



CANCELLATION POLICY

All cancellations should be submitted by email to booking@veronality.com or made over the phone +39 327 4674179. Refunds may be subject to a cancellation fee, which may vary by tour, situation, or case. Fees are not limited to, but could include the ticket cost for tours that require the purchase of a ticket in advance. Here below the policy for cancellations of group tours and private tours.

Small-Group Scheduled tours cancellations

Veronality offers a full refund on cancellations made more than 24 hours prior to your tour departure time. Cancellations made within 24 hours of your tour departure will not be refunded.

Private tours cancellations

Veronality offers a full refund on Private Tour cancellations made more than 7 days prior to your tour departure. Private Tour cancellations made within 7 days of your tour cannot be refunded.

Cancellation Due To Planes, Trains Or Automobile

As stated above, we do not refund clients within 24 hours of a tour, and this includes customers who are late due to flight or train cancellations, delays or issues caused by traffic or congestion, etc. In general, we do not refund any group tour cancelling within 24 hours of the tour start time, or private tour cancelling within 7 days of the tour start time. If you are concerned about the possibility of cancellation or nonrefundable costs, we recommend the purchase of travel insurance.

Cancellation Policy Last Updated March 25th, 2020