



Terms & Conditions – 2024 / 2025

Disclaimer: These conditions supersede all previously issued conditions and take effect immediately.

Booking Reservation

Prices are in U.S. dollars (\$) unless otherwise agreed upon. A **40% deposit** is required to book your reservation, covering accommodation and any necessary activities or permits. The remaining balance is due 14 days before your safari to ensure smooth logistics. Your safari consultant can provide a payment plan tailored to milestones.

Payment Policy

We accept online card payments via a secure **PCI DSS-compliant** payment gateway. An online payment will incur 3.5% card processing fees, calculated based on the total quotation value.

Transfer SWIFT payments are also accepted. We will provide the bank account details upon request via our designated email address. Clients are responsible for covering the bank swift transaction charges, ensuring the company receives the net amount due.

The company shall not accept responsibility for any transactions outside our official payment channels.

Accommodation

We're excited to offer cost double rooms designed for two. If you prefer a single room, just let us know, and we can arrange that for a small extra fee. Please note that if our first choice is booked, we reserve the right to book you a suitable alternative.

Per Person Sharing: Splitting the cost equally on a shared twin or double room

Single Supplement: If staying in a single room, an extra amount of the per-person sharing rate will apply

Meals: Unless otherwise stated, all bookings will be on a full-board basis (breakfast, lunch, and dinner). However, for arrival and departure dates, only one or two meals (dinner and breakfast, dinner only, or lunch and dinner) will be available, depending on the respective itineraries.



Diet Requirements: All our accommodation suppliers cater to diverse dietary requirements. Please communicate any special diet requirements to us during booking confirmation.

Transportation

Safaris are transported in 4-wheel-drive vehicles, while city transfers may use minivans or sedans. The company may use subcontractors when needed. We offer bottled water for safaris and recommend using it for drinking at hotels and lodges, as tap water may be unsafe.

Most parks are eco-friendly and may not allow plastic bottles: please carry a reusable water bottle.

Tour Language

Our safaris are conducted in English by default, and we can accommodate French, German, Italian, and Spanish requirements with prior requests during the booking process. Last-minute requests for bilingual guides or translators may not be possible.

Rules for National Parks, Game Reserves, Conservancies, and Sanctuaries

For your safety, you are advised to observe the rules and guidelines in our national parks, reserves, and game sanctuaries. Failure to adhere may result in bodily harm and/or stiff penalties, which the client will bear. Such include but are not limited to hanging out of the safari vehicle, feeding wild animals, littering, making loud noises or playing music, and operating unauthorized photography drones.

Alteration to Tour Itineraries and Pricing

Every effort is made to adhere to the itineraries advised to clients. However, the company reserves the right to modify the sequence of an itinerary or accommodation due to weather conditions or any other unforeseen circumstances.

Tour Pricing: Prices are based on prevailing tariffs at the time of printing but are subject to change without prior notice. In the event of increases in tariffs outside of our control, such as park entry fees and activity tariffs, you will be notified accordingly.

Travel Regulations & Visa Requirements

Most nationals will require an e-Travel Authorization to visit Kenya and probably a tourist visa for most other African destinations we serve. For most countries, travel documents are now



processed online, and your travel consultant will advise you accordingly once booking confirmation is made.

Health: Consult a travel clinic or physician for the proper medication, which usually starts a few weeks before travel and continues after you return. Avoid mosquito bites by wearing long sleeves and trousers after dark to prevent malaria.

Vaccinations: Your country's health ministry, clinic, or physician can provide you with information on recommended vaccines. A yellow fever vaccine is recommended for protection if you travel to an endemic zone, even if you fly from a non-endemic zone. Travel advisories issued occasionally may also recommend or require specific types of vaccines; we will work together to provide timely and relevant vaccine information.

Travel Insurance

We're thrilled you're planning your adventure! When making your deposit, we highly recommend purchasing insurance to cover unexpected cancellations, medical evacuations, and lost luggage. It's also a great idea to check if your health and life insurance provides coverage during your safari, including emergency evacuation options. Just a friendly heads-up: We don't sell travel insurance, so be sure to obtain it from a reputable underwriter in your home country.

