

# Enrollment, Payment, Cancellation & Refund Policy

The Empresa *Un Capricho Español*® (hereinafter referred to as UCE)

## How to Enroll

**1- Complete, sign, and scan UCE's Tour Enrollment Form along with proof of payment for your 300€ (Euros) non-refundable Registration Fee or full payment and email to: [uncaprichoespanol@gmail.com](mailto:uncaprichoespanol@gmail.com)**

You can also send UCE's Tour Enrollment Form along with proof of payment to:

Linda Villadóniga, UCE Tour  
631 Shores Blvd  
St. Augustine, FL 32086

**Standard processing of an enrollment takes about 1-2 weeks from the time we receive it online.** Once an enrollment is processed, UCE will email an account statement to each participant. If you are applying close to deadline dates, you may not receive your statement prior to payments being due and must pay all required fees without written notification from UCE to avoid late fees.

## 2- 105 Days Before Tour Start Date:

**A Taste of Spain Tour: June 1**

The full price of the tour is due 106 days before the tour start date. If you are paying after the 106-day deadline, a 150€ (Euros) Late Payment Fee will be charged.

## 3- 104 to 74 Days Before Tour Start Date

**A Taste of Spain Tour: June 2 – July 1 (last day to register)**

Anyone who wishes to enroll between 74 to 104 days prior to the tour start date **MUST** request to enroll in **WRITING BY EMAIL**. *Late registration is accepted based on availability.*

If availability allows, the participant must submit payment in full along with UCE's 150€ (Euros) Late Enrollment Fee. Any participant cancelled for non-payment who wishes to be reinstated must do so in writing. If availability allows, the participant must submit payment in full along with the late enrollment fee. **Late enrollments are accepted on a "wait-list" status.** This does not guarantee acceptance into the tour; however, every effort will be made to accommodate "wait-list" participants. If space cannot be confirmed by 35 days prior to departure, UCE will return payment in full. **If your late enrollment is accepted from the "wait list", UCE cannot guarantee that you will be placed in the same hotel or transportation schedule as the tour group.** UCE reserves the right to refuse any enrollment at its sole discretion or when UCE land space is not available.

## Warning!

**Your participation will be cancelled if you have paid only the 300€ Registration Fee at 105 days prior to tour start date.**

Unfortunately, this action is necessary as the restaurants, hotels, and other subcontractors we work with require advance payment in order to hold your reservation. In this case of cancellation, standard cancellation penalties are shown on this page.

## Payment Options

**1- Wise®** FREE sign-up online or use app. Pay with bank debit (ACH), wire transfer or debit or credit card.

TW deducts ~ 1% fee from transfer according to payment type.

**Therefore, YOU MUST adjust transfer amount to cover full price of the cost in EUROS.**

**2- PayPal®** FREE sign-up online or use app. Pay with bank debit (ACH), wire transfer or debit or credit card.

PP charges a fee according to payment type. You can pay sending money with our email [uncaprichoespanol@gmail.com](mailto:uncaprichoespanol@gmail.com) or PayPal's Xoom global transfer. **Tour price is in EUROS.**

## Cancellation & Refund Policy

Because the operation of international group travel requires extensive long-term planning, costs are incurred long before the actual arrival. Many of UCE's suppliers require non-refundable deposits in order to secure UCE's low rates. UCE has created the following Tour Cancellation and Refund Policy. Please read it carefully prior to enrolling.

## How to Cancel Your Participation

**Cancellations must be submitted in writing by the participant.** We will process cancellations only upon receipt of a cancellation e-mail.

**Cancellation refunds will be made according to the chart below.** A release of claims must be signed prior to the refund being sent.

## Refunds

**Refunds will be issued only upon written request by e-mail.** Cancellation dates referred to in the chart below pertain to the date stamp of your cancellation notice to UCE.

**Please note that the inability of a participant to obtain the necessary travel documentation prior to departure does not constitute grounds for cancellation with a full refund. The cancellation fees shown below will apply.**

Date of Cancellation	Standard of Cancellation
91 days or more prior to tour starting date	Full refund less 300€ non-refundable Tour Registration Fee
90-61 days or more prior to tour starting date	Full refund less 300€ non-refundable Tour Registration Fee & 350€ Cancellation Fee
60-31 days or more prior to tour starting date	Full refund less 25% of total cost & 300€ non-refundable Tour Registration Fee
30-16 days or more prior to tour starting date	Full refund less 50% of total cost & 300€ non-refundable Tour Registration Fee
15 days or less prior to tour starting date	No refund will be made.

## Travel/Medical Protection Plan

For added convenience and security, UCE **strongly recommends** that all travelers purchase a **Travel Protection and/or Medical Insurance Plan** to ensure greater peace of mind before and during their trip.

We recommend checking your **homeowner's insurance** and **credit card**, many offer these services if you use the card to purchase the trip, or the **airlines Travel Insurance Policy** that could be as low as \$45!

**Generali Global** offers three excellent, affordably priced plans. Both plans include coverage for Trip Cancellation and Interruption, Trip/Travel Delay, Baggage Delay and Protection, Medical/Accident Expenses, and Emergency Assistance Services. To compare the available Generali Global plans, to get a personalized plan quote(s), and to purchase your plan online, please visit: [www.generalitravelinsurance.com](http://www.generalitravelinsurance.com)

**World Nomad** offers excellent, affordably priced plans. Plans include coverage for Trip Cancellation and Interruption, Trip/Travel Delay, Baggage Delay and Protection, Medical/Accident Expenses, and Emergency Assistance Services. World Nomad is underwritten by Nationwide®. To get a personalized plan quote(s), and to purchase your plan online, please visit: [www.worldnomad.com](http://www.worldnomad.com)