

---

# Lennetään Travel | Changes, Cancellations and Refunds

**Effective Date:** 17 September 2025

## 1. Introduction

This Policy outlines the terms and conditions governing cancellations, refunds, booking changes, and our commitment to assisting guests in unforeseen circumstances. Please read this Policy carefully to understand your rights and responsibilities when booking with Lennetään Travel.

## 2. Cancellation Deadline

Guests may cancel their booking at any time prior to the scheduled departure date. The cancellation deadlines and fees depend on when the cancellation is made, as outlined below.

## 3. Refund Eligibility

### 3.a. Full Refund

You are entitled to a full refund if:

- Cancellation is made at least 180 days (6 months) before the scheduled departure date; or
- Cancellation is made within 24 hours of booking confirmation.

### 3.b. Partial Refund

- If you cancel after the 24-hour window, you may request a refund for unused or refundable portions of your booking. A cancellation fee will apply (see Section 4.a).

### 3.c. Non-Refundable After Departure

- Refunds cannot be processed after departure, except in special circumstances (see Section 5).

## 4. Refund Processing Time and Method

- Refunds are typically processed within 2 business days.
- Refunds will be issued to the original payment method.
- Processing times may vary depending on your payment provider.

### 4.a. Non-Refundable Fee

Cancellations after the 24-hour booking window incur a 15% cancellation fee per booking, capped at:

- \$250 AUD for Australian bookings; or
- £120 GBP for United Kingdom bookings.

## 5. Special Circumstances

We recognise that unexpected events can occur. Cancellation fees may be waived for:

- Medical emergencies (documentation may be required)
- Government-imposed travel restrictions
- Natural disasters

**Note:** Lennetään Travel reserves the right to deny a refund if necessary documentation is not provided within a reasonable timeframe or if circumstances do not meet eligibility criteria.

- Refunds in these cases may take up to 5 business days depending on complexity.

## **6. Changes to Bookings**

### **6.a. Free Changes**

You may make changes free of charge within 48 hours of booking confirmation.

- Eligible changes include:
- Guest names
- Departure dates
- Package types
- Extras or upgrades
- Adding or removing guests

### **6.b. Changes After 48 Hours**

- Changes requested after the initial 48-hour window may incur fees, at Lennetään Travel's discretion.

### **6.c. No Changes After Departure**

No changes can be made once travel has commenced, except under special circumstances.

## **7. Force Majeure Clause**

In the event of circumstances beyond our control—such as natural disasters, extreme weather, terrorism, or schedule changes by travel providers—Lennetään Travel's Emergency Support team will assist with rescheduling or rebooking as needed.

### **7.b. Onward Travel**

Guests who arrange onward travel independently are not entitled to refunds for unused travel or reimbursements for new arrangements made without prior approval from Lennetään Travel.

## **8. Changes to This Policy**

We may update the Changes, Cancellations and Refunds Policy to comply with legal requirements or improve our practices. If you wish to be notified of any Changes, Cancellations and Refunds Policy changes, please contact our Legal Officer.

## **9. Contact Information**

For questions or concerns regarding these Terms:

**Email:** [legal@lennetaan.travel](mailto:legal@lennetaan.travel)

**Phone:** 1800 979 738 (Australia) and 020 4542 9852 (United Kingdom)

**Website:** [www.lennetaan.travel/legal](http://www.lennetaan.travel/legal)

## **10. Trading and Business Number**

**Australia:** Lennetaan Travel, trading for Phillip Broederlow, ABN 34 564 381 016

**United Kingdom:** Lennetaan Travel Ltd, Company Number 16409109

---