



## VERVE VOYAGE

VIP CHARTER SERVICE

### Verve Voyage VIP Refund Policy

At Verve Voyage VIP, we are committed to delivering a premium experience to all of our customers. However, we understand that circumstances can change, and you may need to modify or cancel your booking. Please review our refund policy below for cancellations:

- **Full Refund:** Bookings canceled at least seven (7) days prior to the scheduled service date are eligible for a full refund of the paid amount. No deductions will be applied, and the full payment will be refunded to the original payment method.
- **70% Refund:** For cancellations made between forty-eight (48) hours and seven (7) days before the scheduled service, a refund of seventy percent (70%) of the total booking amount will be provided. The remaining thirty percent (30%) will be retained as a service fee to cover administrative and operational costs incurred.
- **No Refund:** Cancellations made within twenty-four (24) hours of the scheduled service are not eligible for a refund, and the full booking amount will be retained by Verve Voyage VIP as a non-refundable fee. This policy reflects the last-minute nature of the cancellation and the likelihood that we are unable to rebook the service on such short notice.

Refunds will be processed and credited to the original payment method within three (3) business days from the date the refund request is approved. To request a refund, customers must submit the following documentation to [bookings@vervevoyagevip.com](mailto:bookings@vervevoyagevip.com):

- A bank confirmation letter with account details for the refund.
- A valid government-issued ID.
- The booking number associated with the service.

Verve Voyage VIP reserves the right to assess each refund request on a case-by-case basis, and all refund requests are subject to verification and approval. By proceeding with your booking, you agree to the terms and conditions outlined in this refund policy.