



General Terms & Conditions

1. Reservation and payments

'The booking' refers to part or all of the travel arrangements for transportation, accommodation, flights, sightseeing excursions, meals, entertainment and other linked services made on behalf of the client, some of which may be subcontracted from other independent suppliers. A binding contract between you, the client and **Mamasavana** comes into existence when we receive your booking request and a deposit payment for the booking. A deposit of 30% of the total booking value is required in order to confirm part or all of the booking. Certain suppliers impose more stringent payment policies. Should your program include services of such suppliers, **Mamasavana** will advise you at the time of booking if your booking will require some additional deposit payments.

The balance is payable 30 days before the date of the first service by **Mamasavana**. Should the client fail to remit payments in line with these set time frames, **Mamasavana** reserves the right to treat the booking as cancelled and thereby apply any resultant penalties.

2. Standard cancellations by client

Cancellations of part or all of a booking must be received by **Mamasavana** in writing at least 35 days before the service date. Cancellations received less than 35 days before the service date will incur the following penalties:

Between 34 and 25 days - 25% of the total booking value

Between 24 and 14 days - 50% of the total booking value

Between 13 and 0 days - 100% booking value

Some hotels and lodges charge cancellation fees for cancellations received up to 120 days before the service date. Bookings for such properties will be subject to different cancellation terms and this will be advised at the time of booking.

We strongly advise all clients to take out comprehensive travel insurance covering them for damage or loss of luggage, personal effects and cover for personal accident, medical and emergency travel expenses, cancellation and curtailment of travel arrangements. All bookings are subject to cancellation penalties as detailed above.

3. Changes

We reserve the right to make changes to tours on our website or brochure details and holiday arrangements both before and after your booking is made. Most changes will be minor. If we have to make significant changes to an arrangement you will be notified at the earliest possible opportunity. In such cases you will have the choice of either accepting the change or booking alternative arrangements (paying or receiving a refund in respect of any price difference) or canceling your holiday and receiving an immediate full refund of all monies paid.

4. Third party suppliers

Mamasavana acts as a booking agent for hotels, airlines, ground transporters, boat operators, hot air balloon companies and other independent contractors providing accommodations, transportation, and other services that **Mamasavana** subcontracts on behalf of its clients. Each of these companies is an independent company and is not subject to the control of **Mamasavana**. **Mamasavana** therefore will not be liable for any personal injury, property damage or loss which may occur as a result of using such subcontracted services however, **Mamasavana** will always endeavour to contract services of companies which in **Mamasavana's** discretion, deliver the contracted services in the appropriate quality while adhering to the laws of the land. In the event that any supplier is unable to provide contracted services for whatever reason, **Mamasavana** will endeavour to offer you alternative arrangements of similar classification whenever possible. Should you not be willing to take the alternative arrangements offered by **Mamasavana**, any refunds to which you may be entitled will be subject to the terms and conditions of the relevant supplier.

5. Alterations

We will endeavor to notify full details of any alterations to the arrangements in this brochure no less than 14 days before commencement of our services. Should conditions necessitate it, we reserve the right to change any route or arrangements, to offer substitutes of equal value, or to cancel the operation of any scheduled tour. We also reserve the right to decline to accept or retain any person as a member of any tour at any time, in which case an equitable amount will be refunded.

6. Complaints

Should a problem occur, please advise both **Mamasavana** and the supplier of the service in question immediately as most problems are resolved most easily on the spot. Should you remain dissatisfied, please write to us setting out the complaint in detail within 30 days of the end of our services under the contract. We cannot accept responsibility for any complaints which are not notified entirely in accordance with this clause.

7. Force Majeure

"Force Majeure" means any circumstances where the execution of services is prevented or affected by factors beyond the reasonable control of **Mamasavana**, including, but not limited to acts of God, war and threat of war, civil strife, industrial dispute, terrorist activity, natural disasters such as weather conditions, earthquakes, volcano eruptions, fire, governmental actions and other unexpected occurrences. In these circumstances, we shall not be liable to pay any compensation or otherwise be responsible for any expenses or losses the client may incur where we are forced as a result to cancel, delay, curtail or change the clients' arrangements in any way or where the performance or prompt performance of our obligations is prevented or affected.

8. Indemnity

All clients booked on any of our Adventure holidays will be required to sign our indemnity forms before the commencement of the tour.

Complete terms and conditions set out on our website are applicable.

9. Trip Members

Mamasavana cannot take the responsibility for the trip members behavior. Those with serious health problems are requested not to sign up for a tour.

10. Baggage

You will be permitted soft baggage of 15 kgs (33lbs) on the domestic flights to game parks. Excess baggage should be stored at client (s) expense.

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