Local Emergency Medical Evacuation: In partnership with local emergency medical service providers, we can procure land, sea, and air emergency medical evacuation at \$40 per person.

Please note that this is not a medical coverage or travel insurance policy, nor a replacement for travel insurance requirements.

Local and Regional Air Transfers

All the companies we use for air transfers, whether scheduled or chartered, are locally licensed and fully compliant with relevant aviation regulations. Often, a baggage policy will restrict the weight limit of checked baggage; please comply or plan to purchase a baggage allowance upgrade in advance.

Connecting flights: If your flight itinerary includes connecting flights, there may be delays, which are usually communicated in advance.

Landing for immigration processing: Flights connecting East Africa from busy destinations may land at the nearest exit town or city for immigration processing. For example, flights from Masai Mara to Entebbe will land at Kisumu Airport for immigration procedures.



CANCELLATION POLICY

All cancellation requests must be made in writing.

Unused Park/ Conservancy/ Sanctuary Entry Tickets: If you decide to cancel or forgo a game drive for which park entry tickets have been purchased, please note that the ticket fee is non-refundable. However, if you provide prior written notice of the cancellation or postponement, the authorities may allow you to reschedule at their discretion.

Gorilla & Chimpanzee Trekking Permits: Gorilla and Chimp permits cannot be booked and are only confirmed on full payment. Gorilla and Chimpanzee permits are non-refundable. Once you choose to cancel your safari, the full payment made for the gorilla and chimp permits will be forfeited. However, if you wish to **reschedule** your Tracking permits (Gorilla and chimpanzee permits), the Uganda Wildlife Authority accepts two complimentary rescheduling per the regulations. A third reschedule can only be made with the express agreement from the Executive Director of Uganda Wildlife Authority and is charged at 25% of the permit value.

Hotel Cancellation Policy: Cancelling bookings will have consequences, depending on the timing of the cancellation in relation to the tour's start date. A cancellation policy protects the tour operator, the client, and suppliers from unfair loss resulting from contractual obligations or misuse of cancellations.

1. **Between 90 - 30 days:** 25% Penalty
2. **Between 30 - 15 days:** 50% Penalty
3. **Between 15-7 days:** 75% Penalty
4. **Within 7 days:** 100% Penalty

Child Policy

Hotels and accommodations have specific policies regarding children that can impact pricing and other aspects of a stay. The specific child policy for each property will directly impact child rates, extra bed fees, age restrictions, supervision requirements for certain activities, such as swimming, and access to amenities like kids' play areas.

General guidelines as adopted by the company-

Infant: from 0-3 years old, stays FOC (free of charge)

Child: from 4-11 years old, pays a service-specific percentage of the adult rate

Adult (rate): from 12 years and above, pays the full adult rate

Child-sharing: the child enjoys a prescribed discount in sharing a room with an accompanying adult



Complaints

Should a problem or issue arise during your safari, please contact our office through your tour consultant immediately. For most field issues, quick intervention will resolve the problem and lead to a tenable solution. If you remain dissatisfied, please escalate your complaint to us via email, setting out the details of your complaint within **14 days** of the end of our services under the contract. We cannot accept responsibility for any complaints that are not reported in full under this clause.

Force Majeure

"Force majeure" is a French term that translates to "superior force". It refers to unforeseen circumstances that prevent someone from fulfilling a contract. In legal terms, it often encompasses natural disasters, such as earthquakes, floods, or hurricanes, as well as other extraordinary events, including war, acts of terrorism, civil strife, or strikes. These events are beyond our control; we shall not be liable to pay any compensation or otherwise be responsible for any expenses or losses you might incur where we are forced, as a result, to cancel, delay, curtail or change your arrangement in any way or where the performance or prompt performance of our contractual obligations is prevented or affected.

Liability

The company and its agents do not accept any responsibility for personal injury, accident, illness, death, delays, theft, loss or damage to baggage or any other personal property, or alteration or cancellation of the itinerary due to force majeure. The company will not be held responsible for delays, cancellations, or non-acceptance of air space reservations. Kevic Tours and Travel Limited's liability is governed by the laws of Kenya and no other country. Any claim would be subject only to the Kenyan Judicial System.