



Horizon Hunt Safaris

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TERMS AND CONDITIONS

1. Your Contract

A binding contract will be established once Horizon Hunt Safaris and the client agree on the proposed itinerary and the corresponding quotation. A booking is considered confirmed once an invoice has been issued and payment has been received. This contract is governed by the laws of the country in which the service supplier is located and falls under the exclusive jurisdiction of the courts of that country.

2. Reservations, Payments, and Deposits

Upon acceptance of your booking, the date the invoice is issued activates these Terms and Conditions. Confirmation of services requires a 30% deposit of the total invoice amount. The remaining balance must be settled no later than 60 days prior to the start of services.

For bookings made within 60 days of the departure date, full payment is required immediately upon written confirmation.

Failure to make payments within the specified timelines gives Horizon Hunt Safaris the right to cancel the booking and retain any deposits to cover expenses incurred.

All bookings are subject to availability and cannot be guaranteed without a deposit.

3. Booking Alterations

- a) If you wish to make changes to an already confirmed booking, Horizon Hunt Safaris will make every effort to assist. Some amendments may be free of charge, while others may incur fees depending on availability, flight costs, and supplier policies.
- b) Horizon Hunt Safaris reserves the right to revise brochure details, adjust holiday arrangements, or correct errors both before and after bookings are made. We may also substitute accommodations with similar options or adjust itineraries when necessary due to circumstances such as availability, operational requirements, or events beyond our control. Clients will be informed of such changes at the earliest opportunity.

4. Cancellation Policy

If a client cancels a reservation, the following charges apply:

- 45–16 days before safari: 15% of total cost
- 17–8 days before safari: 30% of total cost
- 7–3 days before safari: 50% of total cost
- 2 days–safari date: 100% of total cost

If a cancellation occurs due to circumstances beyond our control, clients may choose an alternative holiday or receive a full refund of all monies paid.

5. Force Majeure

“Force majeure” refers to events outside the reasonable control of the supplier, including war, civil unrest, strikes, industrial disputes, terrorism, natural disasters, fire, adverse weather, or government actions. In these circumstances, suppliers are not liable for compensation or losses incurred when forced to cancel, alter, delay, or curtail travel arrangements.

6. Complaints

If a dispute arises during your safari, it must be reported immediately to local representatives or accommodation management. If unresolved, a formal written complaint must be submitted to Horizon Hunt Safaris within 21 days after the end of the tour. Complaints submitted after this period cannot be considered.

7. Responsibility of Horizon Hunt Safaris

Horizon Hunt Safaris acts solely as an agent for various suppliers and is not liable for negligence, contract breaches, or omissions by suppliers or their personnel. Clients are responsible for reviewing all supplier terms and conditions. Horizon Hunt Safaris’ liability is limited to the total cost of the tour.

8. Transportation

Transport will be provided using suitable safari vehicles according to the itinerary and group size. Subcontracted services may be used. Multilingual guides are available on request. For flying packages, clients may share vehicles with other guests unless a private vehicle is arranged for an additional fee.

9. Insurance

All clients must carry appropriate travel insurance for the trip, covering medical expenses, evacuation, personal injury, death, lost belongings, and trip cancellation. Insurance is not provided by Horizon Hunt Safaris.

10. Special Requests

Special requests must be communicated in writing at booking. While efforts will be made to fulfil requests, they cannot be guaranteed and failure to meet them is not a breach of contract. Flight reconfirmation and airport assistance are provided only when Horizon Hunt Safaris manages the full itinerary.