Cancellation Policy

ValuePass Vouchers are non-refundable and cannot be canceled, however, in the event that a problem arises due to the provider's error, we are continually searching for the best alternatives depending on the accessibility of the activity providers we promote. You will find more information in your confirmation email.

In case an activity is canceled as a result of the provider's error, the provider is required to suggest alternative dates for its implementation.

If none of these appeal to you, ValuePass is available to offer suggestions for alternative activities.

Finally, ValuePass will refund the value of your VP Voucher if none of the previous alternatives work.