**Refund Policy - fairafric farm to factory tour**

Thank you for your interest in participating in one of the most iconic tours ever! To ensure a smooth refund process, please take note of the following. Your booking does not automatically guarantee a reservation. Your booking will be confirmed when payment is made and acknowledged via email within 1 to 2 business days. The cancellation fee policy will take effect once you submit your reservation. If your booking cannot be confirmed for any reason, we will fully refund your booking without any additional charges. We recommend each customer read and understand our cancellation policy.

**What CAN NOT be Refunded:**

• Due to several parties involved, all tour schedules are arranged ahead of time. Any person failing to appear on the day of arrival will not be refunded.

• No refund will be given for any portions of the tour unused by the participant after tour arrival regardless of circumstances.

**Our Cancellation Policy**

The Cancellation Policies listed below apply to all reservations unless the tour booked has specific rates or fees listed under "Special Notes." Please carefully review the "Special Notes" of your tour prior to booking. Please know that fairafric farm-to-factory tour will always adhere to individual tour policies when applicable.

**Cancellation Made Within Refund Policy**

|  |  |
| --- | --- |
| 6 days prior to arrival Date | Non-refundable |
| 7-15 Days Prior to arrival Date | 50% of total booking amount can be refunded |
| 16-24 Days Prior to arrival Date | 75% of total booking amount can be refunded |
| 25 or more Days Prior to arrival Date | 100% of total booking amount can be refunded |

Please note:

1. Arrival date is the date booked for the tour
2. The cancellation fee will be calculated from the date we receive the signed Cancellation Request Form and travel service start date.
3. The cancellation notification day and arrival day are NOT counted. E.g., If the arrival day is April 4th and we receive the official cancellation request on April 1st, it will be counted as 2 days prior to the arrival date.
4. If a tour is scheduled within the next 6 days, we will not change a participant’s arrival date and will not offer a refund.
5. All cancellations must be made directly with fairafric, not with tour providers.
6. In most cases, reservations paid by wire transfer or cash deposit will be refunded via Pay stack or cheque. For refunds processed by wire transfer, any associated wire transfer fee will be deducted from the overall refund amount.
7. For payment via credit card or PayPal during booking, a 3% transaction fee will be deducted from the overall refund amount.

**How to Cancel a Reservation**

Cancellation must be made by filling out and signing fairafric farm-to-factory tour Cancellation Request Form. Please explain why you are requesting a cancellation. Please download the *Cancellation Request Form* here.

PLEASE NOTE

* The cancellation/refund request will be processed within a maximum of seven (7) business days.
* Verbal / over-the-phone/ voice mail cancellation requests will not be acknowledged. Verbal speaking with our customer service representatives without filling out a request form will not guarantee that your cancellation request has been processed or acknowledged.
* E-mail cancellations will NOT be accepted unless they have a complete, signed, and attached cancellation form.

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