

# Preparing for your adventure

## Cancellation Policy

### Day Hike Tour Cancellation Policy

**No-shows and cancellations received within 48 hours of hike departure will incur a 100% cancellation fee.**

Cancellations received 2-7 days prior will incur a 50% cancellation fee. Cancellations received over 7 days in advance will receive a full refund or credit towards another event. Customers can transfer their booking to a friend or family member with no penalty but must advise in writing so Get Outside Melbourne can forward all booking information to the new attendee. Cancellations will not receive a refund of the booking fee.

If Get Outside Melbourne cancels an experience due to inclement weather your ticket will automatically be moved to the new date, or you will be eligible to transfer amounts paid to another tour or receive a full refund. If Get Outside Melbourne cancels an experience due to government restrictions in relation to such events as a COVID-19 lockdown, you will be eligible for a transfer to a future tour date, or store credit.

### Overnight Hike Tour Cancellation Policy

**No-shows and cancellations received within 30 days of hike departure will incur a 100% cancellation fee.**

Due to the nature of our multi-day tours, cancellations within 30-60 days prior will incur a 50% cancellation fee. Cancellations received over 60 days in advance will receive a full refund or credit towards another tour minus a \$35 administration fee. Guests can transfer their booking to a friend with no penalty but must advise Get Outside Melbourne so we can forward all booking information to the new attendee.

If Get Outside Melbourne cancels a experience due to government restrictions in relation to such events as a COVID-19 lockdown, you will be eligible for a transfer to a future experience date, or store credit.