

Terms and Cancellation Policy

Please read the following Booking Terms and Conditions (Agreement) carefully.

By booking and participating in any of the tours, you agree to the following terms and conditions. Please read them carefully before making your reservation.

1. Booking and Payments

- 1.1. To secure your spot on the trip, a non-refundable deposit of 300USD (for double occupancy) and 350USD (for single rooms) of the total trip cost is required at the time of booking.
- 1.2. The remaining balance must be paid in full no later than 30 days before the trip start date.
- 1.3. For bookings later than 30 days prior to the trip start date, full (100%) payment is due immediately.
- 1.4. Payments can be made through our secure online payment system.

2. Cancellation Policy

If you need to cancel your booking, notify us in writing as soon as possible.

- Cancellations made 91 days prior to the start of the tour, a full refund will be made minus the non-refundable deposit.
- Cancellations made 30 days prior to the start of the trip, only 10% of the total trip cost will be refunded.
- Cancellations made after 30 days unfortunately will not be eligible for a refund.
- In the unlikely event that we need to cancel the tour, a full refund will be provided.

3. Itinerary Changes

- 3.1. We reserve the right to change any route or arrangements in the itinerary should conditions like poor weather, safety concerns or unforeseen circumstances so necessitate.
- 3.2. We will offer substitutes of equal value, or cancel the operation of any scheduled tour and travellers will be informed as soon as possible.

4. Health and Safety

- 4.1. Travellers are responsible for ensuring they are in good health and physically capable of participating in the tour.
- 4.2. It is mandatory for all participants to have comprehensive travel insurance that covers medical expenses, trip cancellation, and personal liability.
- 4.3. Travellers acknowledge being aware of the possible risks inherent in adventure travel. These risks include, but are not limited to, dangers of speed boats, white water canoeing/kayaking, inaccessibility to medical attention and difficulty in evacuation from remote locations in the case of medical emergency. The client assumes all such risks with regards to these possibilities.
- 4.4. We reserve the right to refuse participation to anyone deemed unfit for the tour.

5. Travel Documents & Visas

- 5.1. Participants are responsible for obtaining and carrying valid passports, visas, health and any other necessary travel documents.
- 5.2. We are not responsible for any issues arising from incorrect or incomplete travel documentation.

6. Liability

- 6.1. We are not liable for any injuries, losses, or damages incurred during the tour, except in cases of gross negligence on our part.
- 6.2. Travellers are responsible for their personal belongings and valuables during the tour.

7. Code of Conduct

- 7.1. Travellers are expected to behave respectfully towards other tour members, guides, and local communities.

By booking a tour with us, you acknowledge that you have read, understood, and agree to these terms and conditions. If you have any questions or require further clarification, please contact us.