



Previous Clauses

BOOKING CANCELLATIONS (BY GUEST) FEES

Cancellation of your booking often does not allow time for the re-sale of your space on the trip.

However, with our Lifetime Deposit Guarantee, you will never lose your deposit. No matter when you cancel – so long as the trip hasn't started, you keep your trip deposit as a credit to be applied to future trips. This is also transferable for use on one of our sister travel brands: [Patch Adventures](#), [Camino Women](#) or [Magnificent Explorers](#).

Most cancellations happen due to unfortunate circumstances, such as sickness or bereavement, but we cannot adjust our policy for these circumstances. We have in the past tried to accommodate for these events, but the cost of covering these cancellations was financially unsustainable and caused the majority of trips to run at a loss. Sourcing replacement guests is difficult and campaigns to fill last-minute spots rarely succeed.

For this reason; if you wish to be covered for cancellations, this must be organised with an external insurance provider.

If you need to cancel or switch to another trip before the Final Payment Date, we'll process any refunds, but please note that some costs might not be recoverable. These could include things like internal flights we've already booked, or other extras we've arranged for you.

If any guest leaves the trip voluntarily after its commencement, there will be no refund.

Any refund, be it part or whole, will be based on the payment originally received in our bank account – that amount is the gross amount on which any refund will be based.

Cancellation 120 days or more prior to departure: Retain trip minimum deposit as a credit; refund all other monies paid.



Cancellation between 50 and 119 days: If payment over the trip minimum deposit has been received you will retain the deposit amount as a credit held with Fencox, and receive a refund equivalent to 40% of the total trip price/total monies paid.

If payment over the trip minimum deposit has not been received, your deposit will be held as a credit with Fencox and no refund will be given.

Cancellation between 30 and 49 days: If payment in full has been received you will receive a credit equivalent to 30% of the trip price/total monies paid, OR the trip minimum deposit, whichever amount is greater.

Cancellation between 0 and 29 days: You will retain the trip minimum deposit as a credit.