

ARTICLE IX – SPECIAL COVID-19 INFORMATION

For all bookings that are cancelled on account of COVID-19, all sums paid shall, upon presentation of proof (such as a medical certificate or a copy of an institutional decision):

- Be carried over, if this is possible, otherwise,
- Be refunded. If the service is curtailed on account of COVID-19, the sums paid shall be carried over, if this is possible, otherwise they shall be refunded on a “prorata temporis” basis.