

# ***Cancellation & Refund Policy***

Effective Date: January 13, 2025

At Epic Vacations With Lukas, we understand that travel plans can change. Our Cancellation & Refund Policy outlines the terms and conditions for cancellations and refunds to ensure transparency and a smooth process for our valued clients.

## **1. Cancellation Requests**

All cancellation requests must be submitted in writing via email to [cssupport@epicvacationswithlukas.com](mailto:cssupport@epicvacationswithlukas.com). Verbal or social media messages will not be accepted as official cancellation requests.

## **2. Cancellation Fees**

Cancellation fees vary depending on the type of booking and the travel supplier's terms and conditions. The following general guidelines apply:

- **Hotels & Vacation Packages:** Cancellation fees are determined by the hotel or travel supplier's policy.
- **Flights:** Airlines have their own cancellation fees and policies, which will be communicated at the time of booking.
- **Cruises:** Cruise lines typically have tiered cancellation penalties based on the time of cancellation.

- Theme Park Tickets & Tours: Most tickets are **non-refundable** once purchased unless specified otherwise.

### **3. Refund Process**

Refunds, if applicable, will be processed according to the supplier's refund policy. Refund timelines may vary depending on the supplier and payment method. Please allow up to **30 business days** for refunds to be processed.

**Epic Vacations With Lukas** is not responsible for delays caused by third-party suppliers.

### **4. Non-Refundable Services**

Certain services, such as park tickets, special promotions, or limited-time offers, are non-refundable unless otherwise specified at the time of booking.

**AGENCY SERVICE FEES ARE NON-REFUNDABLE**

### **5. Changes to Itineraries**

Any changes to existing reservations may result in additional fees or price differences, subject to the travel supplier's terms.

## 6. Contact Us

If you have any questions or need assistance with your cancellation or refund request, please contact us at:

### **Epic Vacations With Lukas:**

✉ [cssupport@epicvacationswithlukas.com](mailto:cssupport@epicvacationswithlukas.com)

🌐 [www.epicvacationswithlukas.com](http://www.epicvacationswithlukas.com)

By booking with **Epic Vacations With Lukas**, you acknowledge that you have read, understood, and agreed to this Cancellation & Refund Policy.

Epic Vacations



With Lukas

