



BOOKING/PAYMENT POLICY

- A deposit equivalent to **25% of the tour package price** is required to confirm a booking. This deposit is **non-refundable**.
- For clients trekking **gorillas**, **100% payment** is required to secure the gorilla permits. In the event of cancellation, **gorilla permit payments are non-refundable**.
- **Full payment** is required to confirm tours booked **30 days or less** before the start date.

CANCELLATION POLICY

For any bookings cancelled and/or reduced in number after confirmation, the following cancellation policy applies:

- **30–0 days before the start date:** 100% of the applicable invoice amount will be charged (including **no-shows**).
- **Gorilla permits:** Any cancellation at any time will incur **100% of the permit cost**, which is **non-refundable**.