

# REFUND & CANCELLATION POLICY

Your complete guide to our payments, refund and cancellation policies at Luxe Tribes.

## What if I need to cancel my trip?

If you're thinking about canceling, we'd love to talk. We have some great options that may save you money and help you take that trip of your dreams.

If you're over 60 days away from departure, switching to another trip is easy! Simply send an email to your trip coordinator and move your payment balance over to another trip of your choice - this could be a Group trip or a private experience.

All trips cancelled less than 60 days before the confirmed departure dates are subject to our cancellation policy. Kindly note we do not offer any cash refunds for trips cancelled, however, if you do cancel 60 days before your trip we offer a transfer of your balance towards a new experience or destination. If you have booked a private experience this may be subject to fees if your accommodation and activities have been booked and are non-refundable from our partners.



## Cancellation Policy

If you do need to cancel, here's a summary of the cancellation fees you can expect:

All deposits and payments are non-refundable however your payments are protected when cancelling - you can always hold your payments as a credit or transfer to a future trip of your choice when making a cancellation.

### **Payments made after your deposit:**



Cancellations within 30-60 days of your departure date are subject to a 50% cancellation fee of the total amount paid after the deposit. The remaining 50% balance will be applied as a credit towards a future trip.

Cancellations made within 30 days of the scheduled departure date or less are subject to a 100% charge of the total amount paid after the deposit.

## GET HELP



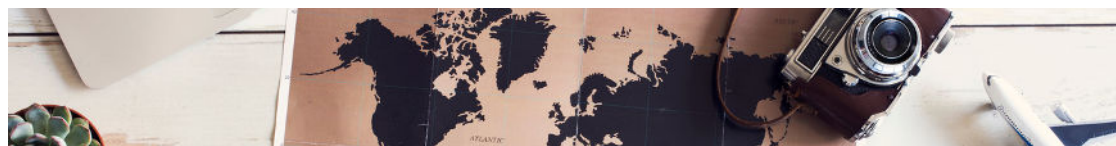
Private Trips  
[planmytrip@luxetribes.com](mailto:planmytrip@luxetribes.com)

Group trips  
[info@luxetribes.com](mailto:info@luxetribes.com)



### What if my trip is affected by Covid-19?

If your trip is postponed or cancelled officially by our team due to travel restrictions you can reschedule to a different trip or a later date for free, or receive a future travel voucher for all balances paid thus far. We are currently notifying travelers approximately 60 days before departure if their tour is being postponed by Luxe Tribes due to travel restrictions or COVID concerns.



### Travel Protection

What is Travel Protection?

Part of traveling like a pro means having insurance, just in case.

Why? A small price can save you thousands (if not tens of thousands) of your hard-earned dollars, that's why!

Be sure to purchase travel insurance for your upcoming trip to protect against medical emergencies, trip cancellation, lost baggage and more depending on the policy you purchase.

Travel Protection is peace of mind, so the only thing you need to think about is how awesome your trip will be.

**CHECK OUT OUR TRAVEL  
INSURANCE GUIDE**

CLICK



**CAN I CANCEL MY PRIVATE TRIP IF HOTELS ARE BOOKED?**

When you make payments towards your trip we, in turn, make payments for your hotel/villa, activities and more. If you need to cancel or change the dates of your private trip, the first thing our team will do is reach out to the relevant hotels and vendors to request a date change or refund. Please note that we have limited control over the policies of each vendor and some may be more flexible than others, in any case, we will do our best to negotiate on your behalf. If you cancel a private experience after the hotel has already been booked and paid for, you will be liable for any applicable cancellation terms. We typically negotiate to transfer these balances to a future date to avoid any such costs. Hotel and vendor policies vary consult your travel coordinator for more information.

**HOW DO YOUR PAYMENT PLANS WORK?**

You can choose to pay all at once or opt in for our interest free payment plans. Make monthly or bi-weekly payments at any time by logging into your account on our website.

**WHAT HAPPENS IF I MISS A PAYMENT?**

We understand some months can be harder than others. If you need to skip a month, just send us an email and catch up with your monthly payments at a better time. If you miss 2 consecutive monthly payments we will send a notice email as it is important for us to see you making regular payments towards your trip. Missing 2 monthly payments in a row without notice may result in termination from your trip. Be sure to complete all of your monthly payments 30 days before the scheduled trip dates.

We're super flexible and we've got you covered! Contact your Trip Coordinator at least 60 days prior to the scheduled trip date to avoid cancellation fees.

**HOW DO I TRANSFER MY BALANCE TO A NEW TRIP?**

We'll help you switch trips whenever you are ready, simply send us an email to confirm and your account will be adjusted to reflect the new trip details.

**VISAS, HEALTH  
REQUIREMENTS &  
PASSPORTS**

It is the traveller's responsibility to ensure you are in possession of all necessary travel and health documents before departure. The costs incurred in obtaining such documentation or in meeting any health procedures or requirements are not included in the quoted cost of the Trip, and each Traveler must individually pay all such costs. Luxe Tribes is not responsible should you be refused entry into any country or refused for travel on any transportation due to failure on your part to carry all the required documentation, or for reasons due to your own government policies regarding the trip's destination(s). If this refusal of entry results in fines, surcharges, or other financial penalties being imposed on Luxe Tribes, you will be responsible for reimbursing accordingly.

The fact that a delay may entitle you to cancel your transportation (ie flight, train, bus, etc) with the transportation entity/company concerned does not entitle you to cancel your trip with us or cancel any part of the trip or cancel any other arrangements. Luxe Tribes will issue no refunds or make payment of any kind to you in respect of any transportation delay or cancellation, downgrading of any ticket or denial of any boarding.

Anyone who chooses to travel with us has a duty of care to themselves and the people around them. We insist that all our travellers comply with local regulations and laws, as well as our own health and safety guidelines, to ensure that everyone can enjoy this group adventure while minimizing the risk of the spread of COVID-19.

In addition, each destination has its own vaccination, testing and health screening requirements for entry, exit and transit. It is the Traveler's responsibility to check the local government websites of their destination(s) to ensure they meet the proper requirements for entry.

These can include requiring evidence of recent COVID-19 test results or vaccination. It is also the Traveler's responsibility to check the requirements for testing and health screening for the transportation to and from the meeting and departure point as well as countries through which the traveller is transiting and to re-enter the traveller's country of residence.