



Team Kilimanjaro Cancellation Policy

In the event of a person / persons needing to cancel their climb or safari with us the following scale of refunds applies:

Notice period	Value of refund
Where we receive notice of cancellation:	
More than 29 days prior to the morning on which the climb or safari is due to start	Full payment to be refunded less the non-refundable booking deposit
Fewer than 29 days but at least 14 days prior to the morning on which the climb or safari is due to start	75% of full payment to be refunded less the non-refundable booking deposit
Fewer than 14 days but at least 6 days prior to the morning on which the climb or safari is due to start	50% of full payment to be refunded less the non-refundable booking deposit
Fewer than 6 days but at least 48 hours prior to the start time (0730 local time) of the climb or safari	25% of full payment to be refunded less the non-refundable booking deposit
Fewer than 48 hours prior to the start time (0730 local time) of the climb or safari	Nil refund

Processing Refunds

Where a refund is due we would ordinarily:

- Initiate an international wire transfer to an account you nominate to us in writing.
- Return paid funds from a MasterCard or Visa card back to the same card that was used for payment

Bank charges and transaction fees will be deducted from the amount to be remitted.

Cancellations Due to Ill Health or Injury

Where a person is required to cancel their climb or safari on grounds of ill health or injury, where requested, we will issue a final costs advice, reflecting the value of the funds that have been forfeited as a consequence of the cancellation. When presenting this to your insurer with copies of your diagnosis and prescription notes that you are advised to obtain, you will usually be able to claim back all or part of this forfeited amount on either your health or travel insurance policies, assuming you have a pre-existing policy in place.

Disputes

Any disputes should be made in writing to info@teamkilimanjaro.com within 14 days or will be deemed to have not occurred, with no compromise made to outstanding monies.