

Booking Refund Request

Bookings with Shutterbug Walkabouts are subject to our [booking terms and conditions including our cancellation and no-show policy](#).

However, as noted in our terms and conditions, we understand that you may need to make changes to your travel plans, possibly at short notice. We ask that you discuss your circumstances with us before cancelling, as alternative options may be available (such as rescheduling).

In the event of an unforeseen event resulting in cancellation that falls outside our refund policy, we ask that you complete the following information allowing us to consider your circumstances with discretion. We will endeavour to process your request within 5 business days and notify you of the outcome in a message to the email address provided.

In addition to the following information, please provide evidentiary documentation supporting your request for refund – e.g. medical certificate, travel cancellation documents, receipt of travel insurance claim, or other appropriate documentation relevant to the circumstances.

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|--------------------------------------------------------------------------------------------------------------|------------------------------------|
| What experience did you book?                                                                                |                                    |
| What date and time was your booking?                                                                         | Day/Month/Year:<br>Departure Time: |
| Booking Confirmation Number                                                                                  |                                    |
| Name on reservation                                                                                          |                                    |
| Contact Email                                                                                                |                                    |
| Please explain in detail why you are requesting a refund<br><i>(please attach separate page if required)</i> |                                    |
| What evidentiary documentation are you attaching?                                                            |                                    |
| Date of request                                                                                              |                                    |
| Signature                                                                                                    |                                    |

