



Refund and Cancellation Policy

Effective Date: 13/02/2026

1. Purpose

This policy outlines the conditions under which bookings made through Countryside Safari Agency may be cancelled or refunded.

Because the company works with third-party travel providers such as airlines, hotels, and car rental operators, refund eligibility may depend on the policies of those providers.

2. Flight Booking Cancellations

Flight cancellations and refunds are governed primarily by the airline's rules.

Possible outcomes may include:

- Full refund (if the ticket type allows cancellation)
- Partial refund after airline penalties
- Credit voucher for future travel
- Non-refundable tickets

Countryside Safari Agency will assist customers in processing cancellations with the airline but cannot override airline policies.

3. Tour Package Cancellations

Tour package cancellations may be subject to the following general guidelines:

More than 14 days before tour date

- Full refund minus administrative fees

7–14 days before tour date

- Partial refund (typically 50–70%)

Less than 7 days before tour date

- Limited or no refund depending on pre-paid reservations

Refund conditions may vary depending on hotel and transport commitments already made.

4. Hotel Booking Cancellations

Hotel cancellation policies depend on the specific hotel or lodge.

Some hotels allow free cancellation up to a specified period before arrival, while others charge cancellation fees.

Countryside Safari Agency will communicate applicable cancellation conditions at the time of booking.

5. Car Rental Cancellations

Car rental reservations may be cancelled subject to the following:

More than 48 hours before pickup

- Full refund or rebooking

Less than 48 hours before pickup

- Possible cancellation fee

No-show

- No refund

6. Airline or Service Provider Cancellations

If a flight, hotel reservation, or tour service is cancelled by the airline or service provider, Countryside Safari Agency will assist customers in obtaining:

- Refunds where applicable
- Rebooking on alternative services
- Travel vouchers where offered by providers

7. Refund Processing

Approved refunds will be processed using the original payment method whenever possible.

Refund processing times may vary depending on banks, mobile money providers, or airlines, and may take between **7–30 business days**.

8. Administrative Fees

In some cases, administrative or service fees may apply to cover processing costs.

These fees will be communicated clearly before processing cancellations.

9. Changes to Bookings

Customers wishing to modify travel dates, destinations, or services should contact the company as soon as possible.

Changes may incur:

- Airline change fees
- Hotel modification fees
- Administrative charges

10. Contact for Cancellation Requests

All cancellation or refund requests must be submitted through official communication channels:

Countryside Safari Agency

Email: booking@cssa.agency

Phone / WhatsApp: +233 (0)50 231 6731