



Here's a handy guide to the questions we hear most often.

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## Topics

- 1) How do I obtain a refund if I can no longer attend a DAY TRIP I've paid for?
  - 2) How do I obtain a refund if I can no longer attend an OVERNIGHT trip I've paid for?
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### **1) How do I obtain a refund if I can no longer attend a DAY TRIP I've paid for?**

Once your adventure is booked, the payment is locked in, non-refundable and non-transferable – just like a tiger staking its territory!

However...

If you're unable to attend a day trip for any reason, you may pass your spot to another member. Refunds are only released once all other places have sold – either when yours is the last one left, or in the order requests were received.

To be eligible for a refund, you must follow the guidelines below **exactly**. Miss a step, and your refund won't roar back to you!

### **Day Trip Refund Procedure**

- (#) Change RSVP to 'NO'
- (#) Email: 'tukitiger@gmail.com'
- (#) Title email: with 'Event Details', 'Date of Event' & the word 'REFUND'
- (#) Provide: your 'Name', 'PayPal Invoice ID' & a brief explanation
- (#) DO NOT advertise the sale on the event message board
- (#) WHEN/IF your space sells we will initiate a PayPal refund.

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## 2) How do I obtain a refund if I can no longer attend an OVERNIGHT TRIP I've paid for?

All payments are **non-refundable and non-transferable**. Miss a balance payment by the deadline, and your spot on the trip is lost – with no refund for any money already paid. Stay sharp, pay on time, and keep your tiger spirit roaring!

However...

Can't make an overnight trip? You may be able to pass your spot to another member – but only once your full balance is paid and all other trip places have been sold. Selling your space is **at our discretion**.

You must follow the rules **exactly**. Miss a step, and your spot cannot be sold – and any refund will be lost. Play by the guidelines, keep your tiger spirit sharp, and make sure your adventure roar goes on!

### **Overnight Trip Sale Procedure**

- (#) Email: 'tukitiger@gmail.com'
- (#) Title email: with 'Event Details', 'Date of Event' & the word 'SALE'
- (#) Provide: your 'Name', 'Bank Transfer ID' & a brief explanation
- (#) Wait for the trip to sell out
- (#) Use the event message board to advertise your place 'FOR SALE!'
- (#) Sell to the same gender only! (Anyone purchasing a space for the wrong gender will not be entitled to that bed & will have to seek alternative accommodation)
- (#) Only sell at face value unless we permit otherwise. If more than one place is up for sale, there must be a level playing field
- (#) Negotiate directly with the potential buyer; it is not our responsibility
- (#) Once sold, immediately email 'tukitiger@gmail.com' with full buyer details.

If you fall ill at short notice and need to claim on your travel insurance, we can provide official confirmation of your booking and payment to help with your claim.

