



COUP DE CŒUR SHOPPING TOURS
WWW.COUPDECOEURNY.COM

CANCELLATION POLICY

A Coup de Coeur Shopping Tour cancelled:

- More than 72 hours in advance - 75% refund and a 25% credit towards a future tour
- Less than 72 hours in advance for a 50% refund and a 25% credit towards a future tour
- After 12:00 noon the day before a reservation will receive a 25% refund and a 25% credit towards a future tour.

Gift Certificates:

- Gift certificates are non-refundable and are valid for one year from date of purchase
- A tour cancelled more than 72 hours may be rescheduled for no charge
- A tour cancelled less than 72 hours may be rescheduled for a fee of 25%
- A tour cancelled after 12:00 noon the day before a reservation may be rescheduled for a fee of 50%

Please note that:

- Coup de Coeur shopping tours must be paid in advance.
- Children under 18 years old must have parental or guardian consent.
- Coup de Coeur is not responsible for articles lost or stolen during a tour.
- Coup de Coeur is not responsible for third party incidents, including but not limited to those that involve car services, spa/makeup treatments, meals/drinks and retailers. We choose all of our partners carefully, but we cannot guarantee their service.
- Coup de Coeur does not take commissions from retailers and we do not charge them a fee – we base your itinerary solely on your Style Questionnaire!

Your satisfaction is important to us!

- We strive to give you the best possible experience. We encourage to let us know what you do and do not like. We can always alter the itinerary during your tour.