



# My Pulse In Africa

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## Cancellation Policy

### Cancellation Policy:

Thank you for choosing My Pulse In Africa (Pty) Ltd. To ensure smooth operations and fairness to all our clients, we have established the following cancellation policy:

1. **\*\*Non-refundable Deposit\*\***: A 10% deposit is required at the time of booking to secure your reservation and confirm the itinerary. This deposit is typically non-refundable. However, if the company cancels the tour for any reason, the deposit will be refunded in full.
2. **\*\*Cancellation Periods\*\***:
  - **\*\*Between 90 and 61 days prior to departure\*\***: 65% of the total price will be refunded.
  - **\*\*Between 60 and 15 days prior to departure\*\***: 40% of the total price will be refunded.
  - **\*\*14 days or less prior to departure\*\***: No refund will be issued by default.
3. **\*\*Exceptions\*\***:
  - In cases of extenuating circumstances leading to cancellation within 6 days of departure, refund eligibility will be assessed on a case-by-case basis.
  - Our directorship will review each case individually, considering the reason for cancellation and other relevant factors before making a decision on the non refund policy.

### Please note:

- Refunds will be issued to the original form of payment.
- Any refunds processed are subject to deduction of applicable transaction fees or charges.
- We highly recommend purchasing travel insurance to protect your investment in case of unforeseen circumstances leading to cancellation.

*We understand that unexpected situations may occur, and we are dedicated to handling each event with care and flexibility. If you need assistance, please don't hesitate to contact us, we will be happy to help. Thank you for your support, and we look forward to crafting an unforgettable travel experience for you!*