



TERMS AND CONDITIONS

All Bookings made with BLS Safaris Ltd are subjected to these Terms and Conditions.

Price of trip includes: Private Ground transport (car and fuel in 4*4), Safari guide, gorilla/chimpanzee permits mentioned in the itinerary, entry cost to all parks mentioned in the itinerary, all activities mentioned (boat, community activities and so on), all meals and accommodation. This is if nothing else has been agreed.

Price does not include: International flights (unless special agreement), visa fees, Tips and drinks of personal use and tips.

Adjustments after booking: If you want to make changes in your itinerary after booking, we will arrange for this if it is possible. Note that the dates for gorilla and chimpanzee trekking can be changed/adjusted after booking only if there is space and it must be 9 working days before the tracking date.

Changes in itinerary: In the case of unforeseen circumstances (such as road closures, bad weather, security conditions or problems with hotels) BLS Safaris Ltd reserves the right to make adjustments in the itinerary. You will off-course be informed about this as soon as possible.

Payment: We will ask you for a down payment in connection with making the booking (this payment always includes the gorilla & Chimps permits since these have to be secured right away and 50% for the total cost of safari to secure accommodations for the guests). At latest 30 days prior to arrival / start of the safari full payment / balance should be made (unless other terms have been agreed). Bookings made within one month of departure must be paid in full in

connection to booking. After receipt of first down payment BLS Safaris Ltd will take necessary steps to secure bookings of items specified in the itinerary.

Means of payment: Payment from abroad should be done through bank transfer to our account in Uganda. Fees for transfer are paid by the client. We accept payment in cash. Credit cards are accepted (We send you a link which you follow to make payment and this method attracts a 5%



surcharge). Payments made while in Uganda should be made in cash and in Dollars/Euros/Pounds or the native currency (shillings) on our fore-mentioned account.

During safari: The animals in the parks are wild so no guarantees can be given of good sightings during game drives or trekking, but rangers and our guides will do their very best to make sure you get a great experience. BLS Safaris Ltd reserve the right to refuse any client behaving in a way that can cause danger/inconvenience to any third party, damage to property, environments or ecosystems to continue the trip. In such a case no refunds will be made and BLS Safaris Ltd will not be liable for expenses occurring due to termination.

Vehicles: We put a lot of energy into getting cars that are in a roadworthy condition. Despite this puncture, breakdowns, damage or any other delay can occur due to poor road conditions that are out of our control, for this no liability can be accepted.

Cancellations:

- Cancellation: 1 – 15 days before the tour we charge 20%
- Cancellation: 15 - 30 days before the tour we charge 10%.
- Cancellation: 30+ days we charge only 5% which are the taxes they charge us when receiving your swift transfer / payment

Gorilla and Chimps permits: We refund the gorilla permits money after 45 - 60 days from cancellation date because government policy is that they are not refundable but can be rescheduled to any other date that a client may be able to visit the country and you can reschedule the dates up to 2 times.

For us as a company we ask our clients for 45-60 days if they are not doing a reschedule to find someone else to use those permits then we refund their permits fees.

Complaints: Any issues that occur during the safari should be reported immediately to the guide and we'll do our best to resolve it. If an issue has not been solved to the client's satisfaction a written complaint should be e-mailed to us no later than 30 days after finishing the safari.

Liability: BLS Safaris Ltd cannot accept liability or pay compensation for unforeseen circumstances that are out of our control. This includes flight delays/cancellations, war/threat of war, riots, civil unrest, terrorist attacks, border closure, acts of the government, strikes, thefts, epidemics, road closure, natural disasters, extreme



weather conditions, fire, and technical/mechanical problems to transport due to bad roads and similar events beyond the company's control.

Insurance: It is the client's responsibility to make sure that they have sufficient coverage with travel insurance.

Health: It is the responsibility of the client to ensure that proper medical precautions (immunizations like yellow fever and so on) have been taken.