



General Terms and Conditions of Cancellation Support

1. Purpose of Cancellation Support

- a. Cancellation Support provides specific support to customers (“Guest”) who engage with Belvilla AG (“Belvilla” or “the Company”) for their proposed vacation to help manage unexpected booking changes for Guest(s).
- b. Cancellation Support is provided for short-term stays to help Guest(s) manage unexpected booking changes such as those on account of sudden cancelation of trip or return home early, except in cases of force majeure.
- c. Cancellation Support becomes effective once the Guest participates and has made the full payment of the fee, which is based on the booking amount and number of members included, as specified on Belvilla’s portal at the time of booking for the stay (“Booking Period”).
- d. Terms and conditions applicable to Cancellation Support are subject to change at any time, and the Company may modify, suspend, or discontinue Cancellation Support without prior notice.

2. What’s included in Cancellation Support?

Guest(s) may opt for Cancellation Support at the time of booking or within seven calendar days from the date of the booking in order to manage their non-refundable cancellation costs of a prepaid trip, as per the invoice value. Guest(s) can raise a ticket [here](#) and upon receiving the relevant information, an evaluation will be made for:

- a. Standard Support opted at the time of booking which includes pre-mature cancellation of the trip prior to the check-in date, due to or as a consequence of instances such as:
 - 2.a.1. Serious illness, death, pregnancy or injury of the Guest, a traveling companion, or immediate family member;
 - 2.a.2. Either the Guest or a family member in the first or second degree or a housemate dies, or becomes seriously ill or is seriously injured as a result of an accident;
 - 2.a.3. Guest or Guest’s spouse discovers to have become pregnant after booking the trip and this has direct consequences on your booking;
 - 2.a.4. Guest unexpectedly and through no fault of his own is unable to obtain a visa for travel destination abroad;
 - 2.a.5. Guest’s parent(s) or child(ren) unexpectedly needs urgent care, which only Guest can provide.
- b. Plus Support opted at the time of booking which includes pre-mature cancellation of vacation prior to check-in date, due to or as a consequence of instances such as:
 - 2.b.1. Cancellation of the trip or early break off due to reasons that hold personal and obvious significance to the Guest(s) and which is reasonable to be accepted by the Company.
 - 2.b.2. Other unforeseen reasons that directly affects the trip through no fault of the Guest(s). This is in addition to the instances mentioned in clause 3.a under Standard Support
- c. Please read the form and associated terms and conditions carefully before raising a ticket.
- d. All these instances are unforeseen and must occur unexpectedly with the Guest(s) during the Booking Period.

3. General Exclusions

Cancellation Support does not apply to instances where cancellations occur due to or as a consequence

of:

- a. Trips to areas for which the Government has issued negative travel advice.
- b. Events that were foreseeable at the time of booking (for example, unemployment, pregnancy, etc.).
- c. Bankruptcy of the tour operator or home-owner.
- d. Change of mind or disinclination to travel.
- e. Pre-existing medical conditions, unless declared and accepted by the Guest at the time of booking.
- f. Travel restrictions due to any other act which is beyond control of the parties, force majeure such as war, terrorism, riots, civil unrest, mutiny, pandemic, epidemic, floods, earthquake, tempest, change of law, etc.

4. General Conditions

- a. Cancellation Support may be added by the Guest at the time of booking and in case of cancellation of the trip, specific support may be provided based on the true and correct details and information provided by the Guest(s).
- b. Guest(s) can choose the level of support they need up to a maximum booking amount as reflected in the respective invoice.
- c. Cancellation Support Ticket will be valid only if the Guest has made full payment of the fee, as specified on Belvilla's portal, at the time of booking.

5. Contact Information

Guest(s) can raise Cancellation Support Ticket via: <https://travel.belvilla.com/customer> and email us at travelsupport@belvilla.com within 30 calendar days following the cancellation of the scheduled stay. Any ticket raised after this period will not be considered by the Company.

6. Disclaimer

THE GUEST UNDERSTANDS AND AGREES THAT CANCELLATION SUPPORT IS NOT AN INSURANCE PRODUCT AND NO OFFERS OF COMPREHENSIVE COVERAGE OR GUARANTEE OR REIMBURSEMENTS ARE MADE BY THE COMPANY.

7. Disputes & Governing Law

Disputes and/or complaints arising from the Cancellation Support can be submitted on an exclusive basis to the District Court of Oost-Brabant, location 's-Hertogenbosch, the Netherlands. The governing law herein shall be Dutch law.