



**Deepel Tours & Safaris Ltd**

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## **BOOKING, CANCELLATION, AND REFUND POLICY**

### **Deepel Tours and Safaris**

#### **Overview**

At Deepel Tours and Safaris, we are committed to delivering exceptional travel experiences while recognizing that plans may change. This policy outlines our procedures for booking amendments, cancellations, and refunds to ensure clarity and transparency for all our clients.

#### **Booking Confirmation**

A booking is only confirmed once you receive an official confirmation email from Deepel Tours and Safaris within 1–2 business days after purchase. Our cancellation policy takes effect upon confirmation. If we are unable to confirm your booking, a full refund will be issued at no additional cost. We encourage clients to review this policy carefully and consider travel insurance for added protection.

#### **Cancellation Requests**

All cancellation requests must be submitted in writing via email to [info@deepelsafaris.com](mailto:info@deepelsafaris.com). Kindly include your reservation number, traveler names, and reason for cancellation. Verbal or phone cancellations will not be accepted.

#### **Amendment Guidelines**

- Changes to itineraries are not permitted after the tour has commenced
- Amendments requested before departure may result in revised pricing
- All amendment requests must be submitted via email to [info@deepelsafaris.com](mailto:info@deepelsafaris.com)

#### **Refund Eligibility**

##### **Eligible for Refunds:**

- Tours that fail to meet the required minimum number of participants (clients will receive a full refund or may opt for an alternative tour)
- Approved cases of extenuating circumstances, assessed individually

### **Not Eligible for Refunds:**

- No-shows on the day of departure
- Unused portions of a tour after commencement
- Airfare included in package pricing (non-refundable and non-transferable)
- Hotel extensions and instant confirmation services (e.g., tickets, passes) once confirmed

### **Cancellation Fee Structure**

Cancellation charges are based on the number of days before departure:

- **30+ days:** Deposit forfeited only
- **15–29 days:** 30% of total cost non-refundable
- **11–14 days:** 50% of total cost non-refundable
- **10 days or less:** 90% of total cost non-refundable
- **48 hours or less:** 100% non-refundable

**Note:** No refunds will be issued once the tour has commenced.

### **Additional Terms**

- Cancellation timing excludes both the notification and departure dates
- Tours departing within 10 days are not eligible for refunds
- All cancellations must be processed directly through Deepel Tours and Safaris
- Approved refunds are processed within 14 business days
- Refunds are issued to the original payment method and payer
- A transaction fee (minimum 3.5%) will be deducted from all refunds
- Clients may opt for a credit note instead of a refund to avoid transaction fees

### **Credit Notes**

- Valid for 12 months from the date of issue
- Transferable to another traveler
- Can be applied to higher-value tours (price difference payable)
- Validity may be extended if future travel plans are communicated before expiry

### **Cancellation Process**

- Submit all requests via email to [info@deepelsafaris.com](mailto:info@deepelsafaris.com)

- Processing time: 1–7 business days
- Verbal requests or unconfirmed discussions will not be considered valid

### **Refund Processing Timelines**

<b>Payment Method</b>	<b>Refund Method</b>	<b>Processing Time</b>
Bank Transfer	Bank Transfer	7–14 business days
Credit/Debit Card	Card Refund	7–14 business days
Mobile Money	Mobile Money	Within 72 hours
Cash	Cash/Mobile Money	Within 72 hours

### **Tracking Your Refund**

If your refund is delayed:

1. Confirm with your bank or mobile money provider
2. Check with your card provider for processing timelines
3. Contact us via **info@deepeltours.com** if unresolved

### **Force Majeure**

In the event of unforeseen circumstances beyond our control (e.g., natural disasters, political unrest, health emergencies), this policy may be adjusted. We will work closely with affected clients to provide fair and practical solutions.

### **Additional Information**

- Some travel packages may have specific terms communicated during booking
- Travel insurance is highly recommended
- Our team is always available to assist with inquiries and support

Thank you for choosing Deepel Tours and Safaris. We look forward to creating memorable travel experiences with you.