

Terms and Conditions – Nigat Ethiopia Tours

These Terms and Conditions (“Agreement”) constitute a legally binding agreement between the client (“Traveler”) and Nigat Ethiopia Tours (“Company”). By booking any service with the Company, the Traveler acknowledges and agrees to be bound by the terms set forth below.

1. Booking and Confirmation

1.1 All bookings must be made through the Company’s official communication channels, including its website, email, or authorized representatives.

1.2 A booking shall be deemed confirmed only upon receipt of the required deposit or full payment and issuance of written confirmation by the Company.

1.3 All bookings are subject to availability and may be withdrawn or modified prior to confirmation.

2. Payment Terms

2.1 The Traveler shall pay a non-refundable deposit, if applicable, at the time of booking to secure the reservation.

2.2 The remaining balance must be paid in full prior to the commencement of the tour, unless otherwise agreed in writing.

2.3 Payments shall be made using approved payment methods specified by the Company and may be processed in USD

2.4 Failure to remit payment by the due date may result in cancellation of the booking without notice, and any deposit paid may be forfeited.

3. Cancellation and Refund Policy

3.1 Any cancellation by the Traveler must be submitted in writing.

3.2 Refund eligibility shall depend on the timing of the cancellation and the specific terms of the booked tour package:

- Cancellations made 30 days or more prior to departure may be eligible for a full or partial refund.
 - Cancellations made less than 30 days prior to departure may incur cancellation fees.
- 3.3 No refunds shall be granted for no-shows, unused services, or voluntary withdrawal from the tour after commencement.
- 3.4 In the event of force majeure (including but not limited to natural disasters, political instability, pandemics, or government actions), the Company shall not be held liable.

However, reasonable efforts will be made to reschedule or offer alternative arrangements at the Company's discretion.

4. Changes to Itinerary

4.1 The Company reserves the right to alter, modify, or cancel any itinerary, accommodation, or service due to circumstances beyond its reasonable control, including but not limited to weather conditions, safety concerns, or operational requirements.

4.2 In such cases, the Company shall use reasonable efforts to provide comparable alternatives.

4.3 No refunds shall be due for itinerary changes unless a significant portion of the service cannot be delivered.

5. Tour Inclusions and Exclusions

5.1 The services included in the tour package shall be limited to those expressly stated in the confirmed itinerary.

5.2 Any services not expressly listed, including but not limited to personal expenses, gratuities, insurance, visas, international flights, and optional activities, are excluded.

6. Travel Documentation

6.1 The Traveler is solely responsible for obtaining and maintaining valid travel documentation, including passports, visas, permits, and vaccination certificates.

6.2 The Company shall not be liable for any denial of entry, delay, or loss arising from incomplete or invalid documentation.

7. Health and Safety

7.1 The Traveler warrants that they are in suitable physical and mental condition to participate in the tour.

7.2 Any medical conditions, disabilities, or special requirements must be disclosed to the Company in advance.

7.3 The Traveler agrees to comply with all safety instructions provided by the Company or its representatives. Participation in tour activities is undertaken at the Traveler's own risk.

8. Liability and Limitation of Responsibility

8.1 The Company acts solely as an organizer and intermediary for services including transportation, accommodation, and guided activities.

8.2 To the fullest extent permitted by law, the Company shall not be liable for any injury, death, loss, damage, delay, or inconvenience caused by events beyond its control, including acts of third parties.

8.3 The Company shall not be responsible for loss or damage to personal belongings during the tour.

9. Traveler Conduct

9.1 The Traveler agrees to comply with all applicable laws and regulations of Ethiopia and to respect local customs, cultures, and environments.

9.2 The Company reserves the right to remove any Traveler from the tour, without refund, whose behavior is deemed unsafe, disruptive, or in violation of these Terms.

10. Travel Insurance

10.1 The Company strongly recommends that all Travelers obtain comprehensive travel insurance covering, at minimum, trip cancellation, medical expenses, personal injury, evacuation, and loss of personal property.

10.2 The Company shall not be liable for any costs incurred due to the Traveler's failure to obtain adequate insurance coverage.

11. Governing Law and Dispute Resolution

11.1 This Agreement shall be governed by and construed in accordance with the laws of Ethiopia.

11.2 Any dispute arising out of or in connection with this Agreement shall first be resolved amicably through negotiation.

11.3 In the event that a resolution cannot be reached, the dispute shall be submitted to the competent courts of Ethiopia.

12. Customer Commitment

12.1 The Company is committed to providing high-quality, safe, and meaningful travel experiences.

12.2 While prioritizing customer satisfaction and personalized service, the Company shall operate within the scope of these Terms and applicable laws.

13. Acceptance of Terms

By booking any service with Nigat Ethiopia Tours, the Traveler acknowledges that they have read, understood, and agreed to be legally bound by these Terms and Conditions.