



Terms & Conditions of Booking

Thank you once again for choosing to travel with Kombi Nation Tours! We are looking forward to hosting you in 'The Pearl of Africa'.

Overview

Kombi Nation Tours Ltd organises safaris exclusively in Uganda and holds a Tour and Travel Licence with the Ministry of Tourism, Wildlife and Heritage. Kombi Nation Tours is a full member of the Association of Uganda Tour Operators: www.auto.or.ug, Uganda's leading tourism trade association, representing the interests of the country's leading and experienced professional tour operators. Kombi Nation Tours' services are subject to these Terms and Conditions, which should be read carefully before a deposit is made for your tour/safari. Please note that you must abide by the laws and regulations in Uganda where our services are provided and not those of your home country. We are happy to answer any questions that you have prior to booking, post booking, whilst on tour/safari, or when you're back home. Please remember that our job is to ensure the smooth running of your trip so that you enjoy Uganda to its fullest!

Booking, Invoice & Payment

By paying your deposit to Kombi Nation Tours, you are confirming that you accept these Terms and Conditions. Please ensure that you read them very carefully. Please read your invoice and itinerary and ensure that they hold the correct information relevant to your booking; wildlife permits, park fees, number of travellers, arrival and departure dates, accommodation, meals and transportation. We require a 30% non-refundable deposit on the full cost of the tour/safari. Additionally we require the full cost of specialist Uganda Wildlife Authority permits (where relevant) which are non-refundable and are secured by Kombi Nation Tours as soon as payment is received. For more information on tracking permits, see the next paragraph. If other upfront payments are required, we will inform you at the time of raising your invoice. The final balance (indicated on your initial invoice) must be paid no later than 6 weeks prior to departure in order for us to make the relevant ground handling arrangements. All tours are subject to availability of vehicles, third party accommodation and activities on the date of invoicing.

Consumer Protection

A client booking indirectly with Kombi Nation Tours via a Tour Operator or Travel Agent is requested to check the bonding arrangements made with that Tour Operator or Travel Agent in order to make sure that you are correctly covered.

Wildlife & Tracking Permits

Gorilla, Chimpanzee, Mongoose, and Predator tracking permits are subject to availability at the time of receiving your deposit. The number of permits issued per day is capped by the Uganda Wildlife Authority. Once purchased, they are non-refundable and non-transferrable. Gorilla tracking with a permit does not guarantee that you will see a gorilla (the same applies to Chimpanzee, Predator and Mongoose tracking). Whilst it is rare to not see them, we cannot accept liability if you are unable to view them. They are, afterall, wildlife. Any refunds are at the discretion of the Uganda Wildlife Authority.

Responsible Tourism

Kombi Nation Tours is a member of the Uganda Conservation Foundation (www.ugandacf.org) and our staff are registered members of the Uganda Safari Guides Association (www.ugasaf.org). We use registered Uganda Wildlife Authority rangers within the National Parks to utilise their expertise and support local economic development. We have a relationship with USAID funded 'Pears of Uganda' for



community tourism activities, managed by UCOTA, (www.ucota.or.ug). We hold a Tour & Travel Licence from the Ministry of Tourism, Wildlife & Heritage.

Cancellations

Should you face a situation where you need to cancel your trip with Kombi Nation Tours, we require that you contact us via email. Cancellations by phone must be followed-up with an email. To cover our costs (which includes third party bookings made by us on your behalf and excludes your travel and health insurance), the following cancellation fees will be levied (per person): Loss of 50% of the final safari cost if the cancellation is made within 6 weeks prior to your departure (this covers booking fees that Kombi Nation Tours cannot recover). Regrettably, under no circumstances are we able to refund Uganda Wildlife Authority permits that have been purchased by us. Payments made to the Uganda Wildlife Authority are strictly non-refundable. In all scenarios, the client absorbs all bank charges associated to the booking.

Safari Vehicles

Kombi Nation Tours provides two types of vehicle (refer to your selection). We own a fleet of Vintage VW Kombi Vans and we outsource 4x4 safari vehicles.

The VW Kombi's are vintage vehicles – manufactured in the 1970's, and have led long and eventful lives. Kombi Nation Tours has worked to make them safe and reliable, and they're all fully refurbished and refitted. However, they are still old vintage vehicles, and this means that they do occasionally have small technical issues that can interfere with your journey. We highlight this as we want to be transparent in that such tours are for clients who would like a different type of adventure. In the event of an unscheduled stop, the drivers guides for the Kombi's are experienced VW mechanics who will find and fix almost any problem within minutes. In the meantime you'll be with the guide, who will keep you entertained. Breakdowns are rare, but please be prepared to take your trip at the vehicle's pace. Where there is a concern that you may miss the start of an activity, our driver guides have the foresight to (in collusion with your Tour Manager in Kampala) arrange for a regionally based vehicle to transport you to the next activity. We would not, for example, let you miss the start of your gorilla tracking.

For those who do not wish to travel in a VW Kombi, Kombi Nation Tours also provides 4x4 air conditioned safari vehicles. Some of our tours/safaris are exclusively executed using a 4x4 safari vehicles where a stronger and more modern vehicle with a higher wheel base is required.

Kombi Nation Tours Ltd hires experienced, trained and knowledgeable driver/guides who are members of the Uganda Safari Guides Association.

We cannot accept liability for breakdowns or delays but we will endeavour to fix the problem as soon as possible and do our best to minimise the impact to your safari. We have a perfect track record in getting our clients to their activities.

Accuracy of Information

All information provided by Kombi Nation Tours in respect of wildlife, weather, national parks, security, accommodation and particularly animal sightings are given to our clients in good faith, based on information available to us from a range of sources. We endeavour to provide as accurate information as possible. Unfortunately we cannot accept liability of responsibility for errors caused that are beyond our control.

Travel & Health Insurance

We advise that you purchase adequate travel insurance and send us this information for our records and for all of our peace of mind. Please be mindful when buying your travel insurance that you consider activities with a greater inherent risk such as white water rafting, walking safaris and tracking and mountain or volcano climbing. Insurance should cover loss of life, repatriation, personal injury, medical expenses, personal belongings and cancellation of your safari. Please scan and email



your insurance paperwork to us which will be kept by your Tour Manager in Kampala in the unlikely event that they made need to refer to it.

Inbound Travel Information

Whilst Kombi Nation Tours does not book flights for clients, we expect that you will send us all inbound travel information as soon as this is available so that we can make suitable arrangements for managing the start of your trip. We will send you an email and final itinerary on receipt of your final payment to ensure that all of the information that we have is current and accurate.

Planning

Once we have received your deposit, we will furnish you with a very comprehensive document called 'Pre-departure information', packing lists and other essential information required for you to prepare for your safari. We encourage that you read the pre-departure information immediately and thoroughly in case, for example, you may need to take a series of vaccines over a period of weeks.

Complaints

We require clients to report any claims immediately to their driver/guide or by contacting their Tour Manager in Kampala on the number provided below, who will do their best to resolve the issue. We urge you to follow this procedure so that the issue can be dealt with in a timely manner.

General

Unless stated otherwise on your itinerary or in our written communication, prices typically include:

- Full time use of a Private Vehicle (as per your itinerary)
- A Full-Time Private Driver/Guide (If you are travelling in a VW Kombi, your driver is also a trained VW mechanic)
- Fuel for your entire journey (with an allowance for any necessary detours)
- Accommodation (please see TripAdvisor links for impartial ratings)
- All Meals (provided by your accommodation – refer to your itinerary or view website tab on Lodging & Meals)
- Bottled Drinking Water (1.5 litres per person, per day in your vehicle)
- All Activities (as per your itinerary)
- Game Drives (as per your itinerary)
- UWA Park, Vehicle & Driver Fees (as per your itinerary)
- Specialist Guides and Rangers (as per your itinerary)
- Collection from and drop-off at your desired location (in Kampala or Entebbe)
- Lodging & food for your guide/driver (in guide accommodation at your lodge, where possible)
- A dedicated Tours Manager based in Kampala in daily contact with your Driver/Guide and on call, 24/7 in case of an emergency.
- Finally, we promise you lots of enjoyment travelling with Kombi Nation Tours Ltd!

Typically exclude:

- Items marked '(*for an additional cost)'
- Alcohol (unless provided as complimentary by the accommodation)
- Souvenirs & items of a personal nature
- Personal Insurance
- International or Domestic Flights
- Visas (refer to your embassy)
- Gratuities/Tips
- Laundry (unless provided as complimentary by the accommodation)

For any questions or clarification required on these terms, please contact, Steven Cresswell and/or Rachel Landman - The Directors