



BOOKING TERMS AND CONDITIONS.

By booking a Tour you acknowledge that you have read, understand and agree to be bound by these Terms. If you make a booking on behalf of other participants, you guarantee that you have the authority to accept and do accept UNIQUE RWANDA VACATION EXPERTS ' Terms on behalf of the other participants in your party.

THE BOOKING CONTRACT

Your booking is confirmed and a contract exists with UNIQUE RWANDA VACATION EXPERTS or your travel agent issues a written confirmation after receipt of the applicable deposit amount of 50% of total amount in due. Please check your confirmation carefully and report any incorrect or incomplete information to or authorized agent immediately. Please ensure that names are exactly as stated in the relevant passport (Travel documents).

The agreement becomes effective only after written confirmation of the booking by the other party within the agreed time frame and only after a 50% down payment or security deposit from the other party has been collected. For Gorilla permit booking, a full payment of **1500 USD** per person if trekking in Rwanda and **USD 700** per person if trekking in Uganda, is to be paid in due. This is due to the competitive nature of getting gorilla permits, and it is not refundable.

By booking on behalf of another person or persons, you represent and warrant that you have obtained all required consents. You are responsible for verifying that any information you provide on behalf of another participant (s) is complete and accurate and **UNIQUE RWANDA VACATION EXPERTS will** under no circumstances be liable for any errors or omissions in the information provided to complete a booking.

GENERAL PAYMENT TERMS:

50 % of the total sum is due 14 days after reservation, the final sum must be paid 30 days before the beginning of the tour. If the booking is done 14 - 30 days before arrival, the whole amount of the reservation is charged with immediate effect.

The payment can be submitted with the invoice which is sent automatically to the e-mail address provided by the client/tour agent while making the booking. Payment can be done by credit card by contacting and authorizing the personnel in the sales office. Payment dates do not affect the terms and timelines of cancellation. The client **carries** all the **charges** in relation to the **money transfer billed** by the transferring bank. **Net amount** written on the invoice should be paid as written; client incurs any **extra charges** for the transfers.

COMPENSATION OF DAMAGE AND LOST ITEMS

The client is responsible for their own property, however we try to put safety measures, and alerts. UNIQUE RWANDA VACATION EXPERTS are not responsible for the guest's personal effects kept in a booked accommodation or other premises or which are left in the accommodation. Lost and found items are shipped to the client at the client's expense.

COMPLAINTS

Any complaints about the tour, safari vehicle or the condition of the booked property must be expressed immediately after they arise. Urgent matters that need repair or fixing immediately by phone to 24/7 hours' service number provided to you. Please call our head office in Rwanda for immediate assistance. You may also give feedback in writing by email. Regrettably, liability for any complaints not notified will not be accepted. However, make sure you check your property well, before setting off to your next point/ property. However, notify us, on time, such that, where needed be, we can try to follow up and see if we can help as quickly as possible.

INCLUSION AND EXCLUSION

Careful read the inclusions and exclusions to know what your tour has to offer for you. This will help you to be well prepared for the tour, knowing all that is included and hence, your expenses.

RESCHEDULE OF TOUR

A tour can be rescheduled or the date can be changed, depending on how close the tour is, and also depends on some booking terms and conditions of some accommodation, in that particular trip. Trips having gorilla, golden monkey and chimpanzee trekking and bookings, however may not

be flexible to some changes, or changes has to be made, with the trekking dates not tempered with, as it can incur losses on the permits, as they are non-refundable.

CANCELLATION BY THE PARTICIPANT

A client may cancel their booking by notifying UNIQUE RWANDA VACATION EXPERTS. The applicable cancellation fees shall be determined with reference to the date on which the request to cancel is received by UNIQUE RWANDA VACATION EXPERTS and are expressed hereinafter as a percentage of the total price paid for the cancelled tour.

(a) Cancellation received 35 days to 45 days prior to departure, 25% cancellation Fees will be charged

(b) Cancellation received 11 - 34 days before the tour starts: 50% Cancellation Fee will be charged

(C) Cancellation received 3 – 10 days before the tour starts: 100% Cancellation Fee will be charged

(d) Cancellation received within 48hrs before the tours starts: 100% Cancellation Fee will be charged

(e) Tailor-made tours may be subject to alternative cancellation terms, which will be communicated to applicable clients at the time of booking.

(F) For gorilla permit, no refund is remitted, as the total sum for gorilla permit is paid to the government body, which does not provide refund on cancellation of gorilla trekking by a client.

No refunds will be made once the safari has commenced nor will any refund be available in respect of any tours, accommodation, hires, services or inclusions not utilized.

TRAVEL DOCUMENTS

It is your responsibility to obtain information and to have in your possession all the required documentation and identification required for entry, departure and travel to each country or region. This includes a valid passport and all travel documents required by the relevant governmental authorities including all visas, permits and certificates (including but not limited to vaccination or medical certificates) and insurance policies. You must have a passport that is valid

6 months after the last date of travel with UNIQUE RWANDA VACATION EXPERTS as set out on your itinerary. You accept full responsibility for obtaining all such documents, visas and permits prior to the start of the Tour, and you are solely responsible for the full amount of costs incurred as a result of missing or defective documentation. You agree that you are responsible for the full amount of any loss or expense incurred by UNIQUE RWANDA VACATION EXPERTS that is a direct result of your failure to secure or be in possession of proper travel documentation.

FLEXIBILITY & UNUSED SERVICES

You acknowledge that the nature of adventure travel requires flexibility and acknowledges that they will permit reasonable alterations to products, services or itineraries by UNIQUE RWANDA VACATION EXPERTS. The route, schedules, accommodations, activities, amenities and mode of transportation are subject to change without notice due to unforeseeable circumstances or events outside the control of UNIQUE RWANDA VACATION EXPERTS (including but not limited to Force Majeure, illness, mechanical breakdown, flight cancellations, strikes, political events and entry or border difficulties). No reimbursements, discounts or refunds will be issued for services that are missed or unused after departure due to no fault of UNIQUE RWANDA VACATION EXPERTS, including your removal from a Tour because of your negligence or breach of these Terms.

RISK

At all times the decision of the tour leader or representative will be final on all matters likely to endanger the safety and well-being of the tour. You must at all times strictly comply with all laws, customs, and foreign exchange and drug regulations. Should you fail to do so then you may be ordered to leave the tour without any refund and without any legal claim against us.

PASSPORT AND VISAS

You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries which you will visit during your trip. Your passport must be valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates for your trip; please refer to the Essential Trip Information for details. We are not responsible if you are refused entry to a country because

you lack the correct passport, visa or other travel documentation. However, where we need be, we always try to give a hand.

PRIVACY POLICY

Any personal information that we collect about you may be used for any purpose associated with the operation of a Trip. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the Trip. We will otherwise treat your details in accordance with our privacy policy.

Mr. HATEGEKIMANA Lambert
The Managing Director

