



Quest Lodges and Safaris Cancellation Policy

Quest Lodges and Safaris, strives to offer a flexible and accommodating booking experience. Our cancellation policy is designed to protect both our guests, our hotel partners, and our business, ensuring fairness and clarity. Please review the following terms carefully:

1. Standard Quest Lodges Cancellation policy (Area 10,43 and Cape Maclear)

- **Cancellation 30 Days Prior to Arrival:** No cancellation fee will be charged. Guests will receive a full refund of any payments made, minus any transaction fees incurred.
- **Cancellation 15-29 Days Prior to Arrival:** A cancellation fee equivalent to 50% of the total booking amount will be charged. The remaining 50% will be refunded to the guest.
- **Cancellation 7-14 Days Prior to Arrival:** A cancellation fee equivalent to 75% of the total booking amount will be charged. The remaining 25% will be refunded to the guest.
- **Cancellation Less Than 7 Days Prior to Arrival:** The full booking amount will be charged as a cancellation fee. No refund will be provided.

2. Safari Bookings (FIT's and Groups)

- **Cancellation 60 Days Prior to Arrival:** No cancellation fee will be charged. Full refund provided, minus any transaction fees incurred.
- **Cancellation 30-59 Days Prior to Arrival:** A cancellation fee equivalent to 50% of the total booking amount will be charged. The remaining 50% will be refunded.
- **Cancellation Less Than 30 Days Prior to Arrival:** The full booking amount will be charged as a cancellation fee. No refund will be provided.

3. Non-Refundable Bookings

For tours marked as non-refundable (**Malawi Deluxe Adventure**), the full amount will be charged at the time of booking, and no refunds will be issued in the event of a cancellation.

4. Special Circumstances

- **Illness or Emergency:** In cases of illness or emergency, we will consider refund requests on a case-by-case basis. Documentation may be required, and the decision will be at the sole discretion of Quest Lodges and Safaris.
- **Force Majeure:** In the event of force majeure (e.g., natural disasters, political unrest, pandemics), cancellations may be handled differently. We will offer options such as rescheduling, vouchers, or refunds depending on the situation.

5. No-Show Policy

Guests who fail to arrive on the scheduled check-in date without prior notice will be charged 100% of the booking amount. No refund will be issued.

6. Early Departure

If a guest decides to leave earlier than the planned departure date, the full amount for the entire stay will still be charged, and no partial refunds will be provided.

7. Modifications to Bookings

- **Date Changes:** Date changes are subject to availability and may incur additional charges depending on the season and rate changes. If the new dates fall under a different pricing tier, guests will be required to pay the difference.
- **Other Modifications:** Any modifications to the booking (e.g., changing of tour package, reducing number of clients or guests, reducing the number of nights, changing the room type) will be subject to the same conditions as cancellations, depending on the timing of the modification.

8. How to Cancel or Modify Your Booking

- Cancellations and modifications must be made in writing either through email to info@questsafarimw.com/booking@questsafarimw.com .WhatsApp +265886143935.
- The date of the cancellation request will be the date on which we receive your message.
- Guests will receive a confirmation of cancellation or modification via email.

9. Refund Processing

Refunds for Quest accommodations (Quest Area 10, Quest Cape Maclear, Mpatsa Quest Hotels) will be processed within 14 business days of receiving the cancellation request. Depending on your bank or payment provider, it may take additional time for the refund to reflect in your account.

Refund for tour packages processing time is within 14 to 45 days, subject to clearance from commercial banks to allow Quest to process Forex return.

10. Contact Us

For any questions regarding our cancellation policy, please contact our reservations team at info@questsafarimw.com , booking@questsafarimw.com . +265886143935.

We are here to assist you with any concerns or special request.