

BOOKING TERMS AND CONDITIONS

BOOKING TERMS

- All bookings are made on request.
- Minimum numbers are required for all tours. We will endeavour to meet our required minimum numbers and if not, guests will be offered a full refund or an alternative date.
- All our tours are family friendly, however kayak tours and SUP tours are recommended for children older than 3 years.

CANCELLATION POLICY

We will accept cancellation or changes to booking in writing only.

- For cancellations made more than 14 days prior to tour departure date, booking will be refunded less a 20% cancellation fee.
- For cancellations made more than 7 days (but less than 14 days) prior to tour departure date, booking will be refunded less a 50% cancellation fee.
- For cancellations made less than 7 days in advance of tour departure date, no refund will be given. However, the reservation may be rescheduled to another day subject to availability.

If a tour is cancelled due to a safety reasons or unsuitable weather conditions, this will be at the discretion of our Tour Guide. We will endeavour to notify guests as soon as possible and we will offer full refund or an alternative date.

If guest will not attend tour at the agreed date, time and place there will be no entitlement to any refund.

We reserve the right, when necessary, to alter routes, vehicles and times.

We strongly advise travel insurance for all your holiday bookings to meet your personal requirements in respect to personal injury, illness, employment changes or weather conditions.

CORONAVIRUS (COVID-19) CANCELLATION POLICY

If you cancel a tour due to COVID-19 related restrictions we can:

- Change date of your tour departure OR
- Provide you with a gift voucher for the full amount paid. This gift voucher is valid for two years. These vouchers can also be transferred to other people if you wish to sell or gift them in future.

GIFT VOUCHER POLICY (not including Coronavirus affected bookings)

Gift cards are treated as cash and cannot be replaced if lost or stolen. Gift Cards may only be used for purchases in Wula Gura Nyinda Eco Cultural Adventures and cannot be returned or exchanged for cash. Gift Vouchers must be used within 12 months of the purchase.