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Cancellation Policy

Payment conditions :

Bookings made by tour operators or travel agents will only be considered confirmed if the operator responsible is holding a minimum of 20% as a deposit.

Direct client's bookings will only be confirmed by us once we have received a 20% deposit.

Full payment is required 30days prior to arrival for all bookings

Cancellation policy :

All cancellations must be made in writing and the 20% deposit will be forfeited.

Cancellation 90 days prior to arrival: 50% of total invoice cost will be due.

Cancellation 30 days prior to arrival: 90% of total invoice cost will be due.

On receiving an enquiry and agents requesting us to hold any dates provisionally, please note that we can only hold dates provisionally for a certain period - maximum 14 days (this is at our discretion).

If, after this period we receive other enquiries for the same dates, we will advise you to either confirm or release the dates. We are unable to hold dates on an ongoing basis without any commitment from agents (i.e. paying a 20% non-refundable deposit).

Once you have given us a written confirmation of the booking, tour operators are expected to hold 20% deposit from their clients, these are non-refundable should the booking be cancelled.

The only time we will consider refunding a deposit will be when we can rebook the dates with a booking of the same value.