

Cancellation terms of a purchased service on the Seeplaces Platform.

1. In accordance with the Booking Conditions, the Customer has the option to cancel the purchased service under the terms described in these Conditions.
2. Subject to the provision of point 2 of these Conditions, if the Customer cancels the service at least 24 hours before its start, the Supplier will not charge a cancellation fee. In the event of cancellation less than 24 hours before the planned start of the service, the Customer will be charged for the costs actually incurred by the Supplier. These costs may not exceed 100% of the service price.
3. Non-refundable services. For services designated as non-refundable, the cancellation costs described in point 1 of the Conditions do not apply. In the event of a non-refundable booking cancellation, the Customer may be charged for the actual costs incurred by the Supplier. These costs may not exceed 100% of the net service price.
4. For services purchased as part of a single package (e.g., at least two tours presented in one offer/or as a single offer), the cancellation costs described in point 1 of these Conditions apply. In the event of the cancellation of one service purchased as part of this package, the entire package offer becomes invalid. The Customer is obligated to pay the prices for the remaining services, and the discount amount granted as part of the package will be deducted from the canceled tour. The Customer may be charged for cancellation costs in accordance with points 1 and 2 of the Conditions.
5. Cancellation requests are possible only via the form available at <https://seeplaces.com/cancellations/>. The Customer will receive an email confirmation of the service cancellation request.
6. The cancellation is effective only upon its confirmation by the Supplier. The cancellation confirmation will be sent to the Customer via email.
7. The above cancellation terms are valid unless other terms are specified in the tour description. If cancellation terms are provided in the service description, they will be binding.
8. These Conditions are effective from October 7, 2025.