



Cancellation & Refund Policy:

Tour changes & cancellations

If you wish to cancel or change a tour, please contact us immediately. We require written notice (by email) regarding any cancellations or changes to your tour. Our ability to change your tour will depend on the availability of your preferred new tour.

Macedonia Tours is obliged to charge customers a cancellation fee at a percentage of the full price of the tour, as outlined below:

Notice of cancellation – Individual customers

More than two weeks prior to arrival: 20%

Less than two weeks prior to arrival: 50%

Less than 72 hours prior to arrival: 100%

Notice of cancellation – Groups (6 or More)

More than four weeks prior to arrival: 20%

Less than four weeks prior to arrival: 50%

Less than 72 hours prior to arrival: 100%

There are no fees for changing bookings, however tours must be of equal or lesser value. If a tour is picked which is of greater value the customer must pay the difference in value.

Please outline which tour/activity you wish to change to and we will our very best to accommodate you.

Cancellations due to bad/hazardous weather

Tour cancellations initiated by Macedonia Tours, particularly due to bad weather which may make a tour unsafe, customers that have booked and made payment will be offered an alternative activity of equal or greater value or a full refund.

Procedure of Refunds

Any request of a refund must be made via email to info@macedonia-tours.com
Refunds will be made to the same bank account which was used to make the payment of a tour/s. If payment was made via cash, then a cash refund will be issued.

Feedback

Macedonia Tours welcomes your comments regarding this Cancellation and Refund Policy. If you have any questions about this policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Email : info@macedonia-tours.com