

## **Endless Africa Cancellation and Refund Policy**

Your purchase does not automatically guarantee a reservation. Your purchase will be confirmed via email within three to five business days. The cancellation fee policy will take effect once you submit your reservation. If your purchase cannot be confirmed for any reason, we will fully refund your purchase without any additional charges. We recommend each customer read and review the cancellation policy and consider purchasing a Travel Insurance policy.

### **What CAN be Refunded:**

- Some tours may require a minimum number of travellers to operate. The affected traveller will be fully refunded or may choose a similar tour product as a substitute. Should this occur, it would be under very rare circumstances.
- Please note that the product substitute chosen by the traveller may be more expensive than the original product and therefore may be subject to an additional cost.
- Any additional refunds based on extenuating circumstances will depend on the individual circumstances.

### **What CANNOT be Refunded:**

- All accommodation and tour schedules are arranged ahead of time. Any person failing to appear on the day of departure will not be refunded.
- No refund will be given for any portions of the tour unused by the traveller after tour departure regardless of circumstances.

### **Our Cancellation Policy**

The Cancellation Policies listed below apply to all reservations unless the tour booked has specific rates or fees listed under "Special Notes." Please carefully review the "Special Notes" of your tour prior to booking. Please know that Endless Africa will always adhere to individual tour policies when applicable.

## **Refund Policy**

Cancellation Made Within

7 days prior to departure - Non-refundable

8-15 Days Prior to Departure Date - 50% of total purchase amount can be refunded

16-30 Days Prior to Departure Date - 75% of total purchase amount can be refunded

30 or more Days Prior to Departure Date -100% of total purchase amount can be refunded

- Please note that cancellation fees are calculated based on the date we receive your Cancellation Request and travel service start date.
- If a tour is scheduled to depart within the next 7 days, we will not change a traveller's departure date and will not offer a refund.
- All cancellations must be made directly with Endless Africa, via email at [explore@endlessafrica.com](mailto:explore@endlessafrica.com).

### **How to Cancel a Reservation**

We will process your cancellation/refund request within one to seven business days. We will NOT acknowledge any verbal / over-the-phone request or voice message. Verbally speaking with our customer service representatives without confirming your cancellation in writing will not guarantee that your cancellation has been processed or acknowledged. We only accept cancellations in writing via email.

- When cancelling your booking, please explain why you are requesting a cancellation.
- **Contact Email:** [explore@endlessafrica.com](mailto:explore@endlessafrica.com)

## **COVID-19 cancellation policy**

### **Revised cancellation terms that only apply to COVID-19 related reasons for cancellation:**

Endless Africa has adopted the following cancellation policy to allow for flexibility in a time of uncertainty.

### **New Booking Policies**

In the light of these uncertain times we have reviewed our refund and cancellation policy:

- This special Covid-19 cancellation policy will remain valid until the World Health Organization declares the pandemic over, or restrictions impacting travel are lifted.
- Once these conditions are removed, any booking still to travel or made under the auspices of these terms and conditions would be replaced by our cancellation and refund policy

### **Cancellation Policy**

These revised cancellation terms only apply to COVID-19 related reasons for cancellation, these include:

- The World Health Organisation has not revised the Pandemic status.
- The government in the guest's country of residence restricts all but essential travel.
- South Africa travel restrictions are imposed on the destination by the guest country of residence.
- Our area is under official government sanctioned lock-down that prohibits guest from traveling.
- The guest has contracted COVID-19 or is in quarantine or under medical treatment up to the 72 hours prior of travel. Endless Africa reserves the right to ask for any reasonable evidence, written statements and or documents to support the reasons for cancellation that are given. We urge guests to inform us as soon as they become aware of possible cancelation due to COVID-19 related reasons.
- Any reason for cancellation not listed above, Endless Africa standard cancellation and refund policy applies.

In order to accommodate this recognised Global Force Majeure event and the resulting varying worldwide travel restrictions, we have amended our standard terms to allow guests to postpone their booking up to a year after the original booking date and carry forward 100% of the booking's value\* to the future booking. Should a guest elect to cancel the booking then our standard refund and cancellation policy applies. At this time deferral remains the best outcome to ensure monies paid are retained for future use.

For any enquiries or uncertainties, please contact us at [explore@endlessafrica.com](mailto:explore@endlessafrica.com)