

Refund Policy

1. Cancellation Periods:

- Cancellations made 30 days or more before the departure date: Full refund minus a processing fee.
- Cancellations made 15 to 29 days before the departure date: 50% refund.
- Cancellations made less than 15 days before the departure date: No refund.

2. Change of Booking Dates:

- Changes requested 30 days or more before departure: No fee, subject to availability.
- Changes requested 15 to 29 days before departure: Subject to availability and a change fee.
- Changes requested less than 15 days before departure: Not permitted.

3. No-Show Policy:

- No refunds for passengers who do not show up for the booked tour or activity.

4. Cancellation by the Company:

- In the rare event of tour or activity cancellation by our company, a full refund will be provided to customers.

5. Special Circumstances:

- Refunds may be considered on a case-by-case basis for cancellations due to documented medical emergencies or other exceptional circumstances.

6. Refund Processing Time:

- Refunds will typically be processed within 7-14 business days after approval.