

BORNEO BAYU ADVENTURE CANCELLATION POLICY

At Borneo Bayu Adventure, we strive to provide an excellent travel experience for all of our guests. However, we understand that circumstances can change unexpectedly, and we want to ensure a fair and transparent process for cancellations. Please read our cancellation policy below:

1. CANCELLATION BY THE CUSTOMER

We understand that plans can change, and we want to offer flexibility when possible. The following terms apply for cancellations made by the customer:

Accommodation: A 100% NON-REFUNDABLE DEPOSIT of the total accommodation cost is required to confirm reservation of accommodation at Sabah Park/National Park.

More than 30 days before departure:

A full refund will be provided minus a 20% administrative fee of the total booking amount.

15 to 30 days before departure:

A 50% refund will be issued.

7 to 14 days before departure:

A 30% refund will be issued.

Less than 7 days before departure:

No refund will be issued.

No-shows or early departures:

If you do not show up for your scheduled tour or leave early, no refund will be given.

2. CANCELLATION BY BORNEO BAYU ADVENTURE

We reserve the right to cancel any tour or activity due to unforeseen circumstances, such as extreme weather conditions, natural disasters, or other force majeure events. In such cases, the following applies:

In the event of a cancellation by Borneo Bayu Adventure:

If we cancel the tour due to weather or safety concerns, a full refund will be provided.

Alternatively, we may offer to reschedule the tour at a mutually agreed date or provide an option for a future tour.

3. MODIFICATIONS TO BOOKINGS

If you wish to change the date or time of your tour, we ask that you notify us at least 7 days in advance. We will do our best to accommodate your request, but it is subject to availability. If the new booking results in a higher price, the difference must be paid.

4. REFUND PROCESS

Refunds will be processed within 14 -30 business days after the cancellation request has been received. Refunds will be made via the original payment method.

5. SPECIAL CIRCUMSTANCES

If you have an emergency situation or special circumstances that prevent you from attending your booked tour, please contact us directly. We may be able to offer a partial refund or reschedule the tour at our discretion.

6. CONTACT US

If you need to cancel or modify your booking, or have any questions about our cancellation policy, please contact us as soon as possible at:

Phone: +601131902512

Email: borneobayuadventure@gmail.com

