

# Trail Unknown Cancellation Policy

## **Cancellation by the Customer**

The following applies when a customer would like to cancel a trip they have booked with trail unknown.

All amounts retained reflect the costs incurred by Trail Unknown in booking, organising and preparing trips.

Please contact Trail Unknown by emailing [TrailunknownUK@gmail.com](mailto:TrailunknownUK@gmail.com) if you would like to cancel prior to the trip.

## **Cancelled trips**

If you cancel your trip, the following charges apply:

- *More than 14 working days before your event - Deposit retained*
- *Up to and including 14 working days before your event - Full event cost retained*

## **Rearranged trips**

At the sole discretion of Trail Unknown; if a cancellation has resulted in your deposit being retained, if you choose to book a future trip with Trail Unknown then the deposit can be carried over to this future trip. Please note: This future trip needs to be chosen at time of cancellation.

## **Cancellation of a trip by Trail Unknown**

The following applies when Trail Unknown needs to cancel a trip that has been purchased by the customer. For any reason we have to cancel the trip we will endeavour to rearrange to the nearest convenient date possible for all attendees.

If rearranging does not suit the customer then we will return the full cost of the booking to the customer (this includes the deposit).

*NB: A customer will never have to pay for a trip cancelled by Trail Unknown.*