

Cancellations

Cancellation or Alteration by Lokoloko:

At Lokoloko, the safety and quality of our outdoor activities are our top priorities. Our instructors continuously assess risks to ensure a safe and enjoyable experience for all participants. Due to the changeable nature of the outdoor environment, bookings may be subject to cancellation or alteration if conditions on the day are deemed unsafe or unsuitable. The decision to cancel or alter a trip lies solely with your Lokoloko instructor.

In the event of cancellation due to unsafe weather or environmental conditions, Lokoloko will offer the following options:

Rescheduling: You will be given the opportunity to reschedule your activity to another available date.

Partial Refund: If rescheduling is not acceptable, a cancellation fee of 75% of the activity cost will be charged to cover operational and preparatory expenses, and the remaining 25% will be refunded. This policy ensures fairness by balancing customer flexibility with the costs incurred by our team.

We encourage open communication and will work with you to find the best possible solution in such situations.

Cancellation by the Customer:

We understand that unforeseen circumstances may require you to cancel your booking. To ensure fairness, the following cancellation terms apply:

4+ weeks before the activity: No fee will be charged for cancellation or rescheduling.

Less than 10 days before the activity: The 70 % of the activity will be charged for cancellation.

Less than 24 hours before the activity: full price of the activity will be charged.

If you have any questions or need clarification on these cancellation terms, please contact us before confirming your booking. Lokoloko values transparency and customer satisfaction, and we are here to assist with any concerns you may have..