

Terms and Conditions of Sale



Dear Customer,

I would like to address an important matter regarding travel disruptions and cancellations. I would like to emphasise that it is not comfortable for me to raise this point; however, given the significant difficulties I have faced over the past months, it has become necessary to clearly set out these conditions in advance.

In recent months, a high number of both **international and domestic flights** have been rescheduled or cancelled due to weather conditions and operational constraints beyond local control. These disruptions can have a direct impact on birding tours, often requiring last-minute itinerary changes, rebooking of services, and substantial administrative work.

Please note that **we cannot be held responsible for disruptions related to international or domestic flights**, including delays, cancellations, or schedule changes imposed by airlines. In the event of a **domestic flight cancellation**, the local travel agency we work with will only be able to refund the portion that is effectively reimbursed by the airline itself, should any refund be granted.

Furthermore, if a flight delay or rescheduling by the airline results in a **modification of one or more excursion days**, the portion of the tour corresponding to the guide's services **cannot be refunded**, as guiding services are reserved in advance and remain payable.

For these reasons, I **strongly recommend that you subscribe to a comprehensive travel insurance policy**, including coverage for trip cancellation, delays, and force majeure events. I am unable to reimburse costs arising from circumstances that are not under my control. Organising a birding tour involves significant preparatory, administrative, and contractual commitments with local partners, which remain due regardless of travel disruptions.

Cancellation policy

The following cancellation terms apply to all birding tours and guiding services:

- **Cancellations made more than seven (7) days prior to the start of the tour** are eligible for a **full refund (100%)**.
- **Cancellations made between seven (7) days and three (3) days prior to the start of the tour** are eligible for a **partial refund of fifty percent (50%)**.
- **Any cancellation made less than three (3) days prior to the start of the tour shall result in no refund (0%)**.

By confirming a booking, participants acknowledge that they have read, understood, and expressly accepted this cancellation policy.

Please feel free to contact me should you require any clarification.

Kind regards,

Isabelle JOLLIT, Caledonia Birds