



TRIP CANCELLATION POLICY

This is a policy designed to mitigate factors upon cancellation of the trip by either the client or **EARTHWISE** Company.

In the event that a client cancels a trip, the Company will refund as follows;

1. Where cancellation of a trip by the client is made **seven (7)** days before the trip, the company shall reserve a right to retain a **20%** deposit of the booking fee. *Booking fee in this context refers to 50% and or a half of the total cost of the trip.*
2. Where the cancellation is made less than **seven (7)** days to the trip, the Company shall retain **25%** of the booking fee.

NOTE; All cancellations by the client must be effectively communicated within reasonable time by email or in writing to the company's management and not by a mere phone call or text message.

EARTHWISE Company reserves the right to cancel trips **whereupon** the client is entitled to **all** the pre-paid deposits with the company.

In the event the company cancels a trip, it is bound to make a clear and sufficient communication in writing to the client within reasonable time.

However, where the company cancels a trip due to factors beyond the company's control *including but not limited to* bad weather, abrupt mechanical condition of the vessel, and public/government policy, the company is not bound to make a written communication canceling the trip. Mere communication in any form will be sufficient to the client.

Refunds shall be made through the mode in which the client advanced the payment to the company. *Cash refunds will only be made if the client paid by cash.*

Future bookings as an alternative;

The company may not be inclined to make any refunds/ repayments or deduct a percentage of the monies deposited where a future booking has been preferred by the client upon mutual consent of both parties and the same has been communicated by the client to the company within reasonable time. *For purposes of alternative future bookings which are made one day to the trip and or the day of the trip, the circumstances leading to the alternative future booking will have to be reasonably considered by the company and the client.*