



## CANCELLATION POLICY

At Nia Adventures, we understand that plans may change, and we strive to offer a fair and transparent cancellation policy in compliance with the Tourism Regulatory Authority of Kenya.

### Cancellation Policy

#### Tours (Day trips, excursions, transfers)

**1. Cancellation by the Client:**

- Cancellation made 10 days or more before the tour date: Full refund minus a 10% processing fee.
- Cancellation made 5 to 9 days before the tour date: 70% of the total amount will be refunded.
- Cancellation made less than 5 days before the departure date: No refund.
- No Show: 100% amount is forfeited

**2. Cancellation by Nia Adventures:**

- In the unlikely event that we cancel a trip due to unforeseen circumstances that may compromise safety our clients and staffs or otherwise (such as natural disasters, political unrest, or minimum group size not met), clients will receive a full refund or may opt for a rescheduled tour.

**3. Refund Process:**

- Refunds will be processed within 10 working days of the cancellation request.
- Refunds will be issued using the same payment method used for the booking.

**4. Changes to Bookings:**

- One change of date is allowed free of charge if requested 15 days or more before the departure date.
- Additional changes may incur a 5% administrative fee.

**5. Force Majeure:**

- Nia Adventures shall not be held liable for cancellations caused by circumstances beyond our control (e.g., natural disasters, travel bans, or political disturbances).

**HOTEL BOOKINGS:**

- This shall apply based on the specific hotels cancellation policy which shall be indicated in the quotation.

By booking with Nia Adventures, clients acknowledge and accept the terms of this cancellation policy.