

## **1: RESERVATIONS AND PAYMENT;**

We strongly advise, that when booking your holiday direct with Africa Safariland Tours or with your travel agent, Please do it early in advance. Standard policy for the majority of Africa Safariland Tours third party suppliers is that a provisional booking will be held for a period of 21 days only, after which a response is required on whether to confirm or release the space.

High season holidays in Kenya and Tanzania, i.e. July-October and January-March should be booked as early as possible (1 year- 4 months) to maximize chances of getting your choice of accommodation and destinations. Payment of a deposit of 50% of the safari fee should be made 3 months before commencement of safari for a reservation of space and confirmation of safari. The balance should be cleared 30 days to start of trip.

If a reservation is made within 30 days of departure, the entire amount must be made at the time of confirmation.

## **2. CANCELLATION AND REFUND POLICY**

Our cancellation charges are determined by the fact that once we have booked with Hotels, Safari Camps and Lodges and with the local Airlines, they will charge us a cancellation fee if cancel a booking. Generally there is a 50% charge on cancellation with 14-35 days, 75% charge with 2-24 days, and 100% charge within 48 hours. It is responsibility of a traveler to have adequate cancellation insurance while travelling (see point 6:- )

## **3: ALTERATION OF TOUR**

Should you fail to join a tour or join it after departure or leave it prior to its completion, no tour fare refund will be made. There will be no refunds from Africa Safariland Tours for any unused portions of the tour. The above policy applies to all travel arrangements made via Africa Safariland Tours.

## **4: MODE OF PAYMENT**

All prices are quoted in US dollars and should be paid as such for on residents and in Kenya Shilling for residents. Foreign currency cheque and payment by credit card may be accepted at the current dollar buying rate and if done early in advance.

## **5. INSURANCE**

It is a condition of booking that the sole responsibility lies with the guest to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependants and traveling companions for the duration of their tour. We recommend that you buy travel insurance through your agent before coming to East Africa, but local evacuation coverage is available in the unlikely event of a medical emergency while out in the bush. Please request for this service at the time of booking.

## **6. CANCELLATION INSURANCE**

It is essential each member of your party has adequate and comprehensive travel insurance covering cancellation or curtailment, as well as medical expenses, emergency travel, personal accident, personal

baggage and money loss. This should be arranged at the time of booking. Please note that it is your responsibility to take out insurance, at your cost, and that Africa Safariland Tours Ltd cannot be liable in any way whatsoever should you fail to do so. We request that you provide us with your insurance provider's name, together with the policy number and the insurance company's contact telephone number in case of any emergency whilst you are travelling.

## **7. MEDICAL INFORMATION / LIABILITY RELEASE:**

When you book a safari to Africa it requires that you be in generally good health. All guests must understand that while a high level of fitness is not required, a measure of physical activity is involved in all safaris. Bookings are accepted on the specific condition that Africa Safariland Tours and its agents act only as agents of passengers in all matters relating to hotel/lodge accommodation, tours transport, etc. we shall not be liable for injury, delay loss or damage in any manner whatsoever. Africa Safariland Tours reserves the right to employ subcontracts to carry out all or part of the services agreed to be supplied. Africa Safariland Tours' liability to passengers carried in its own vehicles is governed by the respective laws of the country in which the cause of action arises. Finally, whilst every care is taken, We, Africa Safariland Tours cannot be held responsible for loss or damage to baggage. It is essential that persons with any medical problems and/or related dietary restrictions make them known to us well before commencement of Safari.

## **8: ACCOMMODATION**

Most lodges and tented camps offer twin or double bed rooms with private bathrooms. Single rooms may be available with the payment of a single room supplement fee but not always guaranteed. Some facilities have available double beds upon request.

## **9: ITINERARY CHANGES**

Although every effort is made to adhere to schedules, it should be noted that the tour operators in Africa may be obliged to occasionally change routes and camps on safaris as dictated by changing conditions. Seasonal rainfall, bush fires or other natural occurrences may bring about such conditions. Airlines, aircraft specific flights and other transfers may also need to be changed for various reasons. Africa Safariland Tours shall not be held responsible for such itinerary changes as discussed above and shall not be held liable for any refund, provided such changes are beyond the control of Africa Safariland Tours.

## **10: TRANSFER OF BOOKING**

In the event you are unable to travel due to extraordinary circumstances, we may transfer your booking to another party provided the arrangement remain the same and if suppliers (airlines, hotel, etc) are all ready to accept the transfer

## **11: GOVERNMENT TAXES**

Any increase in government taxes affecting costs included in the tour price will be passed through and paid for by the traveler. Any increase in the tour price due to a government tax rate hike shall not be sufficient grounds for any refund of fees already paid for the tour.

## **12: GUIDE REPLACEMENT**

If a private guide is unable to lead a pre-scheduled safari due to illness or any other unavoidable factor Africa Safariland Tours and its operators in reserve the right to substitute with another guide.

## **13: WILD ANIMALS**

Please be aware that our safaris may take you into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur. Africa Safariland Tours cannot be held responsible for any injury or incident on the safari. Please note that the majority of the safari camps are not fenced and that wildlife do move freely in and around the camps. Always follow the safety instructions from the camp's staff and your guide with regards to moving to and from your tent and while on game activities throughout your safari.

## **14. GAME VIEWING**

No guarantees are given for sightings of specific species of wildlife or for what may be considered "good or poor game viewing", as the animals inhabiting the areas you will visit are wild and therefore behave as such. Africa Safariland Tours cannot be held responsible in any way for the presence or lack thereof of wildlife numbers, nor for the quality of game viewing on your safari.

## **15: COMPALINTS AND REFUNDS**

If the Client has a complaint/refund query about any aspect of his/her holiday it should be reported immediately to Africa Safariland Tours representative who will do whatever he/she can do during the safari. If the problem is not resolved to the client's satisfaction any further complain/refund query should be made by the client in writing to Africa Safariland Tours not later than 30 days upon completion of the holiday. Failure to do this, no claim may be brought against Africa Safariland Tours. There will be no refund on unutilized services.