

Refund & Cancellation Policy

Last updated: October 13, 2025

Thank you for choosing “Authentic Georgia” LTD. We value your trust and aim to provide the best travel experiences. Please read our refund and cancellation policy carefully before booking any of our tours or services. This policy explains the terms and conditions regarding cancellations, refunds, and company responsibilities.

1. Cancellation Deadlines

- Customers may cancel their tour at least 24 hours before the scheduled tour time to receive a full refund.
- Cancellations made less than 24 hours before the tour or last-minute cancellations are non-refundable.
- In the case of no-shows (when the customer does not appear for the tour), no refund will be issued.

2. Refund Conditions

- Full refunds (100%) are provided when cancellations are made at least 24 hours before the tour.
- No service fee or percentage will be deducted if the cancellation is made within this time frame.
- Refunds will be made using the same payment method originally used for booking.
- Please allow 5–7 business days for the funds to appear in your account, depending on your payment provider.

3. Company Cancellations

- If “Authentic Georgia” LTD cancels a tour due to unforeseen circumstances such as bad weather, lack of participants, or force majeure events:
- We will offer customers the option to reschedule the tour to another available date.
- If rescheduling is not possible, a full refund will be provided.

4. Payment on Arrival

- If a client has chosen the “pay on arrival” option and later cancels the booking, we will be unable to process or guarantee any refund since no payment has been made in advance.

5. Special Conditions

- Group and Private Tours: Refund rules are the same for both.
- Discounted or Promotional Tours: If a customer purchased a tour during a discount period, the refund amount will match the exact amount paid, regardless of later price changes.
- Peak Season: Refund policies remain the same throughout the year, as our pricing is not affected by the season.

6. Refund & Return Process

- To request a cancellation or refund, please contact our customer service at contact@daytripsgeorgia.ge
- Provide your booking confirmation number or proof of purchase. Once your request is received, we will review and process it in accordance with the conditions above.
- Refunds are typically completed within 5–7 business days, and you will receive an email confirmation once your refund has been processed.

Contact Information

If you have any questions regarding this Refund & Cancellation Policy, please contact us at:

Phone number: +995577696382

Email: contact@daytripsgeorgia.ge