible to advise us if you wish to cancel your booking.

### **2. Can I amend an existing booking?**

You should refer to your booking voucher for your holiday's specific amendment policy and fee. Please ensure you email us as soon as possible at [info@theitalianschool.co.uk](mailto:info@theitalianschool.co.uk) to advise us if you wish to amend your booking.

### **3. Can I transfer my booking to someone else?**

In some cases this may be possible. Should you wish to do this, please email us at [info@theitalianschool.co.uk](mailto:info@theitalianschool.co.uk) with your request and we will discuss this with you and will do our best to transfer.

Please remember that this request is subject to agreement from the holiday supplier and may incur a fee.

### **4. What do I do if I am delayed for my holiday?**

Contact us directly for instructions. There is no guarantee that you will be able to join your holiday on a later date but we will do our best to accommodate you where possible.

As per the Terms and Conditions on your voucher and The Italian School website, please be aware that many holidays carry heavy cancellation charges and always carry no show penalties of 100% of the total booking cost.

### **5. What happens if when I get there and the holiday is not running due to unforeseen circumstances?**

In the unlikely event where a supplier cancels a holiday on the day, please notify The Italian School via email at [info@theitalianschool.co.uk](mailto:info@theitalianschool.co.uk), including your booking details and we will process monies due back to you according to the terms and conditions as stated on your voucher and The Italian School website.

Please note that some holidays – such as horseback riding, surfing and kitesurfing – are subject to the weather conditions. In these cases, always refer to the specific terms and conditions relating to the cancellation of holidays due to the weather conditions.

### **6. I need to make a correction to the names, titles, ages in the booking and get a new voucher.**

Email [info@theitalianschool.co.uk](mailto:info@theitalianschool.co.uk) with your amendments and we will make a note in the booking and re-issue your voucher within 72 hours. Please note that in some cases, this may incur a fee.