ONEEVA TRAVEL CORPORATION

Cancellation and Refund Policy

Version 2.5 · Summary of clauses 11 and 12 of the Terms and Conditions · Effective 12 October 2026

This page summarizes how cancellations and refunds work. The full Terms and Conditions govern; if this summary differs from them, the Terms prevail. Clause numbers refer to the Terms.

1. What is never refunded

- The reservation deposit, unless Oneeva itself cancels a group departure for lack of numbers or is at fault (7.2).
- Oneeva's fees once the work is done or the booking is cancelled, including a fee built into the package price (6.6 to 6.8).
- Issued airline tickets, FIT and other Book-and-Buy services, group allocations and promotional rates: 100% from the moment they are booked (11.2).
- Embassy, consulate and visa-center fees; the visa assistance fee once work has started (B5.5); insurance premiums; and services you did not use (12.5).

2. If you cancel

Notice acknowledged by Oneeva	Cancellation charge
More than 90 days before Departure	The reservation deposit, plus all Supplier cancellation charges, plus Oneeva's earned fees and cancellation fee. Under clause 6.7 the deposit counts toward a fee built into the package price, so it is not charged twice
90 days or less before Departure	100% of the Total Price. No refund.
Any time, for Book-and-Buy services, issued tickets, group allocations and promotional rates	100% of the price of that service, from the moment it is booked

- The reason does not matter: illness, visa refusal or delay, work, finances, offloading, denied boarding, fear of travel and a companion's withdrawal all count as your cancellation (11.3). Your protection is travel insurance (16).
- The charges are reduced only by what a Supplier actually refunds, what Oneeva actually recovers by reselling your space, and any Supplier cost Oneeva has not paid and is not bound to pay (11.6). If the charges exceed what you have paid, the difference is due within 7 days (11.4).
- Send your cancellation in writing through an official channel; it takes effect when Oneeva acknowledges it, or by the close of the next working day (11.1, 26).

3. If a Supplier or Oneeva cancels or changes your trip

- A Supplier change or cancellation: Oneeva passes on what the Supplier refunds and helps you rebook; the deposit and earned fees stay (13.1 to 13.3).
- Oneeva cancels a group departure because the minimum number was not reached: everything you paid Oneeva for the tour, including the deposit, is refunded; fees for separate completed services, such as visa assistance, stay earned (13.5).
- Oneeva's own pricing error: you may decline the corrected price, and the amounts recoverable for that item are returned; Oneeva bears any loss the law places on it (5.5).
- Force majeure: no refund from Oneeva beyond what Suppliers return; the deposit and earned fees stay (22.3).

4. How and when refunds are paid

- Supplier refunds commonly take four to six months, sometimes longer. Oneeva releases the net amount ordinarily within 30 banking days after it receives cleared funds and your complete refund details. Oneeva does not advance refunds and does not pay interest (12.2).
- Money that Oneeva itself holds and must refund, such as uncommitted Supplier cost after a cancellation, is released within 30 banking days of the cancellation taking effect; it does not wait for a Supplier (12.2).
- Refunds go to the original payer or the Lead Client by bank transfer or check. A Supplier that charged your card refunds your card. A Supplier voucher or credit is passed on in the same form (12.3).
- Send any claim in writing within 30 days after your return, with your booking reference and evidence (25.2). Oneeva answers complaints; for online transactions its internal process is treated as exhausted after seven days (25.3).

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