

Cancellation Policy

Cancellation Period: Cancellation requests must be submitted in writing (email) within the specified cancellation period. The cancellation period may vary depending on the type of tour and its duration.

Cancellation Charges: The following cancellation charges will apply:

Cancellations made 15 days or more before the tour departure date: 50% of the tour cost will be deducted as cancellation fees.

Cancellations made between 14 and 5 days before the tour departure date: 70% of the tour cost will be deducted as cancellation fees.

Cancellations made within 5 days of the tour departure date: 100% of the tour cost will be deducted as cancellation fees.

No-Show: If a traveler fails to join the tour on the scheduled departure date or cancels on the departure day, no refund will be provided.

Refunds: Refunds, if applicable, will be processed within 10 days after receiving the cancellation request. The refund amount will be subject to the cancellation charges mentioned above.

Partial Cancellations: If one or more members of a group booking cancel, the applicable cancellation charges will be based on the number of travelers remaining on the tour.

Changes and Modifications: Kyrgyz Tourism reserves the right to make changes or modifications to the tour itinerary due to unforeseen circumstances or factors beyond our control. In such cases, we will make reasonable efforts to provide suitable alternatives, and no compensation or refund will be provided.

Travel Insurance: We strongly recommend that all travelers purchase comprehensive travel insurance to cover unexpected cancellations, interruptions, or other unforeseen events.

Force Majeure: Kyrgyz Tourism shall not be liable for any cancellations or modifications caused by events beyond our control, such as natural disasters, strikes, political unrest, or other force majeure events.