

Tryp.com Flex

Tryp.com offers Flex protection to enhance the user's travel experience. Where this option constitutes an insurance product, it is brokered and administered by GOLAO SAS (trading as "Koala"), a simplified joint-stock company registered at 51 rue Lepic, 75018 Paris, France, and registered with the ORIAS Register of Insurance Intermediaries under number 19001275.

Users who opt for Tryp.com Flex at the time of booking are entitled to the following cancellation policy:

- Cancellation Window: The trip can be cancelled for any reason up to 2 days before departure.
- Refund Amount: Users will receive an 80% refund of the trip cost.
- Process: No proof or documentation is required, and refunds are processed directly via bank transfer.
- Scope of Coverage: The refund applies exclusively to the items included in the booking at the time the Flex Insurance was purchased. Any items, add-ons, or modifications added afterward are not covered.

By purchasing the Tryp.com Flex, Users acknowledge and agree to be bound by the cancellation and change policies of the applicable third-party providers, as well as the terms and conditions of protection provider (Koala) where selected.