

Terms and Conditions

These Terms and Conditions govern the sale and operation of all tour packages offered by **Salamatours & Travel Agency**, hereinafter referred to as “the Company,” and sold in partnership with **RwandAir**. By booking a tour package, the client agrees to be bound by these terms.

1. Booking & Confirmation

- All bookings are confirmed only upon receipt of a written confirmation and payment as outlined in the payment terms.
 - Tour prices are quoted in U.S. Dollars (USD) unless otherwise specified and are subject to change without notice prior to confirmation.
 - Availability of accommodations and activities is not guaranteed until full or partial payment has been received and confirmed by Salamatours & Travel Agency.
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2. Terms of Payment

- **Deposit:** A non-refundable deposit of **30%** of the total package cost is required at the time of booking to secure your reservation.
 - **Balance Payment:** The remaining **70%** must be paid at least **30 days** before the tour start date.
 - For bookings made within **30 days** of the travel date, full payment is required at the time of booking.
 - Payments can be made via bank transfer, credit card, mobile money, or secure online payment channels communicated by the Company.
 - Any bank or transfer fees must be covered by the client.
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3. Cancellation Policy

All cancellations must be submitted in writing and are subject to the following charges:

Time of Cancellation	Refund Policy
More than 30 days before departure	Full refund minus 30% deposit
15–30 days before departure	50% refund of total package cost
7–14 days before departure	25% refund of total package cost
Less than 7 days before departure or no-show	No refund

- Some third-party services (e.g., lodges, flights, permits) may apply stricter cancellation terms. These will be communicated during booking.
 - Refunds (where applicable) will be processed within 14 working days of written cancellation confirmation.
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4. Amendments by the Client

- Requests to modify a confirmed booking must be made in writing and are subject to availability.
 - Amendments may incur additional charges depending on the nature of the change.
 - A **\$50 administrative fee** may be charged per amendment.
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5. Amendments by the Company

- Salamatours & Travel Agency reserves the right to make changes due to unforeseen circumstances such as weather conditions, political events, or third-party cancellations.
 - In such cases, the Company will offer equivalent alternatives of similar value or provide a partial refund if no suitable replacement is available.
 - The Company is not liable for costs arising from these changes (e.g., missed flights, change fees).
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6. Travel Insurance

- All travelers are **strongly advised** to have comprehensive travel insurance that covers trip cancellations, medical expenses, personal accidents, loss of baggage, and delays.
 - It is the client's responsibility to ensure proper coverage.
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7. Client Responsibilities

- Travelers must hold valid passports and any required visas before departure.
 - All medical or dietary conditions must be disclosed at the time of booking.
 - Clients are expected to behave responsibly, respect local laws and customs, and follow the guidance of the tour leader or driver-guide at all times.
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8. Liability & Force Majeure

- Salamatours & Travel Agency is not liable for loss, damage, injury, delays, or cancellation due to circumstances beyond its control including but not limited to: natural disasters, acts of God, war, pandemics, strikes, government restrictions, or flight disruptions.
 - The Company acts as an agent for third-party suppliers and shall not be held liable for any act, omission, or negligence by such providers.
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9. Privacy Policy

- Salamatours & Travel Agency is committed to protecting your personal data.
 - We collect personal information (name, contact details, passport numbers, etc.) solely for the purpose of processing your booking and delivering requested services.
 - This information will only be shared with relevant third parties (e.g., hotels, park authorities, airlines) as required for your travel.
 - We do not sell or share your information for marketing purposes without your consent.
 - You may receive occasional updates or travel promotions from us, which you can opt out of at any time.
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10. Governing Law

These Terms and Conditions are governed by the laws of the Republic of Rwanda. Any disputes will be resolved under Rwandan jurisdiction, and any legal action shall be brought before the competent courts in Kigali.

11. Contact Information

Salamatours & Travel Agency

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Phone: +250788 589 113

Email: info@salamatoursrwanda.com

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