



# WHALJETS Holidays Cancellations & Refund Policy

SUBJECT TO CHANGE AND ALTERATION WITHOUT NOTICE

The WHALJETS Cancellations and Refunds Policy is in place to ensure the financial stability of the business while providing transparency and security to our customers. Refunds are processed within ten working days where applicable, and all refunds are made via bank transfer, including cases where the original payment was made in cash.

Cancellations are accepted under certain conditions. If a booking is canceled more than thirty days before departure, customers are eligible for a full refund or partial refund where applicable, with a £50 cancellation fee. Cancellations made between fifteen and thirty days before departure are eligible for a refund or partial refund where applicable, with a £100 cancellation fee. Bookings canceled fourteen days or less before departure are not refundable, and no cancellation fee applies.

Refunds are typically processed within ten working days, although we aim to complete them as soon as possible. It is important to note that flights and some third-party services are non-refundable, and all deposits are non-refundable. In extreme circumstances outside of WHALJETS' control, including weather events, strikes, and pandemics, the company is not liable for refunds, even if the booking would normally have been refundable.

Bookings may be modified up to thirty days before the first date of travel. To request a refund or cancellation, the lead passenger must email **[info@whaljets.co.uk](mailto:info@whaljets.co.uk)** with their booking reference and reason for refund.