ESCAPADE FRANÇAISE

CANCELLATION POLICY-LAVA TUNNELS REUNION

LAVA TUNNELS REUNION: RANDO-VOLCAN IS AN INTERMEDIARY BETWEEN YOU AND THE MOUNTAIN AND SPELEOLOGY MONITORS REFERENCED AS SERVICE PROVIDERS. SO WHEN YOU BOOK AN ACTIVITY VIA RANDO-VOLCAN, YOU ARE ACTUALLY BOOKING DIRECTLY WITH THE INSTRUCTORS. ON OUR SIDE WE STRIVE TO OFFER YOU THE BEST BOOKING EXPERIENCE.

YOU HAVE BOOKED AN EXCURSION VIA THE RANDO-VOLCAN RESERVATION SERVICE. THIS RESERVATION IS BINDING!

FLEXIBLE INSTRUCTOR CANCELLATION POLICY

• IF YOU CANCEL MORE THAN 4 DAYS BEFORE THE SCHEDULED DATE OF THE ACTIVITY
YOU ARE AUTOMATICALLY REIMBURSED AT 100%
• IF YOU CANCEL BETWEEN 48 AND 96 HOURS BEFORE THE ACTIVITY
YOU WILL BE ELIGIBLE FOR A 50% PARTIAL REFUND
• IF YOU CANCEL 48 HOURS OR LESS BEFORE THE START OF THE ACTIVITY
NO REFUND WILL BE POSSIBLE

LAST MINUTE CANCELLATIONS CAN CAUSE SIGNIFICANT LOSSES FOR INSTRUCTORS, WHICH IS WHY NON-PRESENTATION OF CUSTOMERS ON THE DAY SCHEDULED FOR THE ACTIVITY IS TREATED AS A LAST MINUTE CANCELLATION BY THE CUSTOMER AND WILL NOT GIVE RISE TO ANY REFUND. .

CANCELLATIONS BY MONITORS

THE INSTRUCTORS CAN ONLY CANCEL A RESERVED AND CONFIRMED ACTIVITY IN CIRCUMSTANCES WHERE CIRCUMSTANCES BEYOND THEIR CONTROL MAKE THE PRACTICE OF THE ACTIVITY IMPOSSIBLE OR DANGEROUS, IN PARTICULAR DANGEROUS WEATHER CONDITIONS OR CASES OF FORCE MAJEURE (ERUPTION OF THE PITON DE THE FURNACE FOR EXAMPLE). IN THESE SPECIFIC CASES, CUSTOMERS WILL BE FULLY REIMBURSED FOR THE AMOUNTS PAID ONLINE.

IN THE EVENT OF BAD WEATHER OR OTHER FACTORS WHICH ARE DIFFICULT TO PREDICT, THE MONITORS CAN ALSO SUGGEST NEW DATES FOR CARRYING OUT THE ACTIVITY, IN WHICH CASE IT IS THE CLIENT WHO DECIDES WHETHER OR NOT TO POSTPONE THE CARRYING OUT OF THE ACTIVITY .

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ALL COMPLAINTS OR DISPUTES SHOULD BE ADDRESSED TO US ON THE CONTACT TAB.

IF YOU ARE NOT AVAILABLE ON THE NEW DATES PROPOSED BY THE MONITOR, CUSTOMERS WILL BE FULLY REIMBURSED FOR THE AMOUNTS PAID ONLINE. THESE REIMBURSEMENTS ARE MADE BY RANDO VOLCAN IN ITS CAPACITY AS AGENT OF THE PARTNER.

DELAY :

THE ISLAND OF REUNION HAS A ROAD NETWORK IN GOOD CONDITION BUT WHICH IS OFTEN SATURATED ESPECIALLY IN THE MORNING AND AT THE END OF THE DAY (SCHOOL TRANSPORT, DEPARTURE TIMES AT THE OFFICE ...)

THE INSTRUCTORS ASK THEIR CUSTOMERS TO DO EVERYTHING TO ARRIVE ON TIME AT THE PLACE PROVIDED AND MENTIONED IN THE GOOD BOOKING SUMMARY
IN ORDER NOT TO PENALIZE THE OTHER MEMBERS OF THE GROUP, ANY DELAY GREATER THAN 15 MINUTES EXPOSES YOU TO A CANCELLATION OF THE RESERVATION (NO REFUND WILL THEN BE POSSIBLE)

CAN I CHANGE THE DATE OF MY RESERVATION?

IT IS ENTIRELY POSSIBLE TO ASK TO MODIFY THE SCHEDULED DATE (WITHIN THE LIMITS OF THE INSTRUCTORS CANCELLATION POLICY) TO CARRY OUT THE ACTIVITY, IF THIS IS TECHNICALLY FEASIBLE AND COMPATIBLE WITH THE ACTIVITY OF COURSE. DO NOT HESITATE TO CONTACT THE RESERVATION SERVICE AT +262 6 92 30 11 73 OR BY EMAIL AT RANDOVOLCAN@GMAIL.COM.

THE RESERVATION SERVICE WILL THEN CONTACT YOUR INSTRUCTOR ON YOUR BEHALF TO ASK IF THIS CHANGE IS POSSIBLE. IF THIS IS THE CASE, YOU WILL RECEIVE A NEW BOOKING SUMMARY.