

TERMS AND CONDITIONS OF USE

1. INTRODUCTION

Welcome to Socotra Tours & Travel (the "Company," "we," "us," or "our"). These Terms and Conditions of Use ("Terms") govern your use of our website at <https://socotratoursandtravel.com/> (the "Website") and the services we offer, including but not limited to tour planning, safari packages, air ticketing, hotel bookings, and travel consultancy (the "Services").

By accessing or using our Website and Services, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use our Website or our Services.

2. BOOKING AND PAYMENT

a. **Reservations:** All bookings are subject to availability and confirmation. A booking is not considered confirmed until you receive a written confirmation from us and any required payment has been processed.

b. **Payment:** A deposit is required at the time of booking to secure your reservation. The remaining balance must be paid in full by the due date specified in your booking confirmation. Failure to make payments by the due date may result in the cancellation of your booking.

c. **Pricing:** All prices are quoted in **USD** unless otherwise specified. We reserve the right to change prices at any time due to unforeseen circumstances, such as currency fluctuations, changes in government taxes, or supplier costs.

3. CANCELLATIONS AND REFUNDS

a. **Cancellation by the Client:** If you wish to cancel a confirmed booking, you must notify us in writing. Cancellation fees will be applied based on the timing of your cancellation.

i. Year-round (excluding the Festive Period):

- **30 to 15 days** before departure: **10%** of the total tour cost.
- **14 to 7 days** before departure: **50%** of the total tour cost.
- **6 to 3 days** before departure: **75%** of the total tour cost.
- **2 days to no show:** **100%** of the total tour cost.

ii. Festive Period (22nd December to 2nd January):

- **30 to 22 days** before departure: **10%** of the total tour cost.
- **21 days to no show:** **100%** of the total tour cost.

iii. Stop Sales: Any cancellation made after a stop sale has been issued will be charged **100%** of the total tour cost.

b. **Cancellation by the Company:** We reserve the right to cancel any tour due to unforeseen circumstances, such as natural disasters, political instability, or if the minimum number of participants is not met. In such cases, you will be offered an alternative tour or a full refund of all payments made to us.

4. LIABILITY AND DISCLAIMERS

- a. **Limitation of Liability:** The Company acts as an agent for various third-party service providers (e.g., airlines, hotels, transport companies). We are not liable for any injury, loss, damage, delay, or expense arising from the acts or omissions of these third-party providers or from any event beyond our reasonable control, including but not limited to strikes, war, terrorism, natural disasters, or other Force Majeure events.
- b. **Travel Insurance:** It is highly recommended that all clients purchase comprehensive travel insurance to cover medical expenses, personal accidents, trip cancellation, and other travel-related risks.

5. TRAVEL DOCUMENTATION

- a. **Client Responsibility:** You are solely responsible for ensuring you have a valid passport, visa, health certificates, and any other travel documents required for your itinerary. We can provide guidance on visa requirements but are not responsible for any issues arising from incorrect or missing documentation.

6. HEALTH AND SAFETY

- a. **Client Responsibility:** You must inform us of any medical conditions, disabilities, or special requirements that may affect your ability to participate in the Services. It is your responsibility to consult with a medical professional regarding any necessary vaccinations or health precautions for your travel destination.

7. USER CONDUCT

- a. **Website Use:** You agree to use our Website and Services only for lawful purposes. You shall not engage in any activity that could damage, disable, or impair the Website or interfere with any other party's use of the Website.

8. INTELLECTUAL PROPERTY

- a. **Ownership:** The content on this Website, including text, graphics, logos, images, and software, is the property of Socotra Tours & Travel and is protected by copyright and other intellectual property laws. You may not reproduce, distribute, or create derivative works from this content without our express written permission.

9. GOVERNING LAW AND JURISDICTION

- a. **Applicable Law:** These Terms shall be governed by and construed in accordance with the laws of **The Republic of Kenya**.
- b. **Dispute Resolution:** Any disputes arising from these Terms or your use of our Services shall be subject to the exclusive jurisdiction of the courts of **Kenya**.

10. CHANGES TO THESE TERMS

a. **Updates:** We reserve the right to update or modify these Terms at any time without prior notice. The date of the last revision will be indicated at the top of this page. Your continued use of the Website and Services after any changes constitutes your acceptance of the new Terms.

11. CONTACT INFORMATION

If you have any questions about these Terms, please contact us at:

- **Email:** info@socotratourstravel.com
- **Address:** Vision Plaza, Mombasa Road, Nairobi - Kenya.
- **Phone:** +254701510160