VOVANDA

Booking, cancellation & amendment policy

Vovanda Basalamah · 18.10.2026 · 2026-10-18.1
UID: CHE-154.611.889 · CH-320.1.092.678-7

1. Company and scope

Vovanda Basalamah, a sole proprietorship owned by Abdullah Basalamah, provides travel organisation and booking services. Address: Bildstrasse 9, 9030 Abtwil SG, Switzerland. Enterprise UID: CHE-154.611.889; commercial register: CH-320.1.092.678-7. This policy governs booking, payment, cancellation and changes for packages sold by the company. The booking offer specifies included and excluded services and any special conditions. The UID does not itself establish VAT registration.

2. Offers and booking confirmation

A quotation request is not a confirmed booking. Before contracting, the offer identifies the itinerary, price, currency, travellers, payment dates and specific cancellation terms. Booking is confirmed by the company in writing after customer acceptance, the required payment and service confirmation. If services cannot be confirmed after payment, the amount relating to the unconfirmed services is returned unless the customer accepts an alternative in writing. Paid extras require customer approval.

3. Advance payment and outstanding balance

An advance payment is part of the total package price, not a fee granting a right to withdraw, and does not by itself cap cancellation liability. The customer must pay according to the accepted schedule. On cancellation, amounts due are calculated under enforceable cancellation terms, crediting payments already made without double recovery. A postponement request alone does not suspend payment dates. On late payment, the company contacts the customer and provides an appropriate deadline where legally required before taking action on the booking; late payment does not automatically discharge liabilities.

4. Customer cancellation and non-refundable packages

Packages expressly offered at a non-refundable rate do not provide a refund merely because the customer changes their mind after confirmation, subject to their specific terms and mandatory rights. If cancellation charges are 100% of the total price from confirmation, the offer must expressly state this before payment and obtain acceptance, including liability for and due dates of an unpaid balance. Describing an advance payment as non-refundable is not sufficient to establish that liability. Legal rules on saved or recovered costs and proportionate compensation apply. No-shows and voluntarily unused available services are treated under the same terms. This clause does not cover cancellation or withdrawal for which the law provides refund rights.

5. Emergencies and postponement requests

Customers may request assistance for a documented emergency. The company makes reasonable efforts to coordinate postponement or possible alternatives with suppliers, without promising a change, refund or fee waiver. Any solution depends on availability, supplier agreement and price differences or fees disclosed for approval. Postponement takes effect only on written confirmation; a request alone does not alter booking terms or deadlines. Only necessary supporting documents are requested, used and shared to the extent needed to process the request. Mandatory rights remain unaffected.

6. Changes and booking transfer

Date, room and service changes depend on feasibility. Price differences, supplier charges and agreed amendment fees are disclosed before making a change. Undisclosed fees are not imposed. Requests to transfer a booking to another person meeting the travel requirements are handled in accordance with legal rights, appropriate notice before departure and resulting additional costs. A name change does not guarantee that every service can be transferred without cost.

7. Supplier cancellation or itinerary changes

If a supplier cancels a confirmed service, the company informs the customer without unjustified delay and works to resolve the issue or provide a suitable alternative. Cancellation of one service does not automatically cancel the entire package. Material changes or inability to perform the package are handled under applicable legal options and rights, including alternatives or refunds where due and value adjustments where required. No charge is imposed for remedies legally required to be free. The company retains recourse against the responsible supplier, without making a customer refund that is legally due conditional on supplier recovery, or imposing travel credit instead of a monetary refund without consent.

8. Force majeure and responsibility

Events beyond control are assessed according to their effect and applicable law; describing an event as force majeure does not remove all refund rights. Overbooking is not in itself force majeure. Responsibility, exceptions and compensation are governed by applicable law and relevant international conventions. This policy does not exclude liability that cannot lawfully be excluded and provides no blanket exemption for supplier failures. A compensation request does not automatically establish entitlement to the amount claimed; entitlement depends on its legal basis and substantiated facts.

9. Travel documents and insurance

Customers must provide accurate information and check passport, visa, entry and driving requirements for their trip, without removing the company's information duties. Visa refusal or personal inability to travel does not automatically guarantee a refund. Suitable cancellation insurance is recommended; coverage depends on the insurer's terms and exclusions. A flexible package is not insurance and its rights and deadlines are specified in writing before booking. None of this waives mandatory legal rights.

10. Requests, complaints and refunds

Send written requests to Info@vovanda.com or company WhatsApp +41 78 233 33 27 with the booking reference. The evidenced receipt time applies, not the time an employee reads the message. Report problems during travel as soon as possible to allow a remedy, without preventing necessary emergency action. Where a refund is due, the company provides a settlement statement and returns the amount without unjustified delay within the applicable legal period, to the original payment method where possible or an agreed method. Deductions are limited to legally permitted and agreed amounts and must not defeat a refund entitlement.

11. Acceptance, applicable law and versions

This policy and booking-specific conditions are provided before contracting and customer acceptance is documented. Publication alone does not establish a previous customer's acceptance or retrospectively change their contract. The accepted version governs unless a lawful change is subsequently agreed. Swiss law governs subject to conflict-of-laws rules and any mandatory consumer protections and jurisdiction rules that apply. Customers retain access to mandatory competent courts and complaints. An invalid provision does not affect the remainder to the extent legally permitted. Translation differences are interpreted consistently with the agreement and mandatory rights, without diminishing them.

Info@vovanda.com · +41 78 233 33 27

https://www.vovanda.com/en/booking-policy