



- Cancellation up to 31 calendar days prior to arrival of the customer in Indonesia will be charged with 30% of the total amount of any booked arrangement as per invoice, unless specified or agreed otherwise. (+ viviTravels service costs).
- Cancellation between 30 and 10 days prior to arrival of the customer in Indonesia will be charged with 60% of the total amount of any booked arrangement as per invoice, unless specified or agreed otherwise. (+ viviTravels service costs).
- Cancellation as of 9 days prior to arrival of the customer in Indonesia will be charged 100% of the total amount of any booked arrangement as per invoice, unless specified or agreed otherwise. (+ viviTravels service costs).
- Some 3rd party products have different cancellation and refund policies. When making a booking for such a product, KELANA DMC will include and relay all relevant information on those policies, if applicable. This will specifically be the case for the reservation and purchase of airline tickets, whether on local/domestic airlines or international carriers (see further remarks).
- No refunds or reduction will be done for any unused portion of a tour program while running and / or after the arrival of the Clients in Indonesia.