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LAMBWE UNTAMED SAFARIS LTD

TERMS & CONDITIONS

These Terms & Conditions govern all bookings made with Lambwe Untamed Safaris Ltd. By confirming a booking, the client acknowledges that they have read, understood, and agreed to these Terms & Conditions.

1. BOOKINGS & CONFIRMATION

- All bookings are confirmed upon receipt of a **30% non-refundable deposit**, unless otherwise stated in writing.
- The remaining balance must be paid in full before the safari commencement date.
- Failure to complete payment within the agreed timeline may result in cancellation of the booking.

2. PAYMENTS

- Payments may be made via bank transfer, mobile money, or other agreed payment methods.
- All bank or transfer charges are borne by the client.
- Prices are quoted in USD unless otherwise specified.

3. CANCELLATION & REFUND POLICY

Lambwe Untamed Safaris applies the following cancellation policy in line with hotel, park, and service provider terms:

3.1 Cancellations Made 60 Days or More Before Departure

- No cancellation fee will be charged.
- A full refund of the amount paid will be issued, less any applicable bank or transfer fees.

3.2 Cancellations Made Less Than 60 Days Before Departure

Days Before Departure	Cancellation Fee
60–30 days	20% of total trip cost
29–14 days	50% of total trip cost
13–0 days	100% of total trip cost



These charges reflect penalties imposed by hotels, parks, and other service providers.

3.3 No-Show Policy

- Failure to appear on the scheduled departure date will be treated as a **100% cancellation**, with no refund.

3.4 Amendments & Partial Cancellations

- Amendments requested within the penalty period may attract additional charges depending on supplier policies.
- Lambwe Untamed Safaris will make reasonable efforts to minimize costs for the client.

4. ITINERARY CHANGES

- Itinerary changes may occur by **mutual agreement** between the client and Lambwe Untamed Safaris.
- Any additional costs arising from changes, upgrades, or new activities shall be payable by the client.
- Changes due to weather, road conditions, park regulations, or safety considerations may be necessary.

5. THIRD-PARTY ACTIVITIES & SERVICES

Lambwe Untamed Safaris acts as an **agent** for optional third-party activities, including but not limited to:

- Hot air balloon safaris
- Boat rides
- Night game drives

These services are operated by independent providers and are subject to their own terms and conditions. Lambwe Untamed Safaris shall not be liable for acts, omissions, injuries, delays, or losses arising from third-party services.

6. TRAVEL INSURANCE (MANDATORY)

All clients are required to obtain **comprehensive travel insurance** covering:

- Medical expenses and emergency evacuation
- Loss or damage of personal belongings



- Personal liability

Proof of valid travel insurance may be requested prior to or at the start of the safari. Lambwe Untamed Safaris shall not be liable for any costs incurred due to inadequate or absent travel insurance.

7. HEALTH, SAFETY & SAFARI RISK ACKNOWLEDGEMENT

- Safaris involve inherent risks, including wildlife encounters, road travel, and varying weather conditions.
- Clients participate in all activities at their own risk and are expected to follow guide instructions at all times.
- Lambwe Untamed Safaris is not responsible for illness, injury, loss, or damage beyond its direct control.

8. FORCE MAJEURE

Lambwe Untamed Safaris shall not be held liable for events beyond reasonable control, including but not limited to natural disasters, political unrest, pandemics, government restrictions, or park closures. Refunds or rescheduling will be handled on a case-by-case basis in line with supplier policies.

9. PHOTOGRAPHY & MARKETING (OPTIONAL)

Lambwe Untamed Safaris reserves the right to use photographs or videos taken during safaris for marketing purposes unless the client objects in writing.

10. GOVERNING LAW

These Terms & Conditions shall be governed and interpreted in accordance with the **laws of the Republic of Kenya**.

11. CONTACT DETAILS

Lambwe Untamed Safaris

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