

Cancellation Policy for Tours

At itswellness, we carefully prepare for every tour, investing significant time and effort to ensure a smooth experience for all participants. If you need to cancel your reservation for personal reasons, a cancellation fee will be charged based on the following policy.

We kindly ask that you review and understand these terms before making a reservation. If we need to cancel a tour due to unavoidable reasons—such as severe weather, natural disasters, major transportation disruptions, or unforeseen social circumstances—no cancellation fees will apply.

Important Notes

- For both physical and online (virtual) tours, a 100% cancellation fee applies for no-shows (failure to notify cancellation).
- Some special tours or activities may have different cancellation policies and may also incur separate cancellation or refund processing fees. Please refer to the cancellation policy of each tour or activity for details.
- If a tour or activity is purchased via an Online Travel Agent (OTA) or any platform other than itswellness, different cancellation fees and refund conditions may apply. Please check the cancellation policy of the respective booking platform.

Cancellation Policy for Tours & Activities

Cancellation periods are counted from 00:00 (midnight) on the scheduled tour date.

<Cancellation Fees>

- From the reservation date to 5 days before the tour (until 23:59)

→ No cancellation fee

(e.g., for a tour on September 3rd, cancellation is free until August 29th at 23:59).

- From 4 days to 2 days before the tour (until 23:59)

→ 30% of the tour fee will be charged

(e.g., for a tour on September 3rd, cancellations from August 30th 00:00 to September 1st 23:59 will incur a 30% fee).

- 1 day before the tour (from 00:00 onward)

→ 100% of the tour fee will be charged

(e.g., for a tour on September 3rd, cancellations from September 2nd 00:00 onward will incur a 100% fee).

Cancellation Policy for Online (Virtual) Tours

Cancellations are counted from 00:00 (midnight) on the scheduled tour date.

1) For Standard Viewing-Only Plans

- From the reservation date to 2 days before the tour (until 23:59)

→ No cancellation fee

(e.g., for a tour on September 3rd, cancellation is free until September 1st at 23:59).

- 1 day before the tour (from 00:00 onward)

→ 100% of the tour fee will be charged

(e.g., for a tour on September 3rd, cancellations from September 2nd 00:00 onward will incur a 100% fee).

2) For Souvenir-Inclusive Plans

- Before the shipment confirmation email is sent by itswellness

→ No cancellation fee.

- After the shipment confirmation email is sent

→ Cancellations are not allowed.

Please note that for souvenir-inclusive plans, once the shipment confirmation email has been sent, cancellation of the tour, including partial cancellations such as opting out of participation while still receiving the souvenir, is not possible due to system limitations.

Refund Process

Refunds will be processed promptly upon receipt of cancellation information by itswellness.

The actual timing of the refund depends on the payment platform and credit card issuer. Please refer to the email notification from the payment provider for further details.