

Cancellation & Refund Policy

At Stellar Trips, we understand that unexpected events may affect your travel plans. To ensure transparency and a smooth experience, please carefully review our cancellation and refund policy outlined below.

Cancellation by the Client

- **Up to 60 Days Before Departure:** Cancellations made 60 days or more before the departure date will receive a **50% refund** of the amount that has been paid, minus a non-refundable booking fee (amount: CHF 200), which covers administrative costs.
- **Less Than 60 Days Before Departure:** Cancellations made less than 30 days before departure are **non-refundable**.

Cancellation by Stellar Trips

- In the unlikely event that we must cancel a trip due to insufficient participation (minimum of 10 participants required), natural disasters, or other uncontrollable circumstances, you will receive a **full refund**, including the non-refundable booking fee.
- We reserve the right to cancel the trip up to 30 days prior to departure if the required number of participants is not met.

Amendments and Rebookings

- **Trip Date Changes:** If you wish to change certain dates of the trip, we will do our best to accommodate the request. However, changes are subject to availability and may incur additional costs.

Refund Process

- Refunds, where applicable, will be processed within **14 business days** of receiving the cancellation request.
- Refunds will be issued to the original payment method used at the time of booking.

Non-Refundable Items

The following costs are non-refundable:

- Flights
- NBA / EuroLeague tickets and event-related purchases
- Certain promotional offers and packages

Force Majeure

In the event of circumstances beyond our control (natural disasters, travel bans, government restrictions, etc.), we will make every effort to offer a rescheduled trip or provide a partial refund, depending on the situation. However, Stellar Trips is not responsible for additional costs incurred by the client due to trip cancellations or changes (e.g., personal expenses, additional travel arrangements).