

## **TERMS AND CONDITIONS**

### **TOURS AND TRIP BOOKINGS**

1. **Identification:** For group tours, everyone is expected to present a valid national ID or passport at the meeting point for verification.
2. **Refund & Cancellation policy.**
  - 7+ days before the trip; a full refund or redeemable for any upcoming trip scheduled within the same calendar year.
  - 72 hours before the trip; No refund but option to redeem the amount for any upcoming tour scheduled within the same calendar year.
  - Less than 72 hours; No refund will be issued, option to transfer booking to another person is allowed (subject to KC Homes approval)
  - No-show on departure Day; No refund or trip credit will be provided.
  - Special circumstances: In case of emergencies(illness, bereavement, etc.), KC Homes may, at its discretion, offer a partial refund or credit depending on the situation.
  - KC Homes initiated cancellations; In the rare event that KC Homes cancels a group tour, a full refund will be processed within 72 hours OR tickets to be redeemed for the rescheduled trip or any upcoming trip depending on the circumstances. All affected clients will be informed in advance.
3. **Private trips:**

Private bookings and enquiries require prior confirmation and may have different cancellation policies based on the accommodation and trip type.