



Kilimandscharo Active Tours

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Cancellation Policy

Cancellation of booking or failure to join a tour will result in the retention of funds by **Kilimandscharo Active Tours** as follows:

- Upon receipt of written cancellation by any member of the tour indicated on these reservations **30 days or longer before departure, 20%** of the reservation of the canceling party will be retained by Kilimandscharo Active Tours, and the balance of the package price refunded.
- If a cancellation is received **at least 14 days and up to 29 days before departure, 50%** of the package price will be retained by Kilimandscharo Active Tours.
- If a cancellation is received **less than 14 days before departure, 100%** of the total package price will be retained by Kilimandscharo Active Tours and all outstanding payments will become payable immediately.
- Should the canceling party be able to find a replacement for themselves no less than 14 days before departure and the replacement completes this booking form individually, no retention of funds will take place. However, should no replacement be found 14 days before departure, a 100% cancellation penalty will apply to the canceling party.
- When the tour is postponed two weeks before the travel dates then we will consider it, with eyes opened that no refund request to be presented in a while.

Kilimandscharo Active Tours and its agents reserve the right to terminate, at their discretion and with immediate effect, the participation of any person on the tour.

A 3% credit card fee is charged for a Visa or MasterCard refund/a US\$35 bank wire fee is charged for the refund.