Cancellation Policy

Our Commitment

At Sigatoka River Safari, every booking reserves a specific seat on one of our safari departures. As capacity is limited and many tours sell out in advance, we ask guests to carefully consider their travel plans before confirming a reservation.

Our cancellation policy has been designed to be fair to both our guests and our business, while ensuring that reserved places are not left unused.

Guest Cancellations

More than 48 hours before departure
No cancellation fee applies.

- Guests receive a 100% refund of monies paid or may elect to transfer their booking to another available date.

Between 24 and 48 hours before departure
50% cancellation fee applies.

- The remaining balance will be refunded to the original payment method.

Within 24 hours of departure
100% cancellation fee applies.

- No-shows
- Failure to arrive at the designated pick-up location
- Late arrival resulting in a missed departure
- Cancellation for any reason within 24 hours of departure

Why We Have This Policy

When you book with Sigatoka River Safari, your seats are immediately removed from sale. During peak tourism periods, these reserved places often prevent other guests from booking.

As a small tourism operator working closely with 18 remote Fijian villages, every departure supports:

- Local village families
- Boat captains
- Safari guides
- Drivers
- Hospitality staff
- Community development initiatives

Last-minute cancellations leave seats empty that can rarely be resold.

Illness & Unexpected Events

We genuinely sympathise when unexpected circumstances arise.

However, unforeseen events such as illness, injury, family emergencies or travel disruption are precisely the situations for which comprehensive travel insurance is designed.

If required, we are happy to provide documentation to assist guests with travel insurance claims.

Operator Cancellations

Guest safety will always remain our highest priority.

Sigatoka River Safari reserves the right to cancel, postpone or amend any departure due to:

- River conditions
- Weather conditions
- Road access
- Mechanical issues
- Any circumstance where safe operation cannot be assured

Where Sigatoka River Safari cancels a tour prior to departure, guests will be offered:
• A transfer to another available departure, or
• A full refund.

Wet Weather

Tours operate in most weather conditions.

Our highly experienced captains make the final operational decision based upon:

- Current river conditions
- Forecast weather
- Passenger safety
- Operating conditions

If conditions are considered unsafe, the safari will not depart.

Further information:
https://sigatokariver.com/the-complete-guide

Acceptance of Terms

By confirming a booking with Sigatoka River Safari, guests acknowledge that they have read, understood and accepted this Cancellation Policy.

Vinaka vakalevu.

We appreciate your understanding and look forward to sharing the Heart & Soul of Fiji with you.

https://sigatokariver.com/terms-and-conditions/