



Chidi Ashley Travels

REFUND & CANCELLATION POLICY

Your complete guide to our payments, refund and cancellation policies at Chidi Ashley Travels



What if I need to cancel my trip?

If you're thinking about canceling, we'd love to talk. We have some great options that may save you money and help you take that trip of your dreams.

If you're over 60 days away from departure, switching to another trip is easy! Simply send an email to your trip coordinator and move your payment balance over to another trip of your choice - this could be a Group trip or a private experience.

All trips cancelled less than 60 days before the confirmed departure dates are subject to our cancellation policy.



Cancellation Policy

If you do need to cancel, here's a summary of the cancellation fees you can expect:

All deposits are non-refundable however your deposit payment is protected when cancelling - you can always hold your deposit as a credit or transfer your deposit to a future trip of your choice when making a cancellation.

Payments made after your deposit:

Cancellations within 30-60 days of your departure date are subject to a 50% cancellation fee of the total amount paid after the deposit. The remaining 50% balance will be applied as a credit towards a future trip.

Cancellations made within 30 days of the scheduled departure date or less are subject to a 100% charge of the total amount paid after the deposit.



GET HELP



Private Trips

planmytrip@chidiashleytravels.com

Group trips

info@chidiashleytravels.com



What if my trip is affected by Covid-19?

If your trip is postponed or cancelled officially due to travel restrictions you can reschedule to a different trip or a later date for free, or receive a future travel voucher for your deposit while we refund the remaining balance paid. We are currently notifying travelers approximately 60 days before departure if their tour is being postponed by Chidi Ashley Travels due to travel restrictions or COVID concerns.



Travel Protection

What is Travel Protection?

Part of traveling like a pro means having insurance, just in case.

Why? A small price can save you thousands (if not tens of thousands) of your hard-earned dollars, that's why! Be sure to purchase travel insurance for your upcoming trip to protect against medical emergencies, trip cancellation, lost baggage and more depending on the policy you purchase.

Travel Protection is peace of mind, so the only thing you need to think about is how awesome your trip will be.

[CHECK OUT OUR TRAVEL INSURANCE GUIDE](#)

CLICK



CAN I CANCEL MY PRIVATE TRIP IF HOTELS ARE BOOKED?

When you make payments towards your trip we, in turn, make payments for your hotel/villa, activities and more. If you need to cancel or change the dates of your private trip, the first thing our team will do is reach out to the relevant hotels and vendors to request a date change or refund. Please note that we have limited control over the policies of each vendor and some may be more flexible than others, in any case, we will do our best to negotiate on your behalf. If you cancel a private experience after the hotel has already been booked and paid for, you will be liable for any applicable cancellation terms. We typically negotiate to transfer these balances to a future date to avoid any such costs. Hotel and vendor policies vary consult your travel coordinator for more information.

HOW DO YOUR PAYMENT PLANS WORK?

You can choose to pay all at once or opt in for our interest free payment plans. Make monthly or bi-weekly payments at any time by logging into your account on our website.

WHAT HAPPENS IF I MISS A PAYMENT?

We understand some months can be harder than others. If you need to skip a month, just send us an email and catch up with your monthly payments at a better time. If you miss 2 consecutive monthly payments we will send a notice email as it is important for us to see you making regular payments towards your trip. Be sure to complete all of your monthly payments 30 days before the scheduled trip dates.

HOW DO I TRANSFER MY BALANCE TO A NEW TRIP?

We're super flexible and we've got you covered! Contact your Trip Coordinator at least 60 days prior to the scheduled trip date to avoid cancellation fees.

We'll help you switch trips whenever you are ready, simply send us an email to confirm and your account will be adjusted to reflect the new trip details.