



Booking Terms and Conditions

Payments: Upon confirmation of any booking, full payment for gorillas, Golden Monkeys and Chimpanzee trekking permits is required (non refundable) AND a 30% deposit on other services.

Balance Payment is due 60 days prior to commencement of the trip. If a booking is confirmed within 75 days of commencement, full payment is required at the time of confirmation.

Cancellation Policy:

All cancellations must be made in writing and below charges apply;

Any cancellation made after a deposit or full payment has been made will incur a cancellation charge payable to suppliers as we make deposits to them immediately upon confirmation to avoid losing space.

- Gorilla permits, Golden Monkey and chimpanzee permits are non refundable
- 25% non refundable deposit for all hotel/lodges
- 60 – 31 days prior to arrival: 50% Cancellation fee
- 30 days or less prior to arrival: 100% Cancellation fee

Travel insurance:

Travel Insurance is recommended for all travellers including coverage for personal injury, loss of belonging, cancellation. All our quotations include an Emergency Medical Evacuation Service which only caters for emergencies that happen during the trip and require professional and urgent medical attention not available in the location of the trip. In this case the guest is given first aid and transferred by helicopter to Kigali/suitable hospital specialized to treat their condition. However this doesn't cater for the hospital bills.

Photography/Videography:

Ever Retreat may request to take photographs or film of its trips and trip participants, and participant grants Ever Retreat permission to do so and for Ever Retreat to use such for promotional or commercial use. Participants who prefer their images not to be used are asked to identify themselves at the beginning of their safari.

Lodges, hotels and sightseeing are all subject to change due to unforeseen circumstances. Ever Retreat reserves the right to amend the order of the safari as necessary. Every effort will be made to operate the safari as planned, but alterations may occur after the final itinerary has been issued.

Force Majeure: Ever Retreat Tours shall not be liable to any party in relation to anything or circumstances beyond control of either Ever Retreat or the supplier unless proven as our negligence such as but not limited to, acts of God, acts of terrorism, flight cancellations, fire, flood, drought, explosion, embargo, riots, civil commotion or civil authority including acts of local government and parliamentary authority.



<https://tours.everretreat.com/>

info@everretreat.com

+250 787 524 298