

### **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 after receiving the deposit payment. 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.

#### Deposit payments:

- All deposits are interest free deposits.
- 10% of the total purchase amount for all tours is non-refundable.

#### What CAN be Refunded:

- Some tours may require a minimum number of travellers to operate. In the event that a tour gets cancelled by Endless Africa, 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. It is strongly advised to consider purchasing Travel Insurance when making your booking.
- No refund will be given for any portions of the tour unused by the traveller after tour departure regardless of circumstances.
- In the event of an extreme, unforeseen event such as a pandemic, war, state of emergency, solar flare, natural disaster etc. that prevent Endless Africa from conducting tours, deposits will not be refunded but will be held until such time that conduction of tours can be resumed.

#### 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.

#### Activities:

- Please note that all activities are weather dependent and where possible alternative arrangement might be made on short notice.
- Some activities require the assistance of sub-contractors and service providers, Endless Africa cannot be held responsible for any change or cancellation of activities due to changes or cancellations initiated by sub-contractors or service providers.

### **Refund Policy**

Endless Africa encourage clients to take out the necessary travel insurances when making a booking.

#### Cancellation Made Within

45 Days Prior to Departure Date - Non-refundable

45-60 Days Prior to Departure Date - 40% of total purchase amount can be refunded

60 or more Days Prior to Departure Date -90% 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.
- All cancellations must be made directly with Endless Africa, in writing 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)

### **Endless Africa reserves the right to update this policy at any time as required.**

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