



Cancellation and Refund Policy

The Participant may cancel their participation in the Tour subject to the following conditions:

- Cancellations made more than 7 days before the Tour start date will receive a 100 % refund of their deposit.
- Cancellations made fewer than 7 days before the Tour start date will receive a 50 % refund of their deposit.
- Cancellations made fewer than 3 days before the Tour start date will not receive a refund.

The Company reserves the right to cancel the Tour due to unforeseen circumstances or events beyond its control. In such cases, the Company will provide a full refund to the Participant.

Cancellation by Vibe Tours Prior to Departure: If Vibe Tours cancels a tour before the scheduled departure for any reason, including but not limited to insufficient participant numbers or unforeseen operational conditions, we will provide a full refund to all booked guests. This refund will be issued to the original payment method within 14 business days from the announcement of the cancellation.

Cancellation During the Tour Due to Unforeseen Circumstances: If a tour has departed and is subsequently impeded by unforeseen circumstances beyond our control, such as severe traffic or adverse weather conditions, Vibe Tours offers the following options to our guests:

1. **Partial Refund:** Guests can choose to receive a partial refund amounting to 75% of the original tour cost. This ensures that a portion of your expenses is recovered, reflecting the portion of the tour that was unable to be completed.
2. **Rescheduling:** Alternatively, guests can opt to reschedule their tour for a future date, subject to availability. This option is offered to allow guests an opportunity to experience the tour in full under more favourable conditions. To reschedule, guests must contact our customer service team within 5 days following the originally scheduled tour.

Please note that this policy applies only to tours impeded by circumstances that are deemed "unforeseen" and does not cover interruptions due to personal reasons of the guest. For all issues regarding cancellations and refunds, please contact our customer support team.

Contact Information: For more information or to request a refund or reschedule, please contact our customer service department at vibetours@outlook.com . Our team is here to assist you every step of the way.

Policy Updates: This policy is subject to change at the discretion of Vibe Tours PTY LTD, and the most current version can always be found on our website. We recommend reviewing the policy periodically to stay informed of any changes.