



Refund & Cancellation Policy

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We want your experience with Adore Jordan to be as smooth and enjoyable as possible! Please take a moment to review our friendly and transparent refund and cancellation policy.

Reservation Confirmation

- Your purchase does not automatically confirm your reservation.
- Reservations are confirmed via email within 1–2 business days.
- Our cancellation policy takes effect once your reservation is confirmed.
- If for any reason your reservation cannot be confirmed, we'll provide a full refund without any extra charges.

We encourage you to carefully review the details of our cancellation policy to avoid any surprises.

What Can Be Refunded

Tour Minimums: If a tour requires a minimum number of participants and cannot operate, we'll offer you a full refund or a chance to choose a similar tour. (In rare cases, the substitute may come with an additional cost if it's more expensive.)

Exceptional Circumstances: Additional refunds may be provided based on unique situations, as determined by the tour operator.

What Cannot Be Refunded

- Missed departures: Unfortunately, we cannot refund if you don't show up on the day of departure.
- Unused portions of the tour: We cannot issue refunds for any part of the tour that you choose not to use.
- Airfare: Flights included in the package are non-refundable and non-changeable.
- Non-refundable items: Hotel extensions, tickets, and Instant Confirmation products cannot be exchanged or refunded once confirmed.

Cancellation Policy

Our cancellation terms apply to all reservations unless otherwise stated under the "Special Notes" for your specific tour.

- Cancellation fees are based on the date we receive your official Cancellation Request and the travel service start date. Example: For a tour starting on January 4, if we receive your cancellation request on January 1, it will count as 2 days' notice.
- Tours departing within 6 days: We're unable to make changes or offer refunds for tours with less than 6 days' notice.
- All cancellations must be made directly with Adore Jordan through email at info@adorejordan.com



Timeframes & Refunds

We understand that plans can change! Here's how refunds work based on when you cancel:

- **6 Days or Less Before Departure:** Unfortunately, no refund can be provided.
- **7–15 Days Before Departure:** You'll receive "at least" a **50% refund** of the total amount.
- **16–24 Days Before Departure:** You'll receive "at least" a **75% refund** of the total amount.
- **25+ Days Before Departure:** Enjoy a **full refund** (100%) of the total amount.

Free Cancellation

Single Day Tours/Activities: Cancel at least 2 days before the start date for a full refund. (Excludes certain tickets like admission passes and skip-the-line tickets; check the "Special Notes" for details.)

How to Cancel a Reservation?

- Email us at info@adorejordan.com with your reservation number to request a cancellation.
- We process cancellation requests within 1–7 business days
- Please note, verbal or phone requests alone cannot guarantee cancellation.

Amendment Policy

We understand plans can change! Amendments made to a confirmed reservation will incur a minimum \$30 amendment fee per change, as long as the request is made:

- At least 2 days before departure for single-day tours.
- At least 24 days before departure for multi-day tours.

Changes include:

- Adjusting the departure date, time, or location.
- Modifying guest details or itineraries.
- Adding or replacing a guest.

Important: The \$30 fee is a base fee, and additional costs may apply for multiple or last-minute changes.

We appreciate your understanding and cooperation! If you have any questions or need further assistance, don't hesitate to reach out. 😊