

Cancellation policy

1. Cancellation of the tour by yourself

- ◇ No charge for cancellations made 46 days or more prior to the tour start date.
- ◇ Forfeit 50% if cancelled 45-31 days prior to the tour start date.
- ◇ Forfeit 100% of the total cost if cancelled within 30 days of tour start date or if not showing up.
- ◇ It is recommended that you take out travel insurance to cover you if you need to cancel.
- ◇ Conservation fees and community levies are exempt from cancellation fees.
- ◇ A 10% administration fee will be charged on all refunds.

2. Cancellation of the tour by the management of the national park or nature reserve concerned

- ◇ Please note that nature trails may be closed at short notice due to heavy rainfall or other management issues such as uncontrolled fires, anti-poaching operations and unforeseen conservation activities.
- ◇ The cancellation policy of the national park or nature reserve in question applies.

