

TERMS AND CONDITIONS

Booking

To make your booking, please make sure that you provide the correct names, nationalities, and date of birth of all travelers as per their passports. If a hotel is fully booked Alkebulan Travel and Tours will offer you an alternative property of a similar standard and location.

A booking is binding for both the customer and the travel agency once the deposit has been paid.

Conditions of Payment

The following rules apply unless other conditions are stipulated in the tour itinerary or practical information relating to the specific tour.

At the time of booking, a deposit of 30% of the total tour price per person is required. The remaining payment must be submitted no later than 1 day before departure. If the deadline for the remaining payment is exceeded Alkebulan Travel and Tours will be unable to confirm the booking for the client.

All payments made by credit card will incur a 3.5% surcharge.

Cancellation

The following rules apply unless other conditions are stipulated in the tour itinerary or the practical information relating to the specific tour on our website.

Cancellation by the customer

If the customer cancels a tour up to 60 days before departure the deposit will be lost. If cancellation is made within 60-31 days before departure, a penalty fee of 65% of the total price of the tour will be levied. For any cancellation made within 30-16 days before departure, a penalty fee of 85% will apply. In the case of cancellations made less than 16 days before the start of the tour we are unable to offer any reimbursement. No refunds will be given for no-shows.

The trip may be canceled with no penalty charge should war, a life-threatening epidemic, or any other natural catastrophe or similar event occur within 14 days before departure. This will however be on the condition that your government advises against travelling to the specific area, and that the situation in question has arisen after the booking of the tour was made.

Cancellations must be made in writing and delivered either by hand, post, fax, or electronic mail.

In the case of death or serious illness, special cancellation terms can be negotiated if Alkebulan Travel and Tours is presented with an officially approved death/sickness certificate.

Cancellation by the travel agency

In the unlikely event that Alkebulan Travel and Tours has to cancel a tour or a service for any reason, we will try to offer the choice of an alternative arrangement; otherwise, you will receive a full refund. We will do our utmost to inform you about any cancellations at the earliest possible convenience and at the latest 14 days before the commencement of the tour.

The tour may also be canceled due to circumstances beyond our control and which neither our partners nor we could have foreseen (force majeure). In such cases, customers will be refunded the price of the trip but will not be able to claim any extra expenses. Should one of the aforementioned emergencies arise, Global Connect Travel and Tours will always try to offer an acceptable alternative to the customer.

Travel Documents

If travel documents other than an invoice are required, these will be emailed or posted to the booking party upon receipt of the full payment.

Additional travel documents could include detailed flight schedules (if included in the purchase), vouchers, and an itinerary that includes pre-booked services for your destination. If you are participating in a tour with a guide or in an event described in the program, you will not normally be given a voucher beforehand.

Passports And Visas

Unless otherwise specified, obtaining a passport and visa for entry to the country/countries in which the tour takes place is the responsibility of the traveler.

The traveler must ensure that he/she has a valid passport and visa and has given the travel agency the correct information regarding his/her name and nationality, etc. We draw your attention to the fact that the processing of visas may take several weeks. The travel agency cannot be held responsible for travelers who for whatever reason may be denied entry at a border.

Please be aware that rules and regulations may change between the time of booking and the time of departure.

Also, please note that there may be visa requirements when in transit. Your passport must normally be valid for a period of at least six months after returning from your destination.

We are always happy to supply you with any relevant travel documents that may be needed to apply for a visa if you need one.

Vaccination Requirements

Information about which vaccinations are required should be obtained from your GP/physician. Any advice given by Alkebulan Travel and Tours about vaccinations and/or prophylactic measures or other medical advice should be considered as an extra service and we are not qualified to give medical advice and accept no liability for it.

Changes in Prices

By legislation, tour operators may raise the agreed-upon price as a result of increased transportation costs (including increased fuel prices), altered taxes, tariffs, and fees, as well as fluctuating exchange rates.

Price increases will take place according to the following principles:

All prices are based on costs at the time of publication. Alkebulan Travel and Tours reserves the right to change the prices at any time before your booking is made. Global Connect Travel and Tours will confirm price changes, if any, together with the confirmation of your booking. Some service prices, such as (but not limited to) park fees, government levies, and airport taxes are not in the control of Alkebulan Travel and Tours. In the event of these prices being changed at any date Alkebulan Travel and Tours will charge the supplement to the client at cost.

