



Cancellation Policy

All cancellations must be advised in writing, signed by the person who made the initial payment and sent to the Company at Flour Mill, 34 Commercial Street, Dundee DD1 3EJ (Recorded delivery is strongly recommended) or by email at enquiries@skyluxury.co.uk. Cancellations are effective on the day they are received by the Company. Since we incur costs in cancelling your travel arrangements, the following cancellation charges will be payable, depending upon the number of days prior to departure the Company receives your notice of cancellation.

Written advice of cancellation received

Days prior to departure | % of total holiday cost

61 days or more | 15% of total holiday cost

46-59 days prior | 30% of total holiday cost

30-45 days prior | 60% of total holiday cost

15-29 days prior | 90% of total holiday cost

0-14 days prior | 100% of total holiday cost

We will deduct the cancellation charge(s) from any monies you have already paid to us.

Important note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charge above.

Please note that at certain times of year, for example peak season, or for certain products, for example, shooting lodges, private islands and yacht charters, stricter cancellation conditions may apply. Any such revised conditions will be notified to you prior to booking.

Partial room cancellation: If a guest cancels or leaves a journey and a roommate remains, an additional supplement may apply to the price for the remaining guest.

We strongly recommend that you secure adequate travel insurance as per clause 6 below.

Cancellation by you due to unavoidable and extraordinary circumstances:

You have the right to cancel your confirmed holiday before departure without paying a cancellation charge in the event of "unavoidable and extraordinary circumstances" occurring at your holiday destination or its immediate vicinity and significantly affecting the performance of the holiday or significantly affecting the transport arrangements to the destination. In these circumstances, we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any additional compensation. Please note that your right to cancel in these circumstances will only apply where the Foreign and Commonwealth Office advises against travel to your destination or its immediate vicinity. For the purposes of this clause, "unavoidable and extraordinary circumstances" means warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination, or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination.