

Cancellation & Booking Policy

1. Cancellation by the Customer

If you need to cancel your tour booking, the following charges will apply based on the notice period given:

- 31 to 60 days before departure: **100%** refund of the total package rate.
- 15 to 30 days before departure: **50%** refund of the total package rate.
- 14 days or less before departure: **100%** of the total package rate is non-refundable.

Please note that some tour components, such as accommodation, flights, and park fees, may be non-refundable. Any non-refundable components will be clearly communicated at the time of booking. However, where applicable, a credit note may be offered for future travel.

2. No Show

If you fail to join the tour or cancel on the day of departure, no refund will be provided.

3. Changes by the Customer

Amendment Requests: Any request to change your booking must be made in writing and is subject to availability.

Partial Cancellation: Should you cancel part of your booking (e.g., a specific activity or accommodation), cancellation fees for that portion may apply.

4. Cancellation by We Tour Safaris Limited

We reserve the right to cancel a tour due to unforeseen circumstances (such as natural disasters, political instability, pandemics, etc.), or other reasons beyond our control.

In such cases, we will offer:

- An alternative tour of equivalent value.
- Full refund of the tour package

5. Refund Process

All refund requests will be processed within 14 business days of receiving your written cancellation request. Refunds will be made through the original payment method, unless otherwise arranged.

6. Travel Insurance

We strongly recommend purchasing comprehensive travel insurance to cover any unexpected cancellations, medical expenses, and other travel related issues.

For any questions or clarifications regarding this policy, please contact our customer service team at info@wetour.co.ke.

We Tour Safaris Limited reserves the right to amend or update this policy at any time without prior notice.