

Cancellation Policy

Last updated: January 09, 2025

As **CHRONOLOGY ENTERPRISES S.R.L.**, we know and understand that your plans can change or sometimes you may need to cancel your booking. We have prepared a policy in order to protect the interests of our valued customers and our company. Please review our cancellation policy below before making any kind of transaction such as reservation, reservation and purchase.

In terms of transactions that are paid at the time of booking:

- If you cancel 1 day or more before the start of your booking, you will receive a full refund.
- If you cancel 24 hours before the start of your booking, you will receive a partial refund of 90% of the booking fee.
- If you do not show up for your booking, you will receive a partial refund of 80% of the booking fee.
- Your booking may also be canceled by the Company, provided that you are notified of the reason, in compulsory situations such as unforeseen circumstances, force majeure situations, natural disasters, suspicion of fraudulent activity etc. In such cases, you will receive a full refund.
- We remind you that a refund is not possible under any circumstances in terms of transactions where the transaction cost is below 100 DOP.

If you need to cancel your booking you can do it directly from your mobile application, if you can not do it from your mobile application, please contact us as soon as possible to avoid any forfeiture. You can directly email your cancellation demand to cancellations@nyzerapp.com or give us a call at **+1 849-868-1908**.

Please do not forget to add your reservation or booking code so that we can process your transaction. Please contact us for further information.

Thank you for choosing us, and we hope to see you again in the future.

Contact Us

If you have any questions about this Cancellation Policy, You can contact us:

By email: contact@nyzerapp.com

By visiting this page on our website: <https://www.nyzerapp.com>

By phone number: +1 849-868-1908