

TERMS AND CONDITIONS

Accommodation

Hotel/lodges are categorized as an indication of class and rooms will be reserved at respective hotels/lodges.

Payment

A deposit of 30% is required on bookings of any tour arrangement for bookings traveling in low/high season (January-May ,Nov-December) and 50% deposit required on bookings for peak season travel period June, October, Easter, Christmas, New year holidays; the balance is to be paid before commencement of the tour. The deposit may be forfeited in case of cancellations and amendments due to bookings already done at respectful lodges/ hotels/ camps.

Transportation & Driver/Guides

Transport will be in cars, safari mini buses, tour vans, land cruisers or coaches depending on agreement and according to the route and number of clients.

All clients on safari are guaranteed window seats. The company reserves the right to employ the service of subcontractors. Trained English-speaking drivers/guides are provided unless any passenger specially requests a professional courier, in which extra charge will be levied.

Alteration to Tours

The company reserves the right to alter arrangements of the route or to cancel the operation of a scheduled tour should conditions necessitate such as weather or political issues etc.

Liability

The company and its agents act only as agents of the passenger in all matters relating to tours.

The hazards of traveling may inevitably give rise to some risks and dangers. Hazards may be inherent in travel by boat, train, road and other vehicles, aircraft and other means. Hazards may also arise out of the forces of nature, political unrest, accident or illness in remote areas without means of immediate evacuation or medical facilities. The company's liability to passengers is dictated by appropriate laws of the country in which the tour takes place.

However, the company accepts no responsibility for any personal illness, injury, delays, loss or damages from any cause whatsoever.

You are therefore advised to take adequate insurance against such risks on your own. Our staff will be at hand to assist you with the information on the services available locally.

Cancellation Policy

Any monies paid will be refunded less the cost of cancellation levied by hotels or other parties. In the event of such cancellation, the following charges will apply:

- 50 – 36 days prior to arrival 15%
- 35 -21 days prior to arrival 25%
- 20 -14 days prior to arrival 50%
- 13 -3 days prior to arrival 75%
- 2 -0 days prior to arrival 100%

Special Requests

All special requests must be notified in writing when the booking is made. This may include single rooms, diet, infants; physically challenged persons etc. whilst the

company will endeavor to meet such requests they cannot be guaranteed and failure to fulfill will not be in breach of contract.

Complaints

It's the sincere hope of this company that our clients will not encounter any problems during their holiday. However, should any arise please immediately advise any of our staff of the service in question, as most of the problems can be resolved straightaway. The company will accept only complaints notified in accordance with this clause.