

Cancellation policy for McClain Safari Tours

By booking a tour with McClain Safari Tours, you accept and agree to our cancellation policy. McClain Safari Tours retains the right to amend and/or make changes to this policy.

1. McClain Safari Tour policy

- Due to the limited availability of seating, McClain Safari tours operates on a first come, first served basis. We offer two convenient ways to sign up for a tour: online and at our Safari counter in the Farmer's Market. A tour is considered booked upon payment confirmation.

2. Cancelling a Booked Tour

- McClain Safari Tours understands that sometimes unexpected things happen. If for any reason you need to cancel your scheduled safari tour, we require you to notify us at least 24 hours in advance to be eligible for a full refund. Due to limited seating, we do not offer refunds the day of your tour.

3. Weather

- McClain Safari Tours are conducted outdoor and therefore are subject to the weather. If we are unable to run your scheduled tour due to weather, McClain will work with you to reschedule you for a later tour that day or extend a voucher for a future tour date. McClain Safari Tour does not offer refunds due to tours cancelled because of weather.

4. Late Arrival

- Due to the limited seating and our tour schedule, we do not offer refunds for late arrivals. If a guest arrives late for their tour, McClain Safari Tours will do their best to accommodate the guest on the next available tour. However due to limited seating, we may not always be able to accommodate. It is the Guest responsibility to arrive on time for their scheduled tour. Late arrivals, that are unable to be accommodated on a later tour, will not be eligible for a refund.

5. No Show

- If a Guest does not show up for their scheduled tour, no refund or voucher for a future tour will be issued. While we understand that unexpected things happen, it is the responsibility of the guest to cancel their booked tour in the allotted time to be eligible for a refund or to receive a voucher for a future tour.