Changes in the itinerary

The travel agency cannot make major alterations to the planned tour once it has been booked. It is therefore very important that you make clear any special requirements or wishes you may have in connection with the tour you have booked. Any extra requirements or wishes must be listed on the invoice with the purpose being to ensure you receive the desired product. On many of our more 'adventurous' tours, we may institute last-minute changes to take advantage of local and climatic conditions, as well as to take into account other events. Changes due to weather and problems with infrastructure may also occur and the traveler must see this as a natural part of the trip. Therefore, no compensation will be paid for delays and changes that take place within any 24-hour duration during the tour.

Travel Insurance

All travelers should have travel insurance for their trip. This is of paramount importance regarding transportation in case of illness, as well as repatriation for other reasons.

Participation in our tours presumes responsible and considerate behavior for both yourself and other people, and to this end, you are expected to comply with the directions of Alkebulan Travel and Tours and our representatives. We do not recommend that travelers venture alone into unfamiliar or remote areas, especially after nightfall.

Taxes and Tariffs

Several taxes and tariffs are levied upon the issue of your ticket and are included in the price of the trip. However, some local taxes cannot be levied beforehand and must be paid in locus. These may include airport taxes, as well as the tariffs in some national parks, and will usually be stated in your itinerary for your information. We would, however, like to draw your attention to the fact that tariffs and taxes may be altered between the time of the booking of your ticket and your departure.

Liability Limitation

Each tour package comprises one or more service components including the organization of transport, meals, entrance fees, accommodation, and/or other facilities or services Alkebulan Travel and Tours has no direct day-to-day control over its suppliers. Accordingly Alkebulan Travel and Tours accepts no responsibility for any injury, damage, loss, accident, delay, irregularity, and/or inconvenience that may be occasioned by any defect in anything (including vehicles) utilized by any supplier for the provision of any service. Neither will Global Connect Travel and Tours accept liability for any shortcomings of service caused by an act or omission of any supplier or its employees or agents.

Alkebulan Travel and Tours shall not be liable for any loss or expense arising from the loss of property, cancellation, or curtailment of the tour however caused, save to the extent that such loss of

baggage, cancellation, or curtailment was caused directly by the negligence of Global Connect Travel and Tours.

If sickness or an accident interrupts a tour, Alkebulan Travel and Tours shall not be liable for any subsequent cost or expense, save only to the extent that such sickness or accident was caused beyond any reasonable doubt by a willful act of Alkebulan Travel and Tours or by gross negligence. Alkebulan Travel and Tours shall not be liable for any refund, either total or partial, of passage money paid and we recommend that travelers take out the necessary insurance to protect against such an eventuality.

In the case of a claim being made, Alkebulan Travel and Tours must receive said claim in writing no later than 28 days from the end of our services under the contract. Where any payment is made, you will assign to Alkebulan Travel and Tours or our insurers any right you may have to pursue any third party about the claim and provide us with your full cooperation.

In general, please note our responsibilities and obligations apply only concerning those services that Alkebulan Travel and Tours agrees to arrange or provide on your behalf. Alkebulan Travel and Tours cannot accept any liability for any services arranged by you.

Your responsibility

As mentioned above your participation in a tour is subject to your being aware of the above information as well as the information on the website, on the invoice, and in the itinerary, and to your following the aforementioned regulations. It is also expected that you seek up-to-date information about the current matters concerning the political, health, natural, and climatic conditions at your destination.

People with Disabilities

The itinerary will make it clear whether there are any special demands upon the traveler about physical health or ability. A principle rule is that all travelers must be self-reliant on any tour with Alkebulan Travel and Tours. Wheelchair users and people with any other physical handicap affecting mobility are very welcome on our tours, but please consult the travel agency before booking.

Claims

If you have a complaint it must be directed to Alkebulan Travel and Tours or our local representative as soon as the problem comes to light so that we may attempt to rectify the situation. Should you remain dissatisfied, please write to us setting out the complaint in detail within 28 days of the end of the tour. Alkebulan Travel and Tours cannot accept responsibility for any complaints of which we are not notified entirely by this clause. Should any legal dispute arise it must be settled in Nairobi, Kenya.