

TERMS & CONDITIONS

Accommodation:

Hotels and lodges are classified based on their category and standard. Room reservations will be made at the designated hotels/lodges. All bookings are subject to availability. If the preferred hotel is fully booked at the time of reservation, an alternative hotel of the same rating and quality will be recommended.

Transportation & Driver/Guides:

Enjoy a comfortable journey with well-equipped cars and safari vans, chosen based on your route and destination. This is a PRIVATE SAFARI, ensuring a personalized experience just for you. The company reserves the right to employ the service of subcontractors. Trained English- speaking drivers/guides are provided unless any passenger specially requests a professional courier, in which extra charge will be levied.

Alteration to tours:

The company reserves the right to alter arrangements of the route or to cancel the operation of a scheduled tour should conditions necessitate such as weather or political issues etc. that are beyond our control.

Liability:

We act as your trusted travel coordinators, ensuring seamless experiences throughout your journey. While travel is an exciting adventure, it may come with unexpected challenges such as weather conditions, transportation changes, or unforeseen circumstances. Your safety is our priority, and we work with reliable partners to provide the best possible service. However, since some situations might be beyond our control, we highly recommend securing comprehensive travel insurance for peace of mind. Our team is always available to guide you and provide information on local services to make your trip smooth and enjoyable!

Cancellation Policy:

Any payments made will be refunded less the cost of cancellation levied by hotels or other parties. In the event of such cancellation, the following charges will apply:

0 - 10 Days prior to Safari no Amount is Refundable.

10 Days – 1 year Prior to Safari, A credit Note will be issued to be utilized with no cancellation fees applied.

More than a Year – The Deposit will be refunded with 3.5% Transaction Charge Special

Requests:

We're happy to accommodate special requests! Whether it's room plan, dietary preferences, infant needs, or assistance for physically challenged travelers, please let us know in writing at the time of booking. While we'll do our very best to meet your requests, we cannot always guarantee availability. However, rest assured that we'll make every effort to provide the best possible experience for you!

Early check ins and late check outs are subject to availability and at the discretion of the hotel.

Complaints:

We truly hope you have a smooth and enjoyable holiday with us! If you encounter any issues, please don't hesitate to inform us right away—we're always happy to help, and most concerns can be resolved immediately. To ensure we assist you effectively, we kindly ask that any complaints be reported as soon as possible. Your satisfaction is our priority, and we're here to make your experience the best it can be!

We hope you enjoy your holiday with us