
ACHIEVERS TRAVEL SERVICES LIMITED BOOKING, PAYMENT & CANCELLATION POLICY

Thank you for choosing Achievers Travel Services Limited. Please read our booking, payment, cancellation, and refund policy carefully before confirming any reservation.

1. BOOKING POLICY

1.1 Reservation Confirmation

- All bookings are subject to availability at the time of confirmation.
- A booking is considered confirmed only after:
Receipt of the required deposit/payment, and
Issuance of an official booking confirmation/invoice by Achievers Travel Services Limited.

1.2 Required Information

Clients must provide accurate information including:

- Full names as per passport/ID
- Nationality
- Contact details
- Travel dates
- Passport copies where required
- Special requests or dietary requirements

Achievers Travel Services Limited shall not be responsible for losses arising from incorrect information provided by the client

1.3 Pricing

All prices are quoted in Kenya Shillings (KES) or United States Dollars (USD) unless otherwise stated.

Prices are subject to change due to:

- Exchange rate fluctuations
- Government taxes
- Fuel surcharges
- Supplier rate changes

Once fully paid and confirmed, prices are guaranteed unless government taxes or levies change.

1.4 Availability

Hotels, flights, SGR tickets, villas, and safari lodges are subject to availability and may change without prior notice until payment is received.

2. PAYMENT POLICY

2.1 Deposit Requirement

To secure a booking, the following minimum deposit applies:

- Local Packages: 50% deposit
- International Packages: 70% deposit
- Flights/SGR Tickets: Full payment required at booking
- Peak Season/Holiday Packages: Up to 100% advance payment may be required

2.2 Balance Payment

- Full payment must be completed at least:
 - o 14 days before travel for East African packages
 - o 30 days before travel for international packages
- Failure to complete payment within the required timeline may result in automatic cancellation without refund of deposit.

2.3 Payment Methods

We accept:

- M-Pesa
- Bank Transfer
- Cash Deposit
- Debit/Credit Cards (where applicable)

Official payment instructions shall only be issued through authorized Achievers Travel Services Limited communication channels.

2.4 Late Payments

Late payments may attract penalties or lead to cancellation of reservations depending on supplier policies.

3. CANCELLATION POLICY

3.1 Cancellation by Client

All cancellations must be submitted in writing via email or WhatsApp. The following cancellation charges may apply:

Local Packages

- 30+ days before travel: 10% cancellation fee
- 15–29 days before travel: 30% cancellation fee
- 7–14 days before travel: 50% cancellation fee
- Less than 7 days before travel: 100% cancellation fee

International Packages

- 45+ days before travel: 20% cancellation fee
- 21–44 days before travel: 50% cancellation fee
- Less than 21 days before travel: 100% cancellation fee

3.2 Non-Refundable Services

The following may be non-refundable once booked:

- Flights
- SGR tickets
- Visa fees
- Travel insurance
- Event tickets
- Some hotel/lodge reservations
- Peak season bookings

Supplier terms and conditions shall apply.

3.3 No Show

Failure to arrive on the travel date without prior communication shall be treated as a “No Show,” and no refund shall be issued.

4. REFUND POLICY

- Approved refunds shall be processed within 7–30 working days depending on supplier processing timelines.
- Bank charges, transaction fees, and supplier penalties may be deducted from refundable amounts.
- Refunds shall only be made to the original payer/account used during booking.

5. CHANGES & AMENDMENTS

- Any request to amend travel dates, names, accommodation, or services is subject to availability and supplier approval.
- Amendment fees may apply in addition to any fare or rate differences.

6. TRAVEL DOCUMENTS

Clients are responsible for ensuring they possess:

- Valid passports
- Visas
- Vaccination certificates
- Identification documents
- Any required travel permits

Achievers Travel Services Limited shall not be liable for denied boarding, immigration refusal, or penalties due to incomplete documentation.

7. LIABILITY DISCLAIMER

Achievers Travel Services Limited acts as an intermediary between clients and third-party service providers including airlines, hotels, transport companies, and tour operators.

We shall not be held liable for:

- Flight delays or cancellations
- Weather disruptions
- Acts of God
- Political unrest
- Government restrictions
- Loss of luggage or personal belongings
- Injuries, accidents, or damages caused by third-party providers

8. FORCE MAJEURE

Achievers Travel Services Limited shall not be responsible for failure to perform obligations due to events beyond reasonable control including:

- Natural disasters
- Pandemics
- War
- Civil unrest
- Government travel restrictions
- Strikes
- Extreme weather conditions

Refunds in such situations shall depend on supplier policies.

9. ACCEPTANCE OF TERMS

By making payment or confirming a booking with Achievers Travel Services Limited, the client acknowledges and agrees to these terms and conditions.

