

# CKS Tours - Cancellation Policy

## 1. General Cancellation Policy:

a. Tour and Shuttle Bookings: All bookings made with CKS Tours are subject to the following cancellation policy.

## 2. Cancellation Timeframes:

### a. Tours:

i. Cancellations made more than 72 hours before the scheduled tour departure time will receive a full refund.

ii. Cancellations made between 48 and 72 hours before the scheduled tour departure time will be eligible for a 50% refund.

iii. No refunds will be issued for cancellations made within 48 hours of the scheduled tour departure time.

### b. Shuttle Services:

i. Cancellations made more than 24 hours before the scheduled shuttle service will receive a full refund.

ii. Cancellations made within 24 hours of the scheduled shuttle service will not be eligible for a refund.

## 3. Refund Process:

a. Refunds will be processed within 14 days of the cancellation request.

b. Refunds will be issued using the same payment method used for the original booking.

## 4. Group Bookings:

a. For group bookings (10 or more participants), a different cancellation policy may apply. Please contact CKS Tours directly for details.

5. Weather-Related Cancellations:

a. CKS Tours reserves the right to cancel or modify tours and shuttle services in cases of adverse weather conditions or other unforeseen circumstances. In such cases, customers will be notified as soon as possible, and efforts will be made to reschedule the service. If rescheduling is not possible, a full refund will be provided.

6. No-Show Policy:

a. Participants who do not show up for a scheduled tour or shuttle service without prior notice will not be eligible for a refund.

7. Customer-Requested Changes:

a. Changes to the date or time of a booked tour or shuttle service are subject to availability and may incur additional charges.

8. Contact Information:

a. For cancellations or to request a refund, please contact CKS Tours at 076 996 7116.

Note: CKS Tours reserves the right to modify this cancellation policy. Any changes will be communicated on the website, and the policy in effect at the time of booking will apply.