

CANCELLATION POLICY

1. Introduction and acceptance of cancellation policy

By making a booking with Pinnacle Excursions Inc. ("we" or "us"), you acknowledge that you have read, understood, and agreed to the following cancellation policy.

Cancellation and refund policy: We understand that plans can change and offer the following cancellation policy:

All cancellations of **confirmed** reservations are subject to a \$100 per person administrative fee.

- For cancellations made 60 days or more before the start date of your trip, you will receive a full refund minus the \$100 per person administrative fee.
- For cancellations made between 30-59 days before the start date of your trip, you will receive a 50% refund and any cancellation fees assessed by any of the purveyors of services in the itinerary.
- For cancellations made less than 30 days before the start date of your trip, no refund will be given

2. Non-refundable items and fees

Please note that certain items and fees may be non-refundable, including but not limited to:

- Airline tickets and other transportation fees
- Hotel and accommodation fees
- Tours and activity fees
- Visa and passport fees
- Travel insurance fees

3. Changes to bookings

If you need to make changes to your booking, please contact us as soon as possible. We will do our best to accommodate your request, but please note that changes may be subject to additional fees and availability. Please see our Booking Policy for more details.

4. Responsibility of the user

It is the user's responsibility to ensure that they have the necessary travel documents (e.g. passport, visa), meet any health and fitness requirements, and adhere to local laws and customs. Failure to do so may result in cancellation of the trip with no refund. Please see our Booking Policy and Terms and Conditions Document for more details.

5. Limitations of liability

We are not responsible for any losses or damages incurred as a result of events beyond our control, including but not limited to natural disasters, acts of terrorism, or civil unrest. We are also not responsible for any personal injuries, illness, or accidents that may occur during your trip. Please see our Booking Policy and Terms and Conditions Document for more details.

6. Governing law and jurisdiction

This cancellation policy and any disputes arising out of or related to it shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts, without giving effect to any principles of conflicts of law. Any legal action or proceeding arising out of or related to this cancellation policy shall be brought in the courts of the Commonwealth of Massachusetts.

7. Changes to cancellation policy

We reserve the right to modify or update this cancellation policy at any time. Any changes will be effective immediately upon posting on our website.

8. Contact information If you have any questions or concerns about our booking terms, please contact us at 1-877-773-8471 or email us at reservations@Pinnacle Excursions Inc.