



## Terms and conditions for booking a trail with uMkhiwane Sacred Pathways

### Payment terms

1. A non-returnable deposit of 50% (or determined by prior arrangement) per person must be paid to confirm the booking.
2. A series of instalments may be agreed for group bookings, however :
  - Total payment of the programme fees are payable 30 days prior to the programme start date.
  - If the programme is being booked less than 30 days prior to the programme date, a fee note will be raised for the total amount and is payable immediately.
  - In the event of a balance not being paid, uMkhiwane Sacred Pathways will have the discretion to treat the booking as cancelled by the client and cancellation fees will apply.

### Cancellation by the client

Should you wish to cancel a booking the following fees will apply.

Days prior to the Trail start date	Cancellation charges based of full trail fees
Less than 28 days:	100%
28-60 Days:	50%
60+ Days:	15% or credit note against a future trail date

### Cancellation by uMkhiwane Sacred Pathways or one of its partners

We (uMkhiwane Sacred Pathways) try never to cancel a confirmed booking, but reserve the right to do so in the event of unforeseen circumstances. uMkhiwane Sacred Pathways will notify you as soon as practicable when we believe on reasonable grounds that cancellation is necessary. If we cancel a confirmed booking before your activity, uMkhiwane Sacred Pathways will firstly offer an alternative available date or fully refund the trail fees paid.

### Changing your booking

If you wish to alter details of your booking after confirmation, you may do so in writing or by telephone, however, we cannot guarantee that we will be able to meet your request.

When amendments have been made, uMkhiwane Sacred Pathways will confirm your alteration in writing along with any alterations to the programme fees.

If we change a booking due to the nature of some outdoor activities, we reserve the right to alter a programme itinerary or substitute activities with one of equivalent financial value.