

Cancellation & Change Policy

1. Cancellation by Client:

- Clients may request to cancel their booking at any time, subject to the following cancellation fees:
 - More than 90 days before the departure date: Deposit is non-refundable however, any additional payments made will be refunded.
 - 30 to 90 days before the departure date: 50% of the total trip cost will be retained as cancellation fee unless specified otherwise.
 - Less than 30 days before the departure date: No refund will be provided unless specified otherwise.
- All cancellation requests must be made in writing and submitted to Southern Hemisphere Horizons.

2. Change Requests by Client:

- Clients may request changes to their booking, such as modifications to travel dates or itinerary, subject to availability and approval by Southern Hemisphere Horizons.
- Changes requested within 30 days of the departure date may be subject to additional fees or penalties.

3. Cancellation or Changes by Southern Hemisphere Horizons:

- Southern Hemisphere Horizons reserves the right to cancel or make changes to a trip due to circumstances beyond our control, such as natural disasters, political unrest or insufficient bookings.
- In the event of cancellation by Southern Hemisphere Horizons, clients will be offered the option to reschedule their trip to a later date or receive a full refund of all payments made.

4. Refunds and Penalties:

- Refunds for cancellations or changes will be processed according to the terms outlined in our Booking and Payment Policy.
- Any refunds issued will be subject to deduction of administrative fees and non-refundable deposits paid to third-party vendors.

5. Force Majeure:

- Southern Hemisphere Horizons shall not be liable for any failure or delay in performing its obligations under this policy if such failure or delay is caused by circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism or government regulations.

By booking a trip with Southern Hemisphere Horizons PTY LTD, clients acknowledge and agree to abide by the terms of our Cancellation and Change Policy. If you have any questions or concerns regarding our policy, please don't hesitate to contact us.

Sincerely, Byron Rutter.

Southern Hemisphere Horizons PTY LTD