

Outdoor Adventures BW (Pty) Ltd – Cancellation & Refund Policy

We understand — plans change. However, once we've confirmed your booking and made arrangements, we incur costs that are often non-refundable. The following policy applies:

1. PAYMENTS & DEPOSITS

A 25% deposit confirms your booking. Balances are due 60 days before departure. Deposits are non-refundable after 30 days.

2. CANCELLATIONS BY YOU

- Within 30 days of booking and more than 90 days before trip start: Full refund
- More than 90 days before trip start (after grace period): Deposit non-refundable
- 61–90 days before trip start: 50% refund
- 60 days or fewer before trip start: No refund

3. CANCELLATIONS BY OUTDOOR ADVENTURES BW

We may cancel a trip 60 days before departure if the minimum participant number is not met or if external factors prevent safe operation. If cancelled due to low numbers, a full refund or credit will be offered.

4. FORCE MAJEURE

If a trip is cancelled or shortened due to uncontrollable events such as natural disasters, pandemics, political unrest, or government restrictions, refunds will be issued minus unrecoverable costs paid to suppliers.

5. NO REFUNDS AFTER TRIP START

No refunds are given once a trip begins, including missed activities, illness, or early departure. Itinerary changes due to weather or safety are considered part of the travel experience.

6. TRAVEL INSURANCE

Comprehensive travel insurance covering cancellation, medical emergencies, and evacuation is mandatory.

7. CONTACT

Outdoor Adventures BW (Pty) Ltd
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