

Refund Policy

Last updated: October 2026

This policy explains when and how Yera Journeys refunds money paid for a trip. It forms part of our Terms & Conditions and applies to all bookings.

01 How to request a refund

Send your cancellation or refund request in writing to info@yerajourneys.com, with your booking reference and the lead guest's name. The date we receive your written request is the date used to calculate your refund.

02 If you cancel

Your refund is the amount you have paid, less the cancellation charge below and any non-refundable items in section 3.

Days before arrival	Cancellation charge	What you get back
60 or more days before arrival	Deposit	Anything paid above the 30% deposit
59–30 days	50%	50% of trip price
29–15 days	75%	25% of trip price
14 or fewer, or no-show	100%	No refund

03 Non-refundable items

These are charged in full at any time, because our suppliers do not refund them to us:

- Gorilla and chimpanzee trekking permits.
- Domestic and regional flights once ticketed.
- Lodges and camps with their own non-refundable or peak-season terms.
- Park fees and permits already paid to the authorities in your name.
- Bank charges, card fees and currency exchange losses.

We tell you which of these apply to your trip before you pay.

04 If Yera cancels

If we cancel your trip for reasons within our control, you may choose:

- An alternative trip of equal value,
- A new travel date, or
- A full refund of all money paid to us.

05 Events beyond our control

If a trip cannot go ahead because of natural disaster, epidemic, political unrest, park or border closure, airline disruption or government action, we will first offer to move your trip to a new date within 18 months at no change fee. If you cannot travel within that period, we refund what we are able to recover from our suppliers, less costs already incurred on your behalf.

06 Group departures

If a join-group safari does not reach its minimum number of guests, you may choose another date, a private upgrade at the price difference, or a full refund.

07 Changes that lower the price

If you reduce your group size, shorten your trip or change to lower-priced lodges, the reduced portion is treated as a cancellation under section 2.

08 Once the trip has started

No refund is given for services you do not use after the trip begins. This includes late arrival, early departure, missed flights, skipped activities, and a guide stopping a trek or activity for your safety.

09 Visa, health and entry problems

No refund is given if you cannot travel because of a refused visa, an invalid passport, missing vaccinations or denied boarding. Your travel insurance may cover these.

10 Park fee and price reductions

If the authorities reduce a fee after you have paid, we pass the saving on to you.

11 Travel insurance

Our refunds cover only what is set out here. Travel insurance is required for every guest and is the right cover for cancelling because of illness, injury, family emergency or flight disruption.

12 How refunds are paid

- Refunds are paid to the original payer by the original payment method.
- We process approved refunds within 14 working days. Your bank may take longer to show the money.
- Refunds are paid in US dollars. We are not responsible for exchange rate differences or charges made by your bank.
- If you booked through a travel agent, the refund is paid to the agent.

13 Complaints and service refunds

If a service we promised was not delivered, tell your guide or our office during the trip so we can fix it. If it could not be fixed, write to us within 30 days of the trip's end and we will review a fair refund for that service.

14 Contact

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