



My Pulse In Africa

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Cancellation and Refund Policy :

Thank you for choosing My Pulse In Africa (Pty) Ltd. To ensure smooth operations and fairness to all our clients, we have established the following cancellation policy:

1. ****Non-refundable Deposit**:**

A 10% or a \$450 flat deposit is required at the time of booking to secure your reservation and confirm the itinerary. This deposit is typically non-refundable. However, if the company cancels the tour for any reason, the deposit will be refunded in full.

2. ****Cancellation Periods**:**

- 90 or more days before the departure date: Travelers may cancel and receive a full refund of amounts paid minus the Deposit.
- 60–89 days before departure: Travelers are entitled to a 50 % refund of the Tour Price; the deposit remains non-refundable.
- Less than 60 days before departure: No refund will be given. However, at the Company's discretion, Travelers may transfer their booking to another person or apply a portion of the payments (excluding the Deposit) toward a future Tour credit.

- Our directorship will review each case individually, considering the reason for cancellation and other relevant factors before making a decision on the non refund policy.

Please note:

- Refunds will be issued to the original form of payment.

- Any refunds processed are subject to deduction of applicable transaction fees or charges. - We highly recommend purchasing travel insurance to protect your investment in case of unforeseen circumstances leading to cancellation.

3. Cancellation by Company. The Company may cancel or reschedule the Tour if (i) the minimum group size set forth is not met, (ii) a Force Majeure Event occurs, or (iii) there are circumstances that the Company, in its sole discretion, considers unsafe or impractical. In such a case, the Company will (a) offer Travelers a rescheduled Tour date, (b) provide a credit for a future Tour, or (c) refund all payments received minus any non-recoverable costs and expenses paid to third-party suppliers. The Company will not be responsible for any additional costs incurred by Travelers, including but not limited to airfare, visas or travel insurance.

4. Chargebacks and payment disputes. Travelers who initiate chargebacks or payment disputes without any communication with the company may forfeit any refunds and may be responsible for associated fees.

5. Deposit transfers. Deposits are non-refundable but may be transferred to a substitute traveler or credited toward a future Tour if notice of cancellation is provided at least sixty (60) days before departure.

My Pulse In Africa understands that unexpected situations may occur, and we are dedicated to handling each event with care and flexibility. If you need assistance, please don't hesitate to contact us, we will be happy to help. Thank you for your support, and we look forward to crafting an unforgettable travel experience for you!