



Divulge Adventures,  
Limuru Rd., City Park Drive,  
Valley View Office Park,  
1<sup>st</sup> Floor, Room No. 4.

 Tel: **0716033761 / 0732398881**

## Terms and Conditions

We want to make sure that you understand the terms and conditions surrounding your tour with us. By default, once a booking is confirmed by ourselves (Divulge Adventures), these become binding on both parties involved in the said contract - this includes all payments due at the time of confirmation and any other fees or taxes applicable during proceedings between yourself and our company. Once those things have been settled properly though that's only half done! As soon as we receive full payment for each individual trip/tour program from clients who wish to use one service offered through DIVULGE ADVENTURES-, we'll be able to offer up access rights allowing them exclusive.

### Booking

Once you've paid in full, we'll book your place on the special tour and send a confirmation email to let you know it's all set. Print this page for easy reference. By registering for this tour, you agree that we may use your personal information (name) and other details to process payments. If there is no response, get in touch with us as soon as possible so everything can be resolved quickly. All bookings will be confirmed by email. We reserve the right to sell any places reserved without full payment or a deposit. Still, your responsibility as Client/passenger is to check date accuracy upon receipt of travel documents.

### Insurance

There is no travel insurance cover included in the price of the ticket. We take no responsibility for any injuries or losses incurred while you are participating in any optional activities outside our all-inclusive package. We strongly recommend that you take out comprehensive insurance cover for cancellation, medical expenses, personal accident, personal baggage, money, and public liability before you travel. You may not be accepted as a tour passenger unless you have arranged satisfactory insurance. We take no responsibility for the theft, loss, or damage to personal belongings at any time during the duration of your tour.

### Cancellation

Cancellation of your tour must be in writing or by email to Divulge Adventures. When we receive notification, a \$30 fee will apply for administration costs. You are entitled to a full refund only if you give us a one-month notice of your intention to cancel. If you choose to cancel within one month before the start of your tour, no refund will be granted. Permission to change your tour departure date is subject to a \$30 fee and availability. A client can do this up to 48 hours before departure, which is entirely at the discretion of Divulge Adventures.

### Management

Insurance policy cancellations are allowed under certain circumstances. If you have cancellations cover through your insurance, then there may be possibilities for making claims on that basis; however, if it's not covered by an individual plan of action or company- like with private group bookings and bus hire services-we require two

weeks' notice to avoid being charged full price again when we rebook another trip while still having access offers such as those available only at trade shows where they're offered freely without any strings attached.

## Refunds

Any refund agreed with the management of Divulge Adventures will only be done using the M-Pesa or bank transfer. You cannot receive credit card payments, so ensure you have provided us with all bank details and email proof in case there are any overcharges.

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 **Email:** [info@divulgeadventures.com](mailto:info@divulgeadventures.com)

 **Web:** [www.divulgeadventures.com](http://www.divulgeadventures.com)