

HAVY TOURS REFUND POLICY

Havy tours is a tourism agency registered in Uganda with full commitment to explore the world and empower tourism development skills. The company is firmly founded on a passion for exploration and exposition of natural beauty in Uganda and the planet earth.

We help you explore new places, offer advice on destinations, manage and plan your holiday.

MISSION: We are devoted to offering exceptional world class tour and travel services at the most efficient cost.

REFUND is the act of returning money previously received,

In this case the organization's refund policy applies to all our clients attached to Havy services; We have different categories of clients as below.

- I. International and Local clients
- II. Corporates
- III. Business tourists
- IV. Government employees (other civil servants).

The main cause of the refund is that a client has paid money but did not get the service. The company therefore comes up with a policy as to when and how our client is refunded;

RESERVATIONS AND PACKAGE CANCELLATIONS

DAYS PRIOR TO DEPARTURE	0-14	15-30	31-60	61-89	90+
Deposit Required	100%	75%	50%	25%	10%
Liabile Cancellation Fee Percentage	100%	75%	50%	25%	10%

NOTE: All clients that cancel a trip must formally inform the company within a reasonable time frame of not less than 30 days for a proper refund consideration.

Thank you for choosing

HAVY TOUSR AND TRAVEL

