

CANCELLATION CONDITIONS – TRAILS

For trails between September 1^{er}, 2025 and December 31, 2026.

A. I can't go anymore. What happens?

As a tour operator, we try to be as flexible as possible regarding cancellations. We are well aware that it is already frustrating not to be able to take the trip you had planned, and even more so if you don't get your money back.

That's why we strongly recommend that our participants take out a cancellation insurance when booking. It is not very expensive and can save you a lot of money.

See cancellation rules below.

#1 – Replacement

Have you found someone who wants to take over your booking? Great! Replacement is completely free and does not require cancellation insurance. Please note that the free replacement only applies to non-nominative options. For example, plane tickets are nominative and therefore cannot be transferred without additional costs.

Conditions

This replacement must be communicated at least 10 days before departure by email to the address on the website or to info@travelbase.eu, clearly mentioning the trip.

What exactly should I do?

You must send an email to the address on the website or info@travelbase.eu with the name of the trip, including the full name, date of birth, address, email address and phone number of your replacement (preferably also put this person in CC). We will then ensure that this person registers and we will link your payment to their booking.

If you have flights in your name and can no longer travel, please let us know. We are happy to look together for the most appropriate solution. Please note that additional costs may apply when a flight ticket needs to be changed last minute.

How do I get my money back?

You make your own arrangement with the person who replaces you, so that they reimburse you directly.

#2 – Cancellation with cancellation insurance

You can't come, you can't find a replacement, but luckily you did take out cancellation insurance when booking?

- If you cancel **no later than 80 days before departure**, you will be reimbursed 100% of the amount already paid (minus the cancellation insurance cost).
- If you cancel **less than 80 days before departure**, you will also be reimbursed 100% of the amount already paid (minus the cancellation insurance and transport costs) if you can present a valid reason for cancellation (see "valid cancellation reasons" at the end).
- If you cancel **less than 80 days before departure** and cannot provide a valid reason, you will still be reimbursed 60% of the total registration fee (minus the cancellation insurance and transport costs), provided that you cancel at least one day before departure and that the full amount of the trip has been paid.

What happens if I cancel once the trip has started?

Cancellation during the trip is not covered by this insurance, but will fall under your own insurance or travel assistance insurance.

What exactly should I do?

You must send an email to the address on the website or info@travelbase.eu with the name of your trip in the subject line followed by "cancellation". This must be done at the latest one day before departure. If the cancellation is less than 80 days before departure, you must provide a valid reason (medical certificate, new job contract, court summons, etc.).

How and when will I get my money back?

- If you cancel more than 80 days before your trip, the trip costs will be refunded no later than the departure date.
- If you cancel less than 80 days before your trip, the refund may take up to 60 days after the scheduled end of the trip.

#3 – Cancellation without insurance

You can't come, you didn't take cancellation insurance when booking, and you can't find anyone to replace you?

- If the total amount has not yet been paid at the time of cancellation, there will be no refund.
- If you have already paid the full amount at the time of cancellation, you are entitled to a partial refund only if you cancel early enough (see table below).



What about transport costs?

If you booked a trip including flights offered by Travelbase, the cost of the flight tickets is excluded from any refund.

B. We cancel your trip. What happens?

If your planned trip is cancelled by us due to force majeure, we guarantee that this will only happen if:

- The government of the country of departure prohibits you from travelling to the destination at the time of departure.
- The destination country (or region) prohibits entry.

If you opted for our cancellation insurance:

- You may postpone your trip to a later date free of charge.
- If you already paid the full amount, you may also claim a full refund (minus the cancellation insurance) to your bank account.

Refunds are automatically made to the account number used when booking.

Participants who did not opt for cancellation insurance may also rebook for the current or following season free of charge, or receive a Travelbase voucher equal to the amount already paid.

Valid cancellation reasons

- Illness, death, or accident of the insured. The inability to travel must be proven by a medical or police certificate.
- The insured must retake an exam during the travel period or within 20 days following the travel period. Postponement of this exam is not possible. It must be a resit exam required to complete a long-term educational program.
- Death, illness, life-threatening accident, or hospitalization (minimum 48h) of a family member up to the second degree, requiring the presence of the insured.
- If a first-degree family member requires emergency care or an existing illness suddenly worsens, and the presence of the insured is required.
- If a second-degree family member of the insured who is not traveling must unexpectedly undergo emergency surgery. This event is not covered if the family member was on a waiting list for surgery before the date of booking the trip.
- In the case of a surgical procedure involving the insured as an organ donor.
- Cancellation of the insured's sole travel companion.
- A new employment contract concluded after the date of booking the trip.
- If the insured becomes involuntarily unemployed after a permanent employment contract (CDI). This must be proven by a document stating the dismissal.
- In the event of the insured's divorce during the travel period. The divorce proceedings must not have been initiated before the date of booking the trip. The termination of a cohabitation agreement is considered equivalent to a divorce or breakup, provided that this legal cohabitation was in effect at the time of booking.
- If the insured unexpectedly acquires a rental property, and the rental period starts either during the trip or within the 60 days preceding the start of the trip. The condition is that the insured can present an official rental contract clearly stating the above.
- In the case of complications during the insured's pregnancy. This must be justified by a medical certificate.
- If local authorities prohibit travel, making the trip impossible.