



## FLEXIBLE DEPOSIT & CANCELLATION

Thank you for choosing Exeter International to plan your trip. We have been crafting personalized custom programs for 27 years. Our programs are original and meticulously planned by a team of specialists committed to providing the best travel experiences. Each of us has either traveled extensively on reconnaissance trips, or has lived in their area of expertise, giving us unparalleled first-hand knowledge.

Before you book your journey, it is important to note that we do ask for deposits for every booking, a part of which is a non-refundable commitment that allows us to secure all services for your booking.

We prepay deposits for services so we can access the top guides, the best drivers, coveted appointments and maintain preferred partnerships with our partner hotels. Once on your journey you will have complete peace of mind with our local 24-hour staff, who are on hand to coordinate any changes in your program or help you in the case of any emergency.

We understand that travelers need both flexibility and reassurance during these challenging times, and we have adapted our terms and conditions to give **maximum possible flexibility**.

Our deposit to confirm services is 25% of the total trip cost. We want you to feel confident to book but also know that we are sensitive to current circumstances. Therefore, **15%** of this deposit is refundable up to **31 days** prior to departure if you are unable to travel for any reason.

**10%** of the deposit will be retained as a future travel credit for up to **3** years. Future travel will be priced at prevailing rates.

**This credit may also be applied to our sister travel companies: [Almaz Journeys](#) and [Exeter Safari Company](#).**

*Please note: These revised deposit terms are valid on new bookings, effective immediately. Luxury train and river cruise bookings are excluded from the deposit refund offer. Any previous travel credits used for payment are nonrefundable, as per their original terms.*

## FINANCIAL STABILITY

We are proud to be recognized by Allianz Travel Insurance on their list of covered travel suppliers <https://www.allianztravelinsurance.com/about/covered-suppliers.htm> to give you additional peace of mind.