

OFFROAD SHERPA

Cancellation Policy | Effective September 16, 2026

1. How to Cancel

Cancellation requests must be submitted in writing to **bookings@offroadsherpa.com**. The effective cancellation date is the date ORS receives the written request.

2. Customer Cancellation Schedule

Cancellation received	Cancellation charge / amount retained by ORS
Within 7 days of booking AND more than 120 days before departure	0% - full refund of amounts paid
More than 120 days before departure (after the 7-day grace period)	20% of total expedition price (the standard booking deposit)
91-120 days before departure	25% of total expedition price
61-90 days before departure	50% of total expedition price
31-60 days before departure	75% of total expedition price
30 days or fewer before departure, or no-show	100% of total expedition price

The cancellation charge is calculated against the total confirmed expedition price. Any refundable balance is handled under the Refund Policy. If applicable law requires a different result, applicable law controls.

3. Supplier Commitments

ORS may commit funds in advance to permits, accommodations, motorcycles, transportation, local operators, charter services, or other Suppliers. The schedule above is intended to allocate cancellation risk between ORS and the customer. ORS may, in its discretion, return additional amounts actually recovered from Suppliers when doing so is commercially reasonable; this does not create a general obligation beyond the applicable refund terms.

4. Participant Substitution

Subject to permit, visa, licensing, Supplier, safety, and governmental requirements, ORS may permit a booking to be transferred to another eligible participant. ORS may charge only actual incremental costs and reasonable administrative costs caused by the substitution. Approval must be in writing.

5. Late Arrival, No-Show, or Voluntary Departure

Failure to arrive, late arrival that prevents participation, or voluntary departure after the expedition begins is treated as a customer cancellation unless applicable law requires otherwise. Unused services do not automatically create a refund entitlement.

6. Cancellation by ORS for Reasons Within ORS's Control

If ORS cancels an expedition before departure for a reason within ORS's reasonable control and does not provide an alternative departure accepted by the customer, ORS will refund 100% of amounts paid to ORS for the cancelled expedition.

Unless required by law or expressly included in the booking, ORS is not responsible for independently purchased airfare, visas, insurance, equipment, or other third-party expenses not purchased from ORS.

7. Minimum Group Size

If a departure requires a minimum number of participants, that requirement will be disclosed before booking. If ORS cancels because the disclosed minimum is not met, the customer may choose a full refund of amounts paid to ORS or transfer to an available alternative departure.

8. Force Majeure / Events Beyond Reasonable Control

If an expedition is materially affected by severe weather, natural disaster, border closure, government action, civil unrest, war, epidemic/pandemic restrictions, transportation interruption, or another event beyond ORS's reasonable control, ORS may reasonably reroute, postpone, reschedule, or substitute services.

If the expedition cannot reasonably operate, ORS will determine available refund or credit options based on amounts paid, services already provided, unavoidable committed third-party costs, amounts recoverable from Suppliers, and applicable law. ORS will not retain recoverable customer funds merely as a windfall.

9. Travel Insurance

ORS strongly recommends purchasing appropriate trip cancellation/interruption insurance promptly after booking. Certain departures may require specified emergency medical and evacuation coverage.

10. Contact

Cancellation requests: **bookings@offroadsherpa.com**

General questions: **info@offroadsherpa.com**