

1. PAYMENTS

- 25% of the total booking value within 7 days of **confirmation** of the booking.
- The remaining 75% no later than 45 days from the trip starting date.

If payments have not been received in time, we **reserve** the right to cancel the booking.

2. CANCELLATION

Cancellation fees:

- ✓ More than 90 – 61 days before arrival: 50 % of total costs
- ✓ 60 days to day of arrival: 100 % of total costs
- ✓ In some cases more strict cancellation rules apply and in some cases these are less strict depending on the hotel policy
- ✓ Bookings of hotels and transfers only, we will be able to refund you more depending on our direct costs involved.
- ✓ Cancellations must be made in writing
- ✓ In the case of death or illness, special cancellation terms can be negotiated, if keshi tours ltd is in possession of an officially approved death/sick certificate copy.
- ✓ In the unlikely event that Keshi tours ltd has to cancel a tour, a service for any reason, we will try to offer the choice of an alternative arrangement, or you will receive a full refund. Keshi tours ltd will do our utmost to inform you about any cancellations earliest possible and latest 14 days before commencement of our services.

3. CHANGES

Keshi tours ltd reserves the right to make changes to brochure and website details and arrangements both before and after the booking has been made. Most changes will be minor, but Keshi tours ltd has to do significant changes you will be notified at the earliest possible opportunity. In such cases, you will have the opportunity to accept the changes or to receive a full refund.

Some service prices, such as (but not limited to) park fees, government levies and airport taxes are not in the control of Keshi tours ltd. In the event of these prices, being changed at any date Keshi tours ltd **will** charge the supplement to the client at cost.

4. FORCE MAJEURE

Force Majeure means those circumstances where the performance of our contract with you is prevented or affected by reasons of war, threat of war, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, government actions and all similar events beyond our control. In these circumstances, Keshi tours ltd **shall** not be liable for any compensation or otherwise responsible for any expenses or losses the client might incur.

5. COMPLAINTS

Should a problem occur, please advise both Keshi tours ltd **and** the service supplier in question immediately, as most problems can be solved on the spot. Should you remain dissatisfied, please write to us setting out the complaint in detail within 28 days of the end of our services under the contract.

Keshi tours ltd **cannot** accept responsibility for any complaints, which are not notified entirely in accordance with this clause.