



1. Confirmation Policy

Thank you for the confirmation as per our agreed program.

We request that you send us 70% deposit for us to be able to purchase the permits as full payment is required by the same authorities and also pay for the accommodation. The remainder is transferable closer to the dates of safari or payable by cash at our office on arrival.

When you do the transfer please remember to pay for the bank transfer charges so that we receive the whole amount charged for your safari; then send us a copy of the banking slip for easy follow up with the bank from this end.

Should you wish to pay us by card, we will send you a copy of **Visa card** form that you print and fill by hand- For the safety of your card details; then scan and send it back to us so we do the transaction from our office. Kindly note that this comes with an extra 5% surcharge of the total amount by the bank.

We request that you also send us your full names as they appear on your passports to facilitate with the procurement of your trekking permits.

Please note that - Nationals from the East African Community, Democratic Republic of Congo, South Africa, United States of America, Germany, Mauritius, Great Britain, Sweden, and Hong Kong may visit Rwanda without a visa for a period of up to 90 days. If there is no Rwandan Embassy or Mission in your vicinity, an entry facility can be requested online on www.migration.gov.rw. This facility can be used to obtain a visa at any official point of entry into Rwanda and should be done at least 72 hours before entry.

If your nationality does not appear above kindly get back to us with your full names as they appear on the passport numbers and nationality so we do an invitation letter for you that you need to attach with your online application.

2. Cancellation policy;

Amahoro Tours shall not be held responsible for occurrences such as strikes, wars, acts of God, acts of government or any other cause whatsoever that may make operation of the tour impossible, illegal or inadvisable. Amahoro Tours is not also responsible for any expenses incurred by tour members in preparing for the tour, including non-refundable or penalty-carrying airline tickets, special clothing, visa or passport fees, or other tour-related expenses.

Other related services if cancelled, charges will be as here below;

10% of the total amount paid - 45 Days prior to departure

25% of the total amount paid - 30 Days prior to departure

50% of the total amount paid - 15 Days prior to departure

75% of the total amount paid - 8-15 Days prior to departure

100% of the total amount paid - 1 week to departure date

I hope no cancellation will be forthcoming.

Thanks,
Amahoro Tours Team.