



LORDSTOWN TRAVEL
GROUP

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Lordstown Travel Group – Terms & Conditions

These Terms & Conditions govern the tours and travel services offered by Lordstown Travel Group Ltd (“the Company”, “we”, “us”, “our”). By booking a tour with us, clients (“you”, “your”) acknowledge that you have read, understood, and agreed to these terms.

1. Bookings & Reservations

- A booking is confirmed upon receipt of a completed booking form and deposit/payment as specified in your quotation or invoice.
- We reserve the right to decline any booking at our discretion.

2. Payments

- A deposit (typically 30–50%) is required to secure your booking, unless otherwise stated.
- Full payment must be received before the start of the tour (timeframe will be indicated in your invoice).
- Payments can be made via bank transfer, card, or other approved methods.

3. Pricing

- Prices include park fees, accommodation, meals (as specified), transport, and activities as outlined in your itinerary.
- Prices exclude visa fees, travel insurance, personal expenses, and optional activities unless otherwise stated.
- All prices are subject to change due to currency fluctuations, government taxes, or park fee increases beyond our control.

4. Cancellations & Refunds

- Cancellations must be received in writing.
- The following charges apply (unless otherwise stated in your invoice/quotation):
- 30+ days before departure: loss of deposit.
- 15–29 days before departure: 50% of total cost.
- 0–14 days before departure: 100% of total cost.
- Refunds will not be made for unused services once the tour has started.

5. Alterations by the Client

- Requests to amend bookings after confirmation may incur additional costs.
- Changes are subject to availability and cannot be guaranteed.

6. Alterations by the Company

- While we make every effort to operate tours as planned, we reserve the right to alter itineraries, accommodation, or transport due to unforeseen circumstances (e.g. weather, park closures, airline schedule changes).
- If changes are significant, we will notify you and provide alternatives of equal or greater value where possible.

7. Responsibilities & Liability

- We act as an agent for hotels, transport providers, airlines, and other suppliers. While we take care in selecting partners, we are not liable for injury, loss, damage, delay, or irregularities beyond our control.
- Participation in adventure activities (e.g. safaris, hikes, balloon rides, gorilla trekking) carries inherent risks. Clients accept responsibility for their own safety.

8. Insurance

- Comprehensive travel insurance (covering medical, cancellation, baggage, and evacuation) is mandatory. Proof of insurance may be required before travel.

9. Health & Visas

- Clients are responsible for obtaining necessary visas, passports, vaccinations, and medical advice before travel.
- Some tours may require a good level of fitness; please disclose any medical conditions at the time of booking.

10. Complaints

- Any complaints should be raised immediately with your tour guide or our office for resolution.
- Written complaints must be submitted within 14 days of the end of your tour.

11. Governing Law

- These Terms & Conditions are governed by the laws of Kenya.
- Any disputes will be subject to the jurisdiction of Kenyan courts.

Tagline: Dream! Discover! Explore!
