

**Deposits:** A deposit of 20% of the total tour or event cost is required to confirm your booking with us. The remaining balance is due before the start of the booked tour or event.

If your booking is made short before the departure date, you are required to pay the total tour or event cost instantly at the time of making the booking. We accept Bank Wire Transfer, Cash App, Mobile Money Transfer and Cash.

**Confirmation:** Confirmation of your tour or event booked will be emailed to you upon receipt of the 20% deposit. All receipts and relating documents from us will be emailed to you upon receipt of the 80% balance immediately before the departure date.

**Cancellation by clients:** If for some reason you decide to cancel your booked tour or event, you are required to notify us in writing by email. Cancellation takes effect from the date of receipt of your written notification by email. Cancellations made by phone calls are solely unacceptable. Cancellations received 30 days and less before departure will attract the below forfeiture fees.

- 30 -16 days before departure will attract 10% of the total tour or event cost.
- 15 -7 days before departure will attract 30% of the total tour or even cost.
- Less than 7 days before departure will attract 40% of the total tour or event cost.

We do not give refunds for client's not showing up for the tour or booked event without giving us a written notice before the departure date. We also reserve the right to cancel the booked tour or event when there is a natural disaster, political or social conflicts and unfavorable weather conditions which may negatively affect the smooth operation of the tour or event. We will find an appropriate time to reschedule the tour during such situations and if we still cannot make the tour happen, we will fully refund client money back.

**Insurance:** It is very important to secure a traveler's insurance on your holiday in Ghana for your own or travel party's security. Make sure to get a short term travel insurance policy to cover yourself, travel parties, luggage lose, accidents, travel cancellations and medical emergencies. Nyonkopa Eco Tours takes no responsibility for the above mentioned requirements should anything unforeseen occurs.

**Obligation:** Making a deposit or paying in full certifies that you have read and agree to the booking terms and conditions and therefore acknowledges your acceptance to them. Nyonkopa Eco Tours shall always do our best to provide quality services to all our clients' satisfactions.

**Photos:** Photos taken by any of our tour guides of our guests with either their mobile phones or camera during any tour becomes a sole property of Nyonkopa Eco Tours and can be posted on all our online platforms including social media.



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