

Terms of returning of the funds paid by the User within of using of the resource «Visitukraine.today»

1. Refund policy

Refund of the money paid by the User for the services received, both within the fee- paying functions of the site, and within the limits of voluntary payment, which the User can make under the terms of this agreement is carried out in the following order:

1.1 if the request (application) for a refund was received on the day of the payment made (carried out), the funds paid are returned except service fee.

1.2 if a request (application) for a refund was received the next day after the payment was made or in another time period after the payment was made, then the funds will not be returned, in addition to valid reasons in accordance with p.1.3, funds will be returned with a deduction of up to 40%.

1.3 if the request (application) for refunding the User's funds is substantiated by providing a positive test result for COVID-19, made by the PCR test method, by presenting an airline's confirmation of cancelling a flight to Ukraine, a death certificate of a first-line relative, an official confirmation of a Ukrainian visa denial, then the funds paid are returned, minus the service fee

1.4 if the request (application) for a refund of the User's funds was received during the period of validity of the insurance policy or after its expiration, the funds will not be returned.

1.5 if the request (application) for a refunding the User's funds is substantiated by purchasing a new Policy from the same Insurance Company on the Site and the validity period has not begun, then the funds are returned, minus the service fee

Also, the User has the opportunity to contact the Insurance company regarding the transfer of insurance dates for an indefinite time for a future trip.