



BACK TO THE SOURCE TOURS

Booking & Cancellation Policy

Effective Date: July 15, 2023

This Booking and Cancellation Policy applies to all bookings made with Back to the Source Tours ("Back to the Source Tours," "we," "us," or "our"). Please read policy before making a booking.

Bookings:

- **Deposits:** A non-refundable deposit of 20% of the total tour cost is required to confirm your booking. The remaining balance is due 30 days before the tour departure date.
- **Payment Methods:** We accept payment by bank transfers or credit cards (Visa, Mastercard, American Express).
- **Confirmation:** You will receive a confirmation email upon booking, outlining your tour details and payment schedule.

Cancellations:

- **Cancellation Fees: Cancellation fees apply to all cancellations, as follows:**
 - More than 60 days before departure: Full refund of deposit
 - 30-59 days before departure: 50% of total tour cost
 - 15-29 days before departure: 75% of total tour cost
 - 14 days or less before departure: 100% of total tour cost
- **Force Majeure:** In the event of unforeseen circumstances beyond our control, such as natural disasters, political unrest, or pandemics, we reserve the right to cancel your tour. We will make every effort to reschedule your tour or offer a full refund.
- **Cancellation by You:** If you need to cancel your booking, please notify us in writing as soon as possible. The cancellation date will be determined by the date we receive your written notification.
- **Cancellation by Back to the Source:** In the unlikely event that we need to cancel your tour, we will notify you as soon as possible and offer you a full refund or the option to reschedule your tour.

Other Important Information:

- **Travel insurance:** We strongly recommend that you purchase travel insurance to protect yourself against unexpected events such as illness, injury, or trip cancellation.
- **Changes to Bookings:** We will try our best to accommodate any changes to your booking, but please note that changes may be subject to additional fees.
- **Dispute Resolution:** Any disputes arising out of this Booking and cancellation Policy will be settled under the laws of the Republic of Uganda.

By making a booking with Back to the Source Tours, you agree to this Booking and Cancellation Policy. If you have any questions, please don't hesitate to contact us.