

MAMNANA ADVENTURES Terms and Conditions

Deposits & Final Payment

Upon booking a tour with Mamnana Adventures and once booking is done, a 30% deposit is required in order to do initial payment to accommodations, transportation and other suppliers, to secure the booking. The final balance payment for the tour booked is required 30 days before arrival or cash on arrival. Both bank expenses are on the customer side.

Cancellation Policy

Should you be forced to cancel your tour, you should inform us in writing. In order to cover our estimated loss caused by your cancellation, cancellation fees will be charged per person as follows:

Before applying cancellation fees, we as Mamnana Adventures are very flexible and hence will contact the accommodations to negotiate with them so that they give us a credit note or voucher that would allow you to postpone this safari into later dates and still use the same deposit amount paid in future safari. In case accommodations booked will refuse to agree to our negotiations below cancellation will apply although we will try our best to defend you.

Days Prior to Departure Date: % of total safari cost to pay

30 - 35 days Loss of deposit

28-7 days 70% of total safari cost

Less than 7 days 100% of total safari cost

Please note that cancellation fees are based on the date your written notification is received at Mamnana Adventures.

Force Majeure

We regret we cannot compensate where the proper performance of our duty is affected by any incident which we or the supplier of the service(s) in question could not, even with all due care, anticipate or avoid. Such events may include war, unexpected government acts, civil strife, natural disaster, border closures, industrial disputes, fire, road closures, pilferage, epidemics, quarantines, land and air travel, extreme weather conditions and other similar incidents beyond our capability to manage.

Travel Insurance

Mamnana Adventures does not provide travel insurance. Therefore, the client must obtain travel insurance from their home country with the minimum recommended medical coverage, medical evacuation, and repatriation coverage. It is strongly recommended that clients also extend their coverage to include cancellation and all other expenses that might arise as a result of loss, damage, injury, delay or inconvenience occurring to the client. When obtaining travel insurance, the client must ensure the insurer is aware of the type of travel to be undertaken so that the insurer may properly cover travel on the applicable tour.

Liability

Mamnana Adventures is not responsible for any damages, expenses, losses, or claims which are attributable to the fault of any client, the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any services that form any part of the tours, or a force majeure event.