



Cancellation & Refund Policy

Please read the following cancellation policy carefully before confirming your booking

◆ 1. CANCELLATION BY GUEST

- 1 Cancellations made 30 days or more before the arrival date: Full refund (excluding bank charges or non-refundable booking fees).
- 2 Cancellations made 15–29 days before arrival: 50% refund of the total tour amount.
- 3 Cancellations made 7–14 days before arrival: 25% refund of the total tour amount.
- 4 Cancellations made less than 7 days before arrival or in case of a no-show: No refund.

◆ 2. NON-REFUNDABLE SERVICES

Some hotels, train tickets, safari bookings, or special activities may be non-refundable once confirmed. Any such charges will be informed in advance.

◆ 3. AMENDMENTS / DATE CHANGES

Tour dates or itinerary changes are subject to availability and possible additional charges from hotels or service providers.

◆ 4. CANCELLATION BY TOUR OPERATOR

If we are unable to operate the tour due to unforeseen circumstances such as natural disasters, political unrest, or other emergencies, guests will be offered either an alternative tour/date or a refund for unused services.

◆ 5. REFUND PROCESSING

Approved refunds will be processed within 7–14 working days via the original payment method.

◆ 6. TRAVEL INSURANCE

We strongly recommend guests obtain comprehensive travel insurance covering trip cancellations, medical emergencies, and unforeseen travel disruptions.