



Triplink Safaris – Booking Terms & Conditions

1. Company Information

Triplink Safaris is a Kenya-based tour operator offering safari and travel services across East Africa, including but not limited to Kenya, Tanzania, Uganda, and Rwanda. By making a booking with Triplink Safaris through SafariBookings.com or directly, you agree to the following terms and conditions.

2. Booking & Confirmation

- A booking is confirmed once Triplink Safaris receives the required deposit and issues a written confirmation.
- Full itinerary details, inclusions, and exclusions will be provided upon confirmation.
- All bookings are subject to availability of accommodations, transport, and park permits at the time of confirmation.

3. Payment Terms

- A **deposit of 50%** of the total safari cost is required to confirm a booking (exact amount to be specified at booking).
- The **balance must be paid no later than 14–30 days** before the safari start date.
- For last-minute bookings (within 14 days of travel), **full payment is required immediately**.

- Payments can be made via bank transfer, online payment platforms, or other agreed methods.

4. Cancellation & Refund Policy

All cancellations must be made in writing:

- **60 days or more before departure:** Deposit may be refunded, minus administrative and third-party fees.
- **30–59 days before departure:** 50% of total safari cost charged.
- **15–29 days before departure:** 75% of total safari cost charged.
- **14 days or less before departure / No-show:** 100% of total safari cost charged.

Refunds, where applicable, will be processed after deducting non-refundable supplier costs (lodges, airlines, park fees, etc.).

5. Changes to Itinerary

- Changes requested after confirmation are subject to availability and may incur additional costs.
- Triplink Safaris reserves the right to make minor changes to itineraries, when necessary, due to weather, safety, park regulations, or operational reasons.
- If a significant change is required, we will inform the client as soon as reasonably possible.

6. Travel Insurance

- Comprehensive **travel insurance is mandatory** for all travelers.
- Insurance should cover medical expenses, evacuation, trip cancellation, personal injury, loss of luggage, and other unforeseen events.
- Triplink Safaris is not responsible for costs arising from lack of adequate insurance.

7. Passports, Visas & Health

- Travelers are responsible for ensuring their passports are valid for at least **6 months** beyond the travel date.
- Obtaining visas, vaccinations, and health documentation is the client's responsibility.
- Triplink Safaris is not liable for denied entry due to incomplete travel documentation.

8. Liability

- Triplink Safaris acts as an agent for hotels, lodges, airlines, and transport providers and cannot be held responsible for delays, injuries, loss, or damages caused by third parties.
- We are not liable for events beyond our control, including but not limited to natural disasters, political unrest, pandemics, strikes, or government restrictions.
- Participation in safari activities involves inherent risks; travelers participate at their own risk.

9. Force Majeure

Triplink Safaris shall not be liable for cancellations, delays, or changes caused by events beyond reasonable control, including acts of God, war, civil unrest, epidemics, or government actions. In such cases, refunds are subject to supplier policies.

10. Special Requests

Special requests (dietary needs, room preferences, medical conditions) should be communicated at the time of booking. While we will make every effort to accommodate them, fulfillment is not guaranteed.

11. Complaints

Any complaints during the safari must be communicated immediately to Triplink Safaris or the guide to allow for prompt resolution. Claims made after completion of the safari may not be considered.

12. Governing Law

These terms and conditions are governed by the **laws of Kenya**, and any disputes shall be subject to the jurisdiction of Kenyan courts.