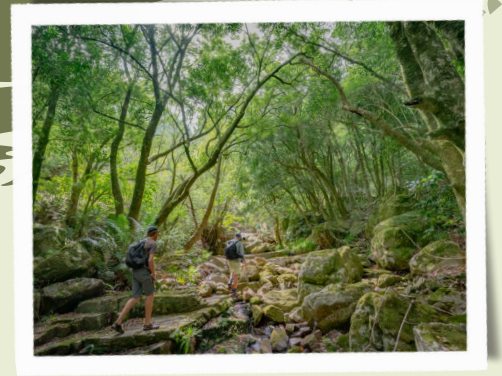


MATVANGEO WILD

Herpetofauna Day Tours & Expeditions



REFUND AND CANCELLATION POLICY

1. Booking and Deposit

A non-refundable deposit of 50% of the total tour price is required to secure a booking. The balance is due 30 days prior to the tour date.

2. Cancellation by Guest

- Cancellations made more than 60 days before the tour start date will receive an 75% refund of the amount paid, minus the non-refundable deposit.
- Cancellations made between 59 and 31 days prior to the tour will receive a 40% refund of the total amount paid.
- Cancellations made 30 days or less before the tour start date are non-refundable.
- No refunds will be provided for no-shows or early departures from the tour.

3. Cancellation by MatVanGeo Wild

- In the unlikely event that MatVanGeo Wild must cancel a tour, guests will be offered the choice of a full refund or a credit voucher valid for use on a future tour within 12 months.
- Cancellation due to factors beyond MatVanGeo Wild's control (force majeure), such as severe weather, natural disasters, or government restrictions, will result in a credit voucher for the unused portion of the tour, minus any non-recoverable costs.

4. Refund Processing

Refund requests must be submitted in writing. Approved refunds will be processed within 14 business days, using the original payment method.

5. Changes and Rescheduling

Guests may request one free date change up to 30 days before the tour date. Subsequent changes or requests within 30 days of the tour may incur fees or may not be accommodated.

6. Unused Services

No refunds or credits will be given for any unused services such as meals, accommodations, or components of the tour once the tour has commenced.

COMPANY DETAILS

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