

## TERMS AND CONDITIONS FOR GUEST BOOKING



### **Cancellation and Refunds:**

- Cancellations made at least 24 hours before the scheduled tour or transfer date are eligible for a full refund.
- Cancellations made within 0-20 hours prior to the scheduled tour or transfer will incur a 100% cancellation fee, meaning no refund will be provided.
- Refunds will be processed within 5 to 7 business days after the cancellation request, depending on your bank's processing time.

### **Weather Conditions:**

- In the event of inclement weather or unforeseen circumstances, we reserve the right to cancel the tour for safety reasons.
- If we cancel the tour due to adverse weather conditions, you will have the option to receive a full refund or reschedule for an alternative date.

### **Safety and Liability:**

- Participants are responsible for their own safety during the tour.
- Our company is not liable for any injuries, accidents, or losses incurred during the tour, except where negligence on our part is proven.

### **Health and Medical Conditions:**

- Guests with pre-existing medical conditions or physical limitations should inform us at the time of booking.
- It is the guest's responsibility to ensure they are fit to participate in the tour activities.

### **PRIVACY POLICY:**

- We do not store any credit card information on our servers.
- Your card information is securely processed through our payment gateway and is not stored or retained by us.

By making a booking through our website, you agree to abide by these terms and conditions. We reserve the right to update or modify these terms at any time without prior notice.