JUST SUMMIT TRAILS

CANCELLATION, REFUND & TRANSFER POLICY

Last updated: September 2026

At Just Summit Trails ('Just Summit', 'we', 'us' or 'our') we know that plans change and sometimes you may be unable to join a story you have already secured.

At the same time, every confirmed booking creates commitments on our side. We arrange transport, guides, rangers, permits, park or forest access and other services based on confirmed participation.

This Cancellation, Refund & Transfer Policy sets out clearly what happens when you cancel, transfer or fail to attend a Just Summit experience, and when an experience is cancelled or postponed by Just Summit.

This Policy should be read together with the Just Summit Trails Terms of Participation and the information provided for the particular experience.

1. Securing your story

Your booking is confirmed when Just Summit receives the **Booking Confirmation Deposit** specified for the particular experience and confirms your place.

The **Booking Confirmation Deposit** is the minimum amount required to secure your place in an experience. The amount will be communicated before you book and may differ between experiences.

You may pay the full price of the experience when booking. Where you pay only the Booking Confirmation Deposit, the remaining balance must be paid by the payment deadline communicated for that experience.

Payment of an amount above the Booking Confirmation Deposit does not change the cancellation terms applicable to the Booking Confirmation Deposit.

Failure to pay the balance by the communicated deadline may result in cancellation of your booking.

Where Just Summit cancels a booking because you have failed to pay the balance by the communicated payment deadline, the cancellation will be treated as a cancellation by you on the date of that payment deadline. The refund provisions applicable to the particular experience will apply accordingly.

2. Day Stories

The following applies to Just Summit Day hikes and other single-day experiences.

WHEN YOU CANCEL	WHAT HAPPENS
7 or more days before the experience	100% refund of the amount paid.
Less than 7 days but more than 72 hours before the experience	50% of the Booking Confirmation Deposit will be refunded, together with 100% of any amount paid above the deposit.
72 hours or less before the experience	The Booking Confirmation Deposit will not be refunded. Any amount paid above the deposit will be refunded in full.
Late arrival or no-show	The entire amount paid will be forfeited.

3. Multi-Day and Mt Kenya Stories

For Mt Kenya and other overnight or multi-day experiences:

WHEN YOU CANCEL	WHAT HAPPENS
14 days or more before departure	100% refund of the amount paid.
Less than 14 days but more than 7 days before departure	50% of the Booking Confirmation Deposit will be refunded, together with 100% of any amount paid above the deposit.
7 days or less but more than 72 hours before departure	The Booking Confirmation Deposit will not be refunded. Any amount paid above the deposit will be refunded in full.
72 hours or less before departure	No refund will be issued.
Late arrival or no-show.	The entire amount paid will be forfeited.

4. International Expeditions

For international expeditions, the cancellation and refund terms applicable to that expedition will be communicated **before payment is made**.

5. Transfer to another storyteller

If you cannot attend, you may transfer your booking to another person.

For a Day Story, the transfer must be requested at least **48 hours before the experience**.

For a Multi-Day or Mt Kenya Story, the transfer must be requested at least **7 days before departure**.

A transfer is subject to:

- The replacement participant satisfying the participation requirements for that experience;
- Completion of the required registration or Trail Check-In process;
- Acceptance of the Terms of Participation; and

- Provision of any information reasonably required for their safety and participation.

A booking cannot be transferred where a permit, ticket, accommodation booking or other third-party reservation has already been issued in the original participant's name and cannot be changed.

A transfer does not take effect until Just Summit confirms it.

6. Transfer to another Just Summit Story

A confirmed booking may be transferred to another Just Summit experience only where the request is made:

- At least **7 days before a Day Story**; or
- At least **14 days before a Multi-Day or Mt Kenya Story**.

The amount paid will be credited towards the new experience.

Where the new experience costs more, the participant must pay the difference.

Where it costs less, the difference will be refunded.

Each booking may be transferred to another experience **once only**. Once transferred, the booking cannot be transferred again, but may be cancelled subject to the cancellation terms applicable to the new experience.

Where a booking has been transferred to another Just Summit experience, any subsequent cancellation will be determined by reference to the date of the new experience and the date on which Just Summit receives the cancellation request.

7. Failure to meet participation or safety requirements

No refund will be issued where a participant is refused participation or their participation is terminated because the participant:

- Fails to meet a **mandatory** gear or equipment requirement communicated before the experience;
- Fails to comply with a lawful or reasonable safety instruction;
- Provides materially inaccurate information relevant to their safety or eligibility;
- Engages in conduct prohibited by the Terms of Participation; or
- Fails to satisfy another mandatory participation requirement communicated before the experience.

8. Withdrawal after an experience begins

No refund will be issued where a participant voluntarily withdraws after an experience has started.

No refund will be issued solely because a participant does not complete the planned route or distance or reach the summit or intended destination.

Where a participant is required to turn back or discontinue the experience for safety reasons, this will not by itself create an entitlement to a refund.

9. Cancellation by Just Summit

Where Just Summit cancels an experience before it begins and does not reschedule it, participants will be entitled to choose between:

a. A full refund of the amount paid; or

b. Transfer of the full amount paid to another Just Summit experience.

A change of route, itinerary, trail, destination, turnaround point, starting time or other operational arrangement made for safety, weather, access, conservation or other reasonable operational reasons does not constitute cancellation of the experience and does not entitle a participant to a refund.

10. Postponement by Just Summit

If Just Summit postpones an experience before it begins, the participant may choose one of the following:

a. To retain the booking for the rescheduled date;

b. To transfer the full amount paid to another Just Summit experience; or

c. To receive a full refund.

11. Refunds

Where a refund is due under this Policy, Just Summit will process the refund within 14 days after receiving the cancellation request or, in the case of a cancellation or postponement by Just Summit, within 14 days after the participant communicates their choice of a refund.

Refund and payment information will be handled in accordance with the Just Summit Trails Privacy Notice.

12. How to cancel or transfer your booking

Cancellation and transfer requests must be made through an official Just Summit communication channel.

The date and time at which Just Summit receives the request will determine which cancellation period applies.

Just Summit Trails
Email: justsummittrails@gmail.com
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Plans may change. The stories will still be there.

Just Summit Trails

Just Summit Trails

Adventure. Community. Conservation. Conversation.