

OFFROAD SHERPA

Refund Policy | Effective September 16, 2026

1. Relationship to Cancellation Policy

Refund eligibility depends on the reason for cancellation, amounts paid, the applicable Cancellation Policy, services already provided, approved credits or adjustments, Supplier commitments, and applicable law.

2. Customer Cancellation Refunds

Where a customer cancellation qualifies for a refund, ORS will refund the amount paid to ORS that exceeds the applicable cancellation charge stated in the Cancellation Policy.

3. ORS-Controlled Cancellation

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

4. Force Majeure

For events beyond ORS's reasonable control, ORS may first attempt a reasonable reroute, postponement, rescheduling, or substitution. If the expedition cannot reasonably operate, available refunds or credits will be determined based on services already provided, unavoidable committed third-party costs, amounts ORS can recover from Suppliers, and applicable law.

5. Refund Method and Timing

Where practicable, refunds will be returned through the original payment method. ORS will initiate an approved refund within 10 business days after the refundable amount has been determined. A bank, card issuer, or payment processor may require additional time before funds appear in the customer's account.

6. Payment and Processing Costs

ORS will not retain a payment-processing or transaction amount from a refund unless the amount is legally permissible, consistent with applicable payment-network/processor rules, and disclosed where required. Nothing in this policy reduces non-waivable customer rights.

7. Unused Services

No automatic refund is provided for unused portions of an expedition when a participant voluntarily leaves, arrives late, lacks required travel documentation, is unable to continue for personal reasons, or is removed for material safety or misconduct reasons. ORS may consider exceptional circumstances individually.

8. Itinerary Changes

Reasonable itinerary changes required by weather, safety, road conditions, governmental restrictions, Supplier issues, or similar operational circumstances do not automatically create a full refund entitlement. ORS will consider the materiality of the change and services actually provided.

9. Billing Questions and Disputes

Customers are encouraged to contact ORS promptly at bookings@offroadsherpa.com regarding billing or service concerns so ORS can investigate and attempt resolution. Nothing in this policy prevents a customer from exercising lawful rights through a card issuer, payment provider, or consumer-protection law.

10. Contact

bookings@offroadsherpa.com