DINKWE SAFARIS & TAXIDERMY
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OUR POLICY

REFUNDS & CANCELLATIONS

1. SCOPE

Refunds, cancellations and rescheduling depend on the accepted written booking agreement and the services and suppliers involved. The full rules are in our Booking Terms & Conditions and Terms & Conditions.

2. BOOKING PAYMENTS

A non-refundable deposit of US$500 confirms your booking, and a second payment of US$1,500 is due 90 days after booking. Additional deposits may apply to third-party accommodation or excursions.

3. CANCELLING A SAFARI

Cancellations must be made in writing at least 8 months before your original safari date. To cancel, email dinkwesafari02@gmail.com with the lead guest's name and your travel dates. We will review the booking terms and confirm any amounts payable or refundable in writing. Inside 8 months the full amount remains payable unless your reason is accepted as valid, so we strongly recommend trip insurance.

4. RESCHEDULING

Dates can be moved once, in writing, at least 8 months before your original safari date. Changes depend on availability, provider conditions and any additional charges, and are confirmed only when accepted in writing.

5. THIRD-PARTY CHARGES

External accommodation, excursions, transport and other reservations may have separate cancellation fees or non-refundable charges stated in your booking paperwork.

6. TAXIDERMY ORDERS

Final taxidermy instructions are binding, and no changes can be made to a signed-off instruction after work has started. Other changes or cancellation requests depend on the stage of the work, purchased materials, approved specifications and shipping arrangements.

7. REFUND TIMING AND METHOD

Where a refund is due under the accepted terms or applicable law, we will confirm the amount, payment method and expected processing time with you.

8. STATUTORY RIGHTS

Nothing on this page limits any non-excludable rights that apply under relevant consumer law.