

CANCELLATION & REFUND PROTOCOLS

1. THE PHILOSOPHY

Our expeditions require extensive logistical preparation, permit acquisitions, and vendor commitments months in advance. Once you book a seat, we turn away other riders. Therefore, our cancellation policy is strict. **We rely on your Travel Insurance to cover your losses if you cannot ride.**

2. CANCELLATION BY THE RIDER

All cancellation requests must be submitted in writing to info@outridersco.com. The date of the email determines the refund tier.

- **The Deposit (\$500 USD):** Non-refundable under all circumstances. It may be converted to a Trip Credit valid for 24 months at the Company's discretion.
- **120–91 Days Before Departure:** 50% refund of total amount paid (minus deposit).
- **90–61 Days Before Departure:** 25% refund of total amount paid (minus deposit).
- **60 Days or Less Before Departure: 0% Refund.** No exception.

3. NO SHOWS & EARLY DEPARTURE

No refunds will be issued if you:

- Fail to arrive at the starting point on time.
- Are refused entry to the country due to visa/passport issues.
- Leave the tour early for any reason (medical, personal, or mechanical).

4. CANCELLATION BY THE COMPANY

If Outriders Co. cancels the tour due to insufficient participation, we will refund **100% of all monies paid** (including the deposit). We are not responsible for your flight costs, vaccinations, or gear purchases.

5. FORCE MAJEURE (ACTS OF GOD)

If the tour is cancelled or disrupted due to events beyond our control (war, pandemics, border closures, natural disasters), **no cash refunds will be issued.**

- All monies paid will be converted into a **Future Travel Credit** valid for 24 months.
- This credit is transferable to another rider.