

Cancellation and No-Show Policy:

At Ghana Mountaineers, we understand that sometimes plans change, and you may need to cancel or reschedule your activity booking. We strive to provide a flexible and accommodating booking policy while also ensuring that we can operate efficiently and minimize any potential losses from last-minute cancellations or no-shows. Therefore, **we have implemented the following cancellation and no-show policies:**

- Cancellation up to 48 hours before the activity: no charge
- Cancellation 48 hours or less before the activity: 50% charge
- Cancellation 24 hours or less before the activity: 100% charge
- No show: 100% charge

We require that all cancellations be made directly with Ghana Mountaineers, either by phone or email (activities@ghana-mountaineers.com) and that you receive confirmation of your cancellation from our team. We will not accept cancellations via third-party platforms or through our activity providers.

If you need to cancel your booking due to unforeseen circumstances, we recommend that you do so as soon as possible to avoid any cancellation fees. If you cancel within the allowed time frame, we will provide a full refund of any payment made.

In the event of a cancellation outside of the allowed time frame or a no-show, we will charge the applicable cancellation fee to the payment method used to secure the booking. We reserve the right to cancel any activity due to inclement weather, natural disasters, or other circumstances beyond our control, in which case we will provide a full refund.

We appreciate your understanding and cooperation with our cancellation and no-show policy, as it allows us to provide quality services to all of our customers while minimizing the impact of last-minute cancellations and no-shows